



# COMPREHENSIBLE SERVICE PROCESSES AND SELF-SERVICE OPTIONS FOR CUSTOMERS

*The Swiss company HUBER+SUHNER AG develops and produces components and system solutions for electrical and optical connectivity needs. HUBER+SUHNER AG is a globally active company with around 4800 employees and a location in Switzerland with over 1500 employees.*



## CHALLENGES

HUBER+SUHNER needed a solid front- and backend for a 24/7 support solution at for after-sales support and support of the customer organization.

Simple collaboration options and the management of individual customer cases were important.

In addition, customers should have the possibility to check their support requests independently and receive individual information and data via self-service.

## SOLUTION

As a first step for HUBER+SUHNER, the Service Cloud with specific case management was set up for the Polatis product portfolio. This enables easy collaboration across multiple stages with clear escalation paths and the use of service levels as well as the integration of customer communication.

With the use of the Experience Cloud, a self-service portal was provided for customers. Customers can log into their account, enter and track service concerns, and download general documents. In addition, customer-specific files (such as software patches) are also made available on the platform.

The current system allows a utilization extension for the entire HUBER+SUHNER Group.

**HUBER+SUHNER**



| High Tech



| Service Cloud Experience Cloud

- **INDIVIDUAL CASE MANAGEMENT**
- **SELF-SERVICE PORTAL**
- **MULTI-CLOUD (SERVICE, EXPERIENCE)**
- **SCALING OPTIONS**