acc
solutions

...simply efficient
...simply innovative

Analysis & consulting
Project & change management
Training
Process SaaS solutions

www.acc-solutions.ch

acc solutions AG delivers...

1. Analysis & consulting
   - Knowhow transfer & EOS
   - Innovations brought live
   - Business model development
   - Strategy, process, organisation
2. Project- & change management
   - Implementation & delivery
   - hands-on, together with partner
   - change management, culture, inquiries
   - people, teams, training
3. Training
   - Training, learning, Kaizen
   - Case based learning
   - Checklists, videos
   - Wiki know-how management
4. Business process software solution, SaaS
   - Service Champion EOS, SaaS
   - Efficient operations processes
   - Taylor-made solutions, pragmatic
   - Efficient Operations Solution EOS

acc solutions
Our philosophy & partnering

- Performance in partnership
- Philosophy: Win – Win – Win -> Win^3
  - Win for your customers
  - Win for you & team
  - Win for Service Champion (Continuous development)
- We are only satisfied when you & the team is satisfied
  - Kaizen, Efficiency improvement & continuous improvement after the implementation
  - Every customer is a reference
  - Visits at each partner & premise possible
- Founded 2008
- Profitable since start
- 100% self financed (own financing)

Referenzen

PSG PackSys Global — Machine manufacturing, packaging, Support & Operations SaaS

swisscom — Swisscom (Schweiz) AG, SAP Helpdesk Business Steering, Data Warehouse Team

EMCH — EMCH Elevators, Sales leads, Support, Task Management

Laetus — Manufacturing, Track & Trace solutions, Multichannel Servicedesk 24x7, CRM

curabill — curabill, Billing Webshops Service Provider

HAPA a coesia company — Servicedesk, CRM, Asset Management, Inventory, Knowhow Management

Hertz — CRM, Inventory Management, Support / Service Center, Knowhow Mgmt, Credit Card Billing, live reporting, Mobile Internet Acc.

viceversa — Events, Online Forms, process automation CRM, Service Desk, Ticketing Proj.Mgt.

Referenzen

EOP Eidgenössische Organisatorenprüfungen — Federal Organisation of Management CRM, Process automation, workflow

swisscom — Swisscom (Schweiz) AG, Shop Planning Tool for 1200 employees, Call Center Services, FAB Process, Helppoint, inc. mgt.

evita MEINE GESUNDHEIT — Electronic patient solution, Web, App.

M MEDSEEK.CH ÄRZTE FÜR ÄRZTE — Medical Service Provider, CRM, Auftrags Mgt, Support & Helpdesk, Automation, Billing

BPM ENABLING SPORTS — BPM Sports, organisation & project Mgmt, Sport Mgmt, process automation

DR — Digital Signage, delivery & service & billing

local.ch einfach finden   **SwissLife**   **SOFTCOM**   **SEGWAY**

acc gena   **TRIOBET BALTIC LEAGUE**   **HEADSTORE**

2. When does Service Champion fit extremely well?

Make your processes more efficient with Service Champion EOS (efficient operations suite)

| Marketing | Sales | Order Delivery | Customer Service Helpdesk | Billing |

Support, Admin, Finance, Reporting

Service Champion is extremely well suited if…

1. You provide services or applications to your customers
2. You run several IT-Systems and do not have a single customer view (360 degrees view)
3. You want more time for the really important tasks
4. You work from several locations and in several languages
5. You want to improve processes & efficiency (Kaizen, Six-Sigma, Lean, Agile, Scrum)
6. You offer customer care & customer support/ after sales are important in your business
7. You have a remote workforce or work at other customers places (field force etc.)
8. You manage documents and contracts
9. You need to connect directly to business partners or end customers or remote IT syst.
10. You or a partner run a contact / call centre / provide solutions to customers

3. Service Champion EOS as SaaS Taylor-made for you... Swissmade

What's Service Champion?

1. Is a **web based, modular business & process software for efficient operations in your company**
   - E-Mail-Automation (e.g. in service / support, helpdesk, sales, operations, ...)
   - CRM (customer relationship management)
   - Ticketing (request handling e.g. via websites, forms) for more transparency
   - Knowhow Management (Kaizen, KVP)
   - Live Cockpits (Reporting & Controlling) for better decisions

2. Runs in any **Web-Browser** as Software-as-a-Service
   - Without Installation
   - Without Invest in Hardware

3. Is a **Swiss Innovation**

swiss made
software

Main advantages

1. Brings more **efficiency**
   - Improves processes & brings transparency
   - Saves time for your customers & you in helping providing better service
   - Helps for more up-selling & better retention

2. Gives a **360° degree customer view**
   - For all units: sales, production, support, billing

3. **Quick** introduction (time to market)
   - Live within 5-10 days
   - Simple interface towards other/external IT Systems
   - Very cost-efficient

4. **Best practice** & proven solution
   - Includes worldwide best open source solutions
   - Profit from network knowhow from over 20 Service Champion customers e.g. Swisscom, Packsys Global, Emch, Swisslife, Sesamnet, Evita, bpm sports, ...)

5. **Swissmade** Software
   - Quality, Precision, Reliability -like a Swiss watch
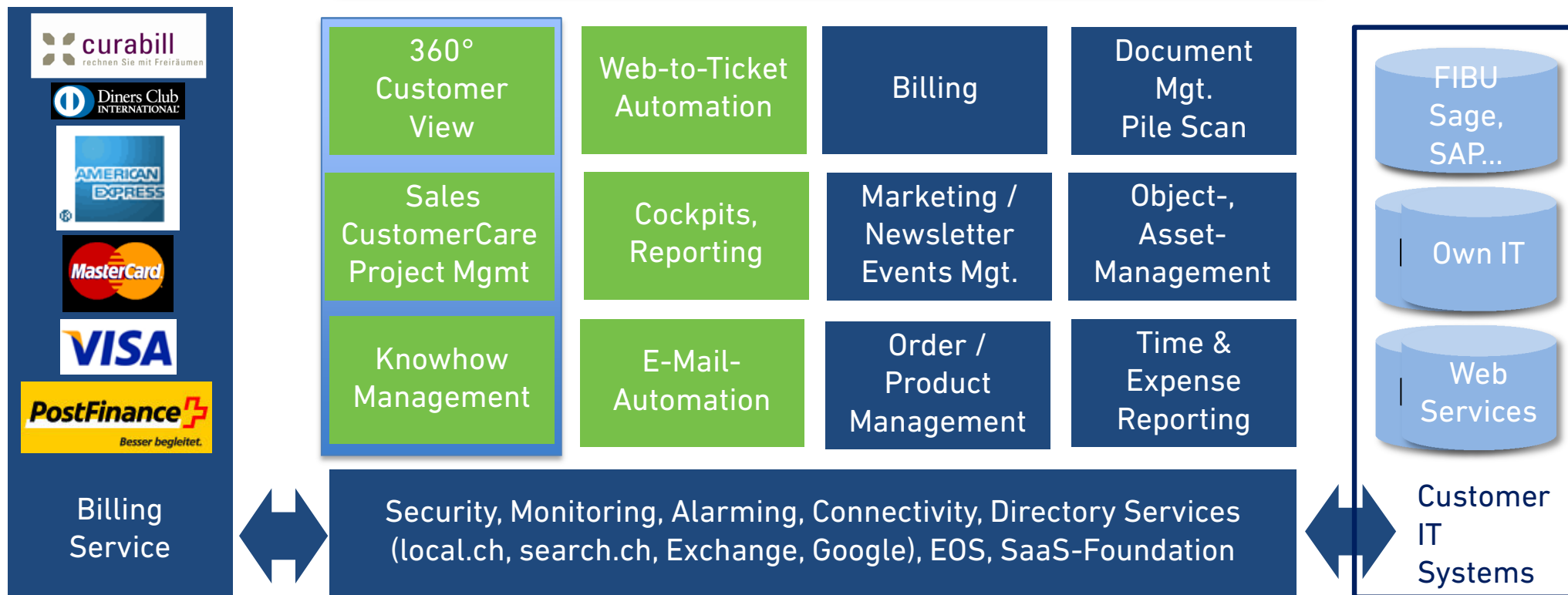   - Local support, Swissmade

4. Service Champion modules
Access via Web-Browser

Ideal fit for starting

swiss made software

Single sign on

360°
Customer
View

Web-to-Ticket
Automation

Billing

Document
Mgt.
Pile Scan

Sales
CustomerCare
Project Mgmt

Cockpits,
Reporting

Marketing /
Newsletter
Events Mgt.

Object-,
Asset-
Management

Knowhow
Management

E-Mail-
Automation

Order /
Product
Management

Time &
Expense
Reporting

FIBU
Sage,
SAP...

Own IT

Web
Services

Billing
Service

Security, Monitoring, Alarming, Connectivity, Directory Services
(local.ch, search.ch, Exchange, Google), EOS, SaaS-Foundation

Customer
IT
Systems

5. Proven rollout method
Service Champion go live in 5-10 days

Kick off   Go live   Feedback   Full Rollout   Change board

customer Inputs

1 day	1 day	1 – 8 days	1 month	1 – 5 days

| Definition require ments | Specification Set up | Implement, Testing Tailoring | Live usage, review, feedback | | Customisation | Continuous improvement KAIZEN |

Your benefit:
- Your tailor-made Service Champion is live within 5 to 10 days
- Your rollout is guaranteed & successful (Scope, Quality, Price), thanks to best practice (checklists) & acc solutions experience
- Your satisfaction is acc solutions's goal (CIP, continuous improvement, KAIZEN), User satisfaction of over 9 on 10-scale

Information, Product, Service Information, Questions:

Roger Müller

Founder, CEO

Skype: rogermuller

roger.mueller@acc-solutions.ch

www.acc-solutions.ch

Many thanks for your interest.
Questions? Just call...

Roger Müller
+41 79 234 44 56

Locations:

Headquarter:

acc solutions AG

Dorfmärit 16

CH-3065 Berne-Bolligen

Developement Offices:

acc solutions AG

Stadthausstrasse 61

CH-8400 Winterthur

T: +41 52 222 44 00

support@acc-solutions.ch

www.acc-solutions.ch

7. Further plus points
practical, goal oriented, tailor made

Practical, goal oriented, tailor made

- acc solutions works together with you (remote & onsite)
- Solution oriented approach, goals to achieve
- Precise documentation and implementation of customer request
- Pragmatic project progress – can do approach & huge experience in implementation including for new, innovative services/products
- Huge integration experience (interfaces, third parties)
- Large network of partners & clients available
- Huge experience in OSS/BSS system build up & integration

Experience in build up & efficient operations / processes

- Introduction of service desk, help desk e.g. for Swisscom, SAP service desk, Packsys Global CH & India, (worldwide over language, geography, time zones), Laetus Germany, …
- Integration of logistics third parties / partners (DHL integration for Swisscom, ALSO Integration, etc.), RMA process for hardware / software
- Easy integration of accounting & reporting systems (SAP, Oracle, Microsoft, Sage, …)
- Logistics & Supply Chain experience incl. IT OSS tools & practical knowhow
- Integration of Sales channels & Automation for Ordering
- Product Manager, Editor for Project & Product Management (Roadmap planning)
- Simplifies Order Management & POS Management

8. Service desk & Project management

- Key to success:
  - Short efficient projects (Sprints, Scope)
  - Clear focus on your customer requirements & needs
  - Rapid rollout of phases & functions
  - Direct Feedback for CIP, Kaizen, PDCA cycles
  - High customer & employee value-add
  - Simple tool & GUI
  - Flexible in combination with third party software
  - Open, modular Web-Architecture