



Project Showcase

Digitalization Customer Service

Information about the customer

- + Brand company Workwear
- + Turnover: > 50 m€
- + Employees: < 500

Information about the project

- + Duration: 2 months
- + Project team: 9 people
- + GCS Consultant Team: 2 people

Project Mandate

- + Analysis of as-is processes and structures
- + Expansion of optimization approaches in the area of customer service with a focus on digitalization

Results

- + Fit/gap check of all processes with elaboration of potentials in the focus on digitalization
- + Evaluation of suitable software solutions with elaboration, cost and decision-making bases
- + Solutions for structural and organizational gaps with a focus on quick wins

Contact person

Angelina Schock
schock@gcs-consulting.de
Managing Partner

Project description:

In this project, we supported a brand company in the workwear sector in putting the processes, structures and system use in the field of customer service to the test.

In the first step, the department's own processes were evaluated and structured. Using a methodological fit/gap analysis, different gaps in the structures and processes became visible.

Subsequently, the gaps were categorized according to organizational and digitization potentials and divided into individual modules for implementation. Together, solution and optimization approaches were developed, which served as decision templates including cost indications for partners and any systems that may be used.

In addition, recommendations for action for quick wins were developed with the help of the project team. The digitalization of customer service processes was advanced and set up for the future with suitable software and digital service approaches.