



## >> Case Study 6: Segment End User Support

**4,000 on-site problem-solving deployments every month within the guaranteed area, the Federal Republic of Germany**

### **Industry sector:**

IT manufacturer

### **Assignment:**

A world-wide computer technology manufacturer commissioned Hemmersbach with approx. 4,000 service deployments per month in terms of on-site problem-solving in PCs, notebooks, servers, printers and plotters in Germany. The lowest on-site reaction time was four hours; for some product groups it meant 24/7 service.

### **The challenge:**

The heterogeneity of the product range in combination with the on-duty times within Germany requires cross-border certification with the corresponding availability of call-out technicians.

### **Procedure:**

The cross-product segment training courses for technicians and the Hemmersbach Process Management System permitted efficient route planning for the allocation of service deployments.

### **Results:**

The ticket-based invoicing system and the efficient deployment planning meant that the costs to the manufacturer were not only more variable but also significantly reduced.