CUSTOMER AT A GLANCE

Saunier Duval is a leading brand for heating technology, having its origins in the French market and has been manufacturing reliable products for more than 100 year.

Their product range includes non-condensing and condensing boilers that supply homes with warmth and hot water, heat pumps that are used to support renewable energy systems and high-quality solar-powered solutions, and air conditioning appliances.

ABOUT PARTNER

ABAI Group is a technology solutions provider that combines innovative technologies with process optimization to create value in business processes.

With a presence in 20 markets and over 8,500 professionals, ABAI manages over 100 million interactions a year across various industries such as telco, banking, government, energy, healthcare, insurance, retail, utilities, and more.

CHALLENGES

- Digitization of paper-based processes and real-time monitoring of service quality status was necessary
- The manual registration, evaluation, and automation of quality audits across various customer relationship channels, particularly in business operations involving ordering, registering, reporting, and classifying documentation, was time-consuming for employees
- Needed to perform ongoing evaluation and correction processes for optimal efficiency

SOLUTION

A Quality Assurance Digital App was built on the Joget platform in just 2 days, which effectively minimizes the time spent on maintaining documentation and producing pertinent reports. Upon the implementation of the solution, Saunier Duval experienced a significant improvement in their operational efficiency and has successfully digitalized labor-intensive manual processes.

RESULTS

- The additional time consumed on exchanging feedback with the workers was eliminated, reducing the risk of human error and improving the overall quality of the tasks
- Able to keep track of work progress from time to time, while significantly improving working efficiency and productivity. This has allowed them to constantly stay on track and make relevant adjustments to ensure that they are meeting the goals and deadlines
- Automated evaluations and corrections in real-time, ensuring that everyone involved is kept up-to-date with any changes or progress made
- Able to support digital signatures for document signing and approvals, reducing the need for physical paperwork and speed up approval processes
- Collaboration and communication between fusion departments can now be better streamlined and more effective, resulting in less risk of miscommunication
- Able to provide valuable data and analytics that can be used for better decision making

100% Accelerated workflows
100% Approval processes with digital signatures
200% Happier customers