

## Keller service goes online!



The customer confirms the service with a signature.

**Service check lists with collected system data, performance records and results of residual dust tracking measurements: A large amount of paperwork must be completed following the inspection of a system. Paper forms are now outdated! Today, the technicians perform their note-taking and transmit the data online. Customers and employees equally appreciate the new system.**

Since summer 2012, twelve Keller service technicians, working throughout Germany, have been equipped with the new information and communications technology. In the past, they filled out documents manually in triplicate. Currently, they log-in via the internet and create the necessary documents and reports digitally on their laptops. "Our customers appreciate this process. They are provided with easy access to readable documents immediately, forward them to interested parties in-house and file them electronically", informs Torsten Messerschmidt,

After-Sales Manager. The completion of a service order is confirmed with the customer's signature on a signature pad – such as the one that parcel delivery services use. "The technology stores the signature securely and automatically, with a date and time stamp. The signed report is equipped with write protection and cannot be modified.

### **Simplified procedures at the headquarters**

The innovation considerably simplifies procedures at headquarters. "Previously, the reports and test logs arrived at the end of the week. The data then was entered into our system between Monday and Wednesday. Now, this occurs automatically and is updated daily", reports Torsten Messerschmidt. "We can react immediately in the event of customer questions following a service visit, since we already have the measurement results and test logs. Upon a special request by a service technician, customers receive their order confirmation more quickly than in the past. Our staff has reduced its processing

time from an average of five to six days to only one day. "Indeed, invoices are forwarded faster to the customer", jokes Messerschmidt. "We reduced the time from the service to an invoice from seven to three days."

### **A positive experience for all**

Field service and in-house staff are both very satisfied with the new system. "In very rare instances – for example, if lacking an online connection at the customer's site, we had to wait a while for our documents", mentions the department manager. In the long term, we are confident that our customers will ultimately benefit from this improvement. "Many of the test results can be used for evaluations and this information can be utilized in the design of new systems." <

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