



# improve your customer service

## Creating transparency through self-service offers

Does this sound familiar to you?

- Your customers expect constant availability of your service department
- Your qualified service employees invest a lot of time in simple customer enquiries
- 24/7 service is essential due to your international orientation
- Warranty requests from your dealers are costly to process, and the processing time is not satisfactory
- Your customers expect a simple view of the history of the machine you purchased

Today, a personalized and forward-looking service is often decisive for success and creates new revenue potential.

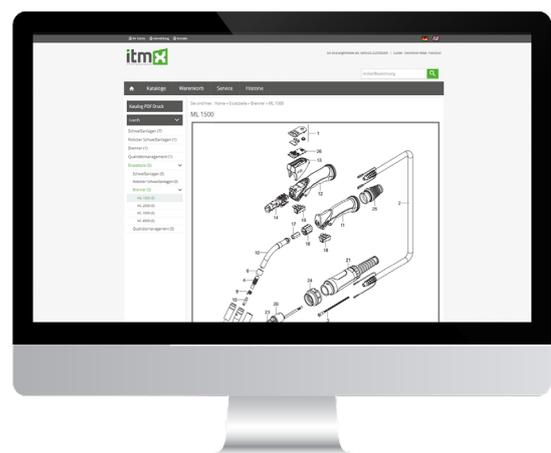
Is this what you want and wish?

- You would like to provide your customers with an overview of your machine park online
- You would like to offer an easy way to order spare parts?
- You would like to make service and warranty claims recordable 24/7 via a portal?
- You would like to make operating instructions and technical documentation available online?
- You would like to provide self services, such as printing documents

**You operate an SAP system (ERP or S/4 HANA) and need a quick solution?**

We can help you. With our **itmX takeoff specials** we offer you the possibility to make your communication channels **"digitally ready" at a fixed price.**

**Fixed price and only 14-16 weeks project duration until Go-Live**





## Our services:

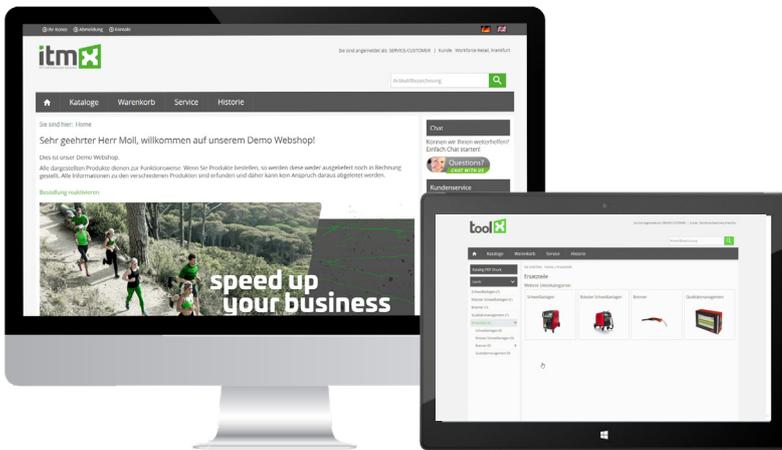
- Full integration into the SAP message system
- Representation of the customer's machinery in the portal
- Self-service to the alarm system
- Self-service for document download
- Catalog display of products and simple checkout process
- Customer-specific prices real-time from SAP
- Product availability in real-time from SAP

Optionally, we offer a 2-day workshop following the implementation to strategically align your customer service together with our strategy consultants.

## Your benefits

- Fast and lean introduction of a B2B customer service portal in your individual design
- Fully integrated solution in SAP with access to all existing content such as customer data, equipment, service notifications, customer-specific prices and documents
- Support and training for the creation of catalogs, products, images, etc.

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## At a glance:



Self-service portal on behalf of the client



Complete SAP Integration- no interfaces



Direct access to spare parts and own Machinery

**Create added value for yourself and your customers**

