



# PIDAS Fact Sheet Consulting

## „Ensure that your service-organisation becomes a true masterpiece!“

### Overview

PIDAS Consulting plays a leading role in the field of consulting of internal and external service organisations and consistently aligns companies with their customers' needs. On the basis of our self-developed **Customer Care Concept** which advanced to the industry standard, trend-setting, innovative and customer-focused strategies are designed and implemented.

On that ground **customer satisfaction** and **customer loyalty** externally as well as **service efficiency** and **employee satisfaction** internally can be critically improved in order to ensure long-term **corporate success**.

PIDAS Consulting supports you with many years of experience and extensive expert knowledge in all areas of **Customer Service** and **IT Service Management**. Supporting you from the planning stage to implementation and integration of solutions as well as training of your employees we ensure the sustained success of your service-organisation.

### Methodology

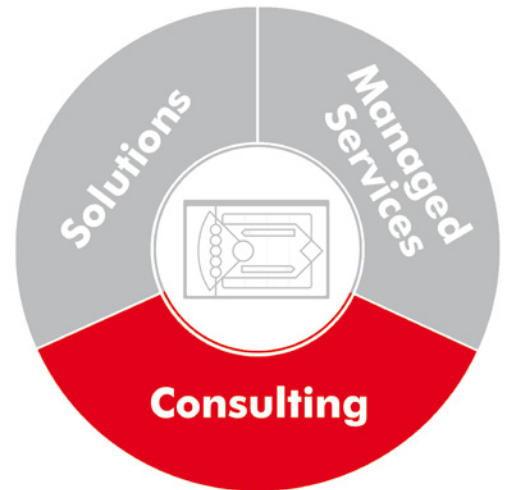
PIDAS Consulting not only carries out the analysis and conception of your service-organisation but also assumes responsibility for implementation and results. This is not only essential for the immediate success of the project but also for the attainment of your long-term corporate goals. Our methodology guarantees a pragmatic and systematic approach and enables your company to quickly and efficiently achieve defined objectives and successes associated with them.

We consistently pursue a holistic methodology and build our solution models on four main pillars:

- **people** and their skills
- the **strategy** and its future perspectives
- the **organisation** and its processes
- the **technique** and its support

By optimising your internal or external service-organisation we not only improve your service and customer processes but at the same time also increase the competitiveness of your entire company.

By organising service processes more efficiently and parallelly increasing customer satisfaction, you can at the same time also reduce operational expenses long-term. Thanks to these improvements you can also relieve your employees and make more efficient and profitable use of their workforce in other, more motivating areas of your company.



### Benefit

- Increase of customer satisfaction by providing high-quality service in compliance with clear commitments to customers
- Increase in customers and customer loyalty
- Improvement of efficiency and competitiveness by establishing a seamless, customer-focused and innovative service-organisation
- Higher level of productivity by using proven best practice methods and technologies
- Sustainable reduction of operating costs
- Release of resources and more efficient and profitable use of them in other areas
- Increase of employee satisfaction

## The consulting modules

### Strategy: Find your optimal customer care strategy

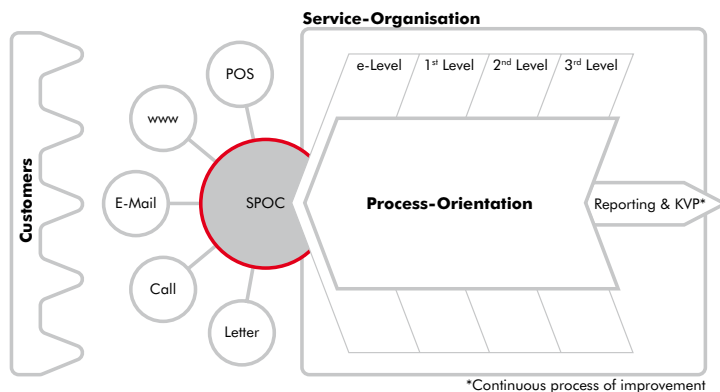
Customer care is a matter for the boss! In cooperation with your management we put the topic "Customer Service" in a company-wide context, identify current problems, collect criteria for an ideal condition and develop a cross functional **Customer Care Vision**.

From this vision we deduce a **forward-looking strategy** and summarise our findings on a Customer Care **Blueprint** for you. Additional practical inputs for the development of your personal service-strategy can be generated from the knowledge gained in numerous projects in the Customer Care area and also from our international branch-specific **market research**. Afterwards we convert our findings to a clear **roadmap** with specific efficient implementing measures for your company.

### Improvement: Enhance your customer care service-organisation

We accompany you on your way to your optimal internal and/or external service-organisation. With our Customer Care Concept you increase various indicators, such as efficiency, profitability, employee and customer satisfaction, the rate of solved requests or order lead times.

We optimise your current service-organisation and help you achieve best performances: We show you from **organisation and process consulting** to implementing the solution how you can make optimal use of the **full potential of your company**. Thus, we can help you to build up and preserve the know-how in your company and to integrate the recently introduced measures in a continuous process of improvement into your service-organisation at the same time.



Ill.: PIDAS Customer Care Concept

### Excellence: Training and development

If you want to provide excellent customer care services, you need competent and motivated employees. Our specially created PIDAS **Customer Care Academy** offers trainings customised to your individual needs. Trainings have a modular structure and range from a basic Customer Care Training through to professional service management. Our range of trainings is completed by special courses for the IT-area, which base onto the standard **Good Practice Method ITIL®**. All our trainings combine theory and practice with precious knowledge and benefit for your company.

## Quotations

"The PIDAS Customer Care Concept is state of the art and absolutely trend-setting."

**Dr. Daniel Maier**  
Business Process Manager  
Business Credit Suisse

"The result is a solution of which customers as well as we ourselves can only profit."

**Dr. David B. Sarasin**  
Executive member of the  
management of Bank Linth and  
head of the department "Customers"

## Some references

AXA Winterthur, Zürich; Bank Linth, Uznach; B-SOURCE, Lugano; DZ PRIVATBANK Schweiz, Zürich; Elektrizitätswerke des Kantons Zürich; GENERALI Versicherungen, Adliswil; Luzerner Kantonalbank, Luzern; NZZ, Zürich; PayLife Bank, Wien; PricewaterhouseCoopers, Hamburg; Stadt Wien MA14; Swisscom, Bern; Tamedia, Zürich; TELECOM Liechtenstein, Vaduz; VOITH, Heidenheim (GER); Weltbild, Olten

## About PIDAS

PIDAS is a service company specialising in the development, optimisation and management of service-organisations such as IT-service desks and customer care centres in the customer service area.

Our solutions always integrate the four elements people, strategy, organisation and technique. We base our projects on our selfdeveloped Customer Care concept which is industry standard.

The company with branches in Basel, Zurich, Vienna, Graz and Frankfurt am Main was established in 1987 in Zurich as a 100% subsidiary of the POLYDATA group and employs approximately 250 staff members in the German speaking part of Europe.

The following companies are among the most important customers of PIDAS: Heineken, IBM, MAGNA STEYR, NOVARTIS, ORF, Swisscom and Syngenta.

## Contact

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