

market analysis

Remote Services

quick introduction of
usage and benefits

RemoteServiceForum



information source
www.RemoteServiceForum.de

Two times a year manufacturers and user inform about technologies and concepts.

Also many projects will be presented which were prepared with *LIFE*.

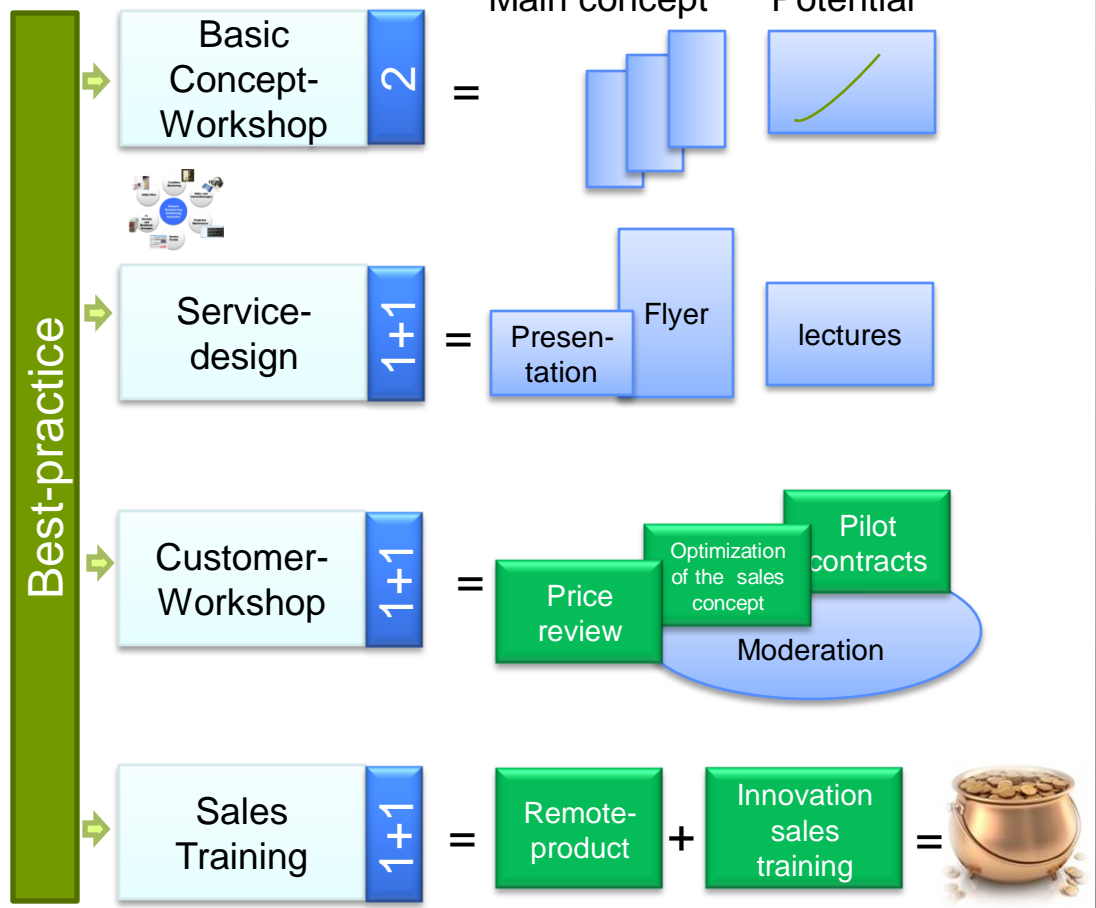
Extracts and conference proceedings are available afterwards for a fee under:

www.RemoteServiceForum.de

conference Proceedings and market study



Central modules for good business with low project costs



Individual concepts based upon Best-practice reduce time and give vending certainty.

Project attendance with the *LIFE* - concept:

- basic concept
- fixing the service offer
- customer workshop
- salesmen training

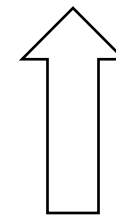
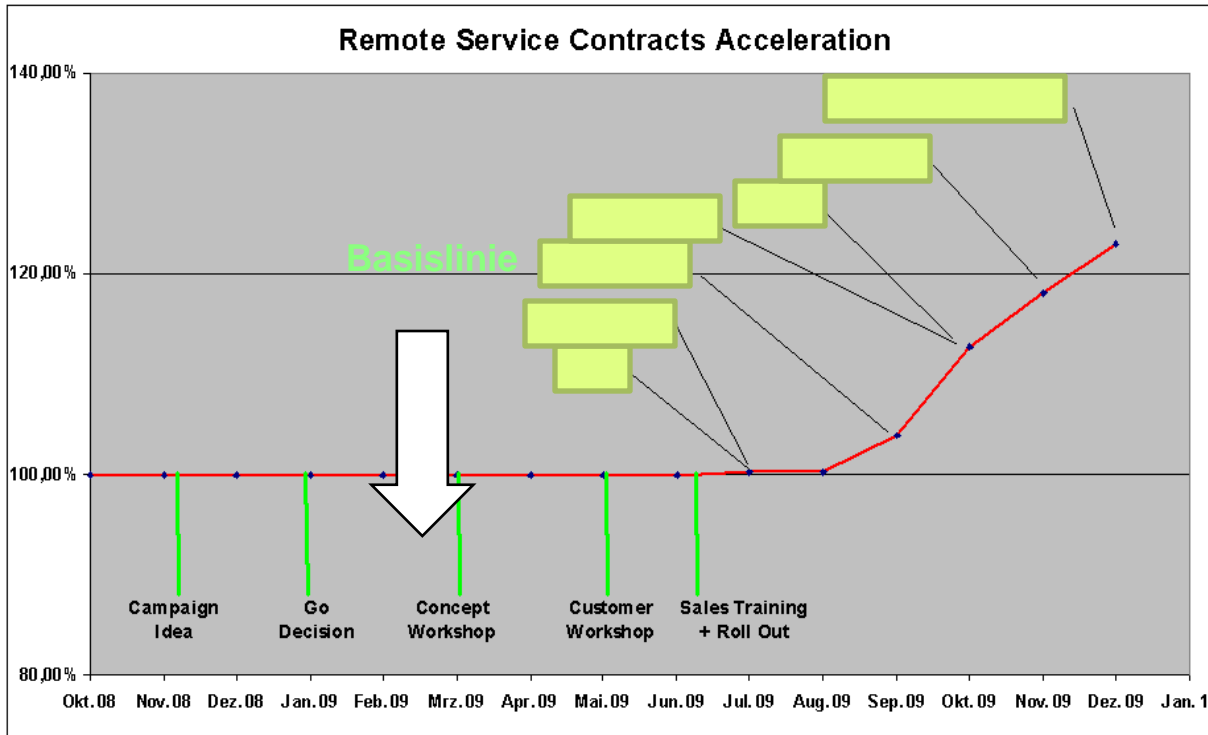
Individual project configuration after an analysis or a basic workshop.

In every case the basic workshop leads to impulses for business and technology.

Basic concept WS 2 days
External from 8 days up

Examples from the RemoteServiceForum

show that with project attendance advanced training LIFE results in faster and higher sales

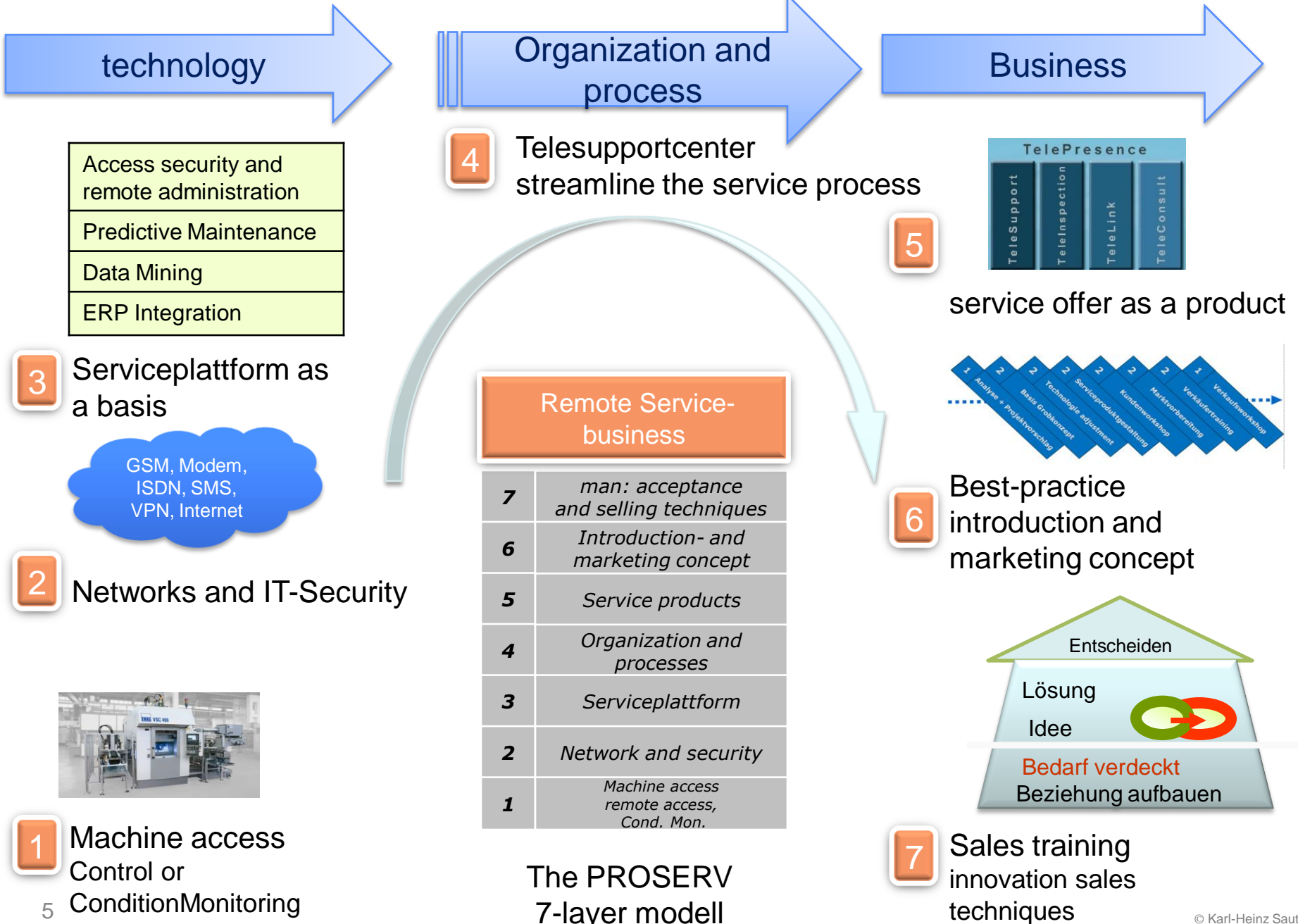


**+23%
grow in
5 months**

Before this project
no sale for 3 years

Project with Convertteam

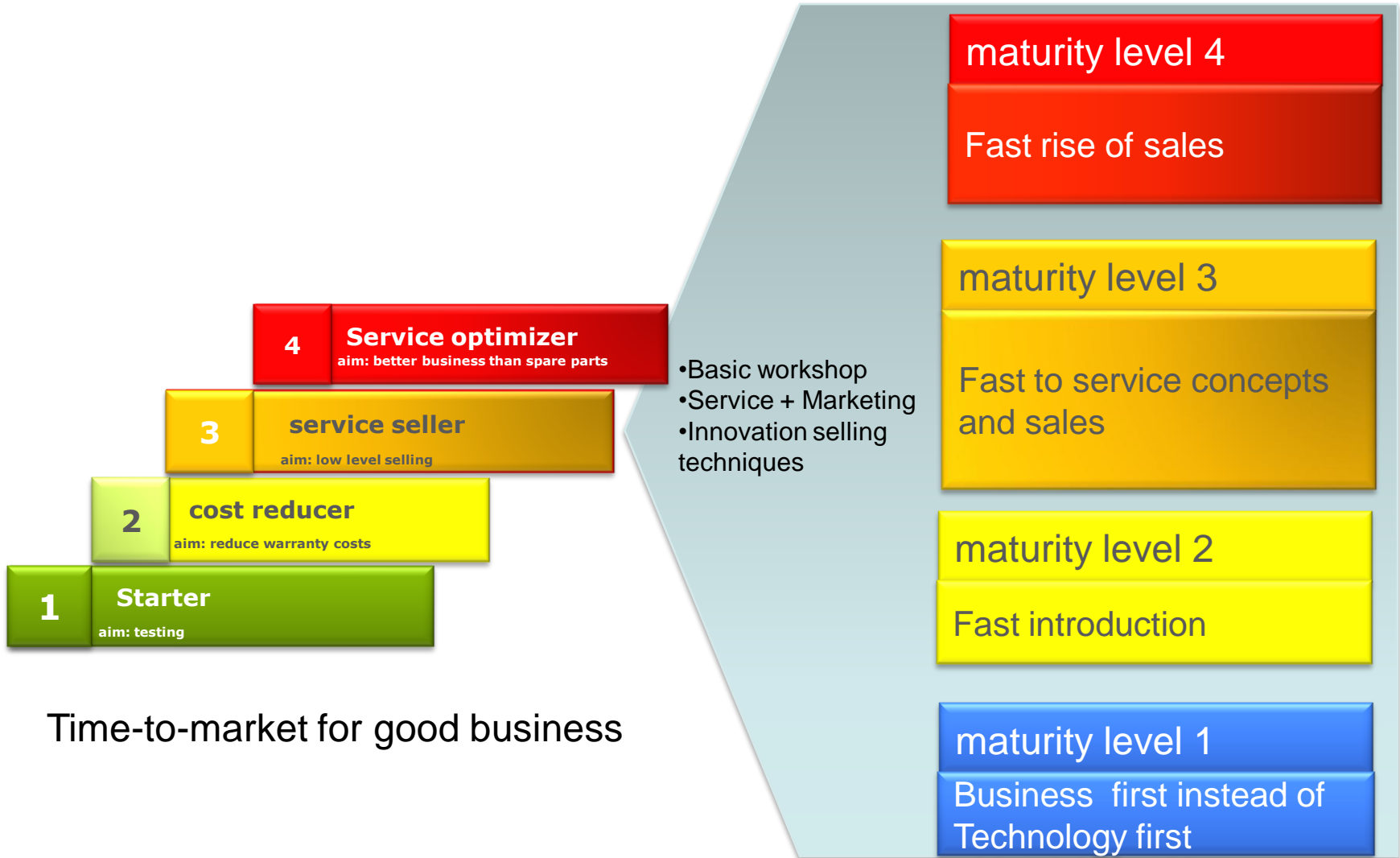
What belongs to remote business



The PROSERV 7-layer modell

Chances by maturity levels

4 maturity levels have been determined

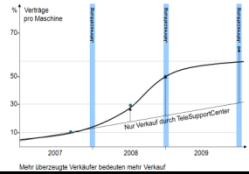


Time-to-market for good business

Examples for increase in maturity level with project attendend advanced training

Maturity level 3 → 4

Schneller bedeutet mehr Einnahmen manroland



From 20 to 200 contracts in 6 months
 50% contracts after 2 years
 effort: 3 workshop days, movie
 result: several millions

Maturity level 2 → 3



3 years with a remote platform without contracts

efford: 8 workshop days

result: 9 months after project start 150.000€ gross margin

Maturity level 1 → 2

- WS-Konzept
- WS-Service
- WS-Kunden
- WS-Verkäufe

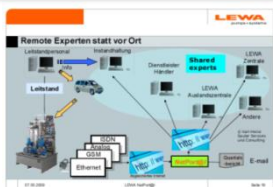
2 years with VPN-connection

Best practice LIFE project + technology upgrade

efford: 6 workshop days

result: contracts even bevor sales training

Maturity level → 1



Restart with the selection of a service plattform

Best practice LIFE projekt business + technology

efford: 8 workshop days

result: internal less than 30 man-days till to the sold pilot project

Typical actions/workshops for an advanced training of maturity levels

Maturity level 1	Maturity level 2	Maturity level 3	Maturity level 4
<ul style="list-style-type: none"> •Basic concept •Technology WS •Service design •Customer WS •Sales WS 	<ul style="list-style-type: none"> •Basic concept •Service design •Customer WS •Sales training 	<ul style="list-style-type: none"> •Selling optimization •Sales WS •Customer WS •Movie + guidelines •Sales training •Technician training 	<ul style="list-style-type: none"> •Kongresse •Selling optimization •Sales WS •Best practise distribution development •Technician update
top priority: Remote service	top priority: Service plattform	top priority: Service turn-over Service optimization	top priority: increase sales

Individual project setting

What is to do?

More...

- contact
- telephone interview
- information dialogue management
- project accompanying advanced training



Karl-Heinz Sauter
RemoteService-
specialist, facilitator
and organizer of the
RemoteServiceForum

Already the ancient romans
knew:

It is not because things are
difficult that we do not dare;
it is because we do not dare
that they are difficult.

Lucius Annaeus Seneca

Result

- E-Mail for an appointment by phone
- Technology + business assessment for your company
- Project- and teamdesign
- Fast market introduction
- Use best-practice experience

E-Mail: info@khsauter.de
info@remoteserviceforum.de
phone: +49 7152 39 47 44
www.khsauter.de
www.remoteserviceforum.de