

Case Study: Implementing S/4HANA Customer Service for a leading Water Purifier Company

Our client is a leading company specializing in water purification devices, vacuum cleaners, air purification systems, and home security products.

Challenges



High volume of service tickets

Managing a large number of service tickets, especially during peak times, was overwhelming for the support team.



Inadequate ticket prioritization

Without an effective prioritization system, critical issues were getting delayed while less urgent tickets were addressed first.



Manual and redundant processes

Manual processes in ticket handling, such as logging issues and tracking progress, were time-consuming and prone to errors.

Business Scenario

The client is renowned for its innovative technology and robust service network. To maintain its market leadership and enhance customer satisfaction, company decided to implement SAP Service Cloud as its CRM system.




Solution

After evaluating a few SAP CRM partners, they selected Maventic due to our nearly two decades of proven expertise as an SAP services partner, demonstrating a deep understanding of their unique industry challenges and a track record of successful, innovative solutions.

- **Automated Ticketing System**
Auto-assignment of tickets based on predefined criteria (eg. type of issue, customer tier).
- **Effective Ticket Prioritization**
Developed a prioritization matrix to categorize tickets based on urgency and impact.
- **Process Optimization and Automation**
Automated workflows for ticket logging and progress tracking.





Benefits

-  **Improved** response time
-  **Enhanced** customer satisfaction
-  **Reduced** delays

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