



Customer Success Story

EMS – Electro Medical Systems

Digitalization in Service & Maintenance Management

Customer

E.M.S – Electro Medical Systems S.A. is a leading manufacturer of medical devices and systems for dental prophylaxis, orthopedics and urology. EMS was founded in 1981 and employs around 1,000 people worldwide and is headquartered in Nyon.

COMPANY

EMS – Electro Medical Systems

HEADQUARTERS

Nyon, Switzerland

INDUSTRY

Health & Production

OUR SOLUTION

proCONTRACTS



Challenges

- Digitization of case management in the areas of service and maintenance.
- Integration into the existing CRM system.



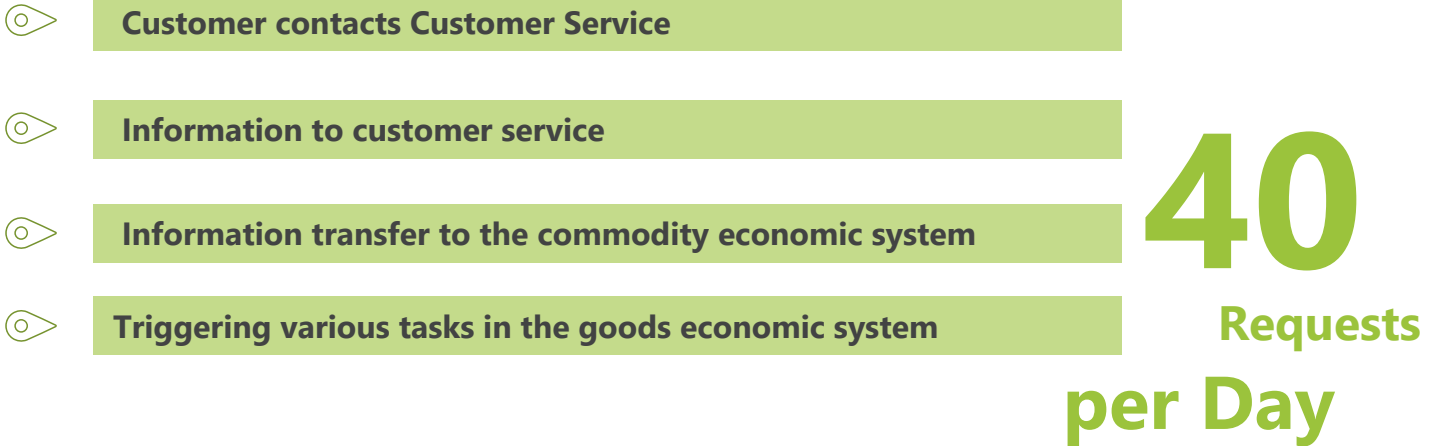
Advantages

- Shortest ROI cycles
- Transparency across all contracts
- Secure creation using templates
- Fast implementation
- Multilingualism



INITIAL SITUATION

Classic process of a service case before the introduction of proCONTRACTS:



CHALLENGES

As the company expanded and the number of products and customers increased, this 1:1 strategy was no longer feasible. Working with an Excel file quickly pushed the system to its limits.

THE RESULT:

- Incorrect information
- Information was lost
- It is difficult to verify whether the data is up to date

**Very high data
maintenance effort and
no possibility for a quick
status overview.**



OUR SOLUTION - proCONTRACTS

proCONTRACTS is an intelligent, digital contract management system that was specifically developed for Microsoft Dynamics 365.



User-friendly & innovative features



Customizable templates



Powerful analytics



Live Dashboards



Customer service & GDPR compliant

Our partners rolled out a CRM system at **EMS** back in 2016. Implementing proCONTRACTS as a solution was a clear decision. The solution could be integrated quickly and easily at **EMS** and individual adjustments could be made to suit the company.

Added value for the customer

- Employees are already familiar with the look and feel of the software interface
- Very short training times
- ROI paid off within a few months

Im Detail

From

3 Weeks

to

MINUTES

through automation
with proCONTRACTS

The CRM system introduced is used primarily for case management at EMS.

A typical case workflow for a dental device

The technical customer service receives the customer request. This is then processed by the customer service, which arranges the rental system and collection. When goods are received and the technology department, all data for repairing the device is recorded.

Logistics and customer service complete the process with the return shipment and invoicing. All departments can view the case and store their data at any time.

Individual contracts at the touch of a button

Thanks to the new CRM system, all processes were now clearly structured and transparent. However, the types of contracts for service and maintenance of the individual systems were often very different, and sometimes incomplete. With proCONTRACTS, this situation is a thing of the past.

- The EMS employees record the device as a case in proCONTRACTS.
- The software displays all relevant information about the customer and the device.
- Tested and pre-agreed contract modules are available for the respective service case.
- Employees can select contracts and configure them.

E X A M P L E

For example, it can be specified whether a customer would like a replacement system, a subscription for regular maintenance, or just wants to send the system in for maintenance once. In addition, it can be individually selected whether the contract should be faxed and signed, or whether a digital signature (eSignature) should be used. Further information such as the desired return date, exchange & replacement system can be stored.

80 %

more Performance



"We knew within a few seconds that this would be the new method. The solution enables a lot for our customers and makes our lives easier."

First Level Support

Everything in view: In one place and in every language

Thanks to the seamless integration of proCONTRACTS into EMS' CRM, all data is in one system.

- No breaks within the system
- No loss of information
- No duplicate entries

Multilingual

It automatically detects the language in which the customer account is created and the contracts are issued in this language.

This function represents real added value for an international company like EMS.

With the information provided by **proCONTRACTS**, EMS customers feel well looked after and understood.

Fazit

Fast and easy – from CRM to contract

4 easy steps in proCONTRACTS:

1 Open a case

2 Mark Device | System

3 Create a contract

4 Send

"We get support from all sides. The employees think sensibly about every step. That is no longer a given today. Thanks to the expert know-how, we get suggestions and tips on how we can improve project processes.

The tool is not just provided for do-it-yourself use. We always find the collaboration particularly helpful and fun because our colleagues bring a lot of suggestions to the table."

First Level Support, EMS Electro Medical Systems

Once the contract has been created, it can be sent as a PDF or printed out and signed by customers. A more popular option at EMS is to send the contract via a link and have it signed digitally using eSignature. The contract data set can be viewed in full online. In proCONTRACTS, it is displayed in real time as soon as customers have signed the contract digitally.

Perfect interaction

Microsoft Dynamics 365 and proCONTRACTS as a contract management solution work perfectly together and ensure easier processing and better customer service.

more effective processes
higher customer satisfaction

Future Plans

An ERP conversion is pending, during which the entire inventory management system will be updated. Among other things, a portal is being planned where customers can book appointments directly online. All incoming and existing service cases are to be covered and planned here, with everything that goes with them: included rental systems, available technicians, etc.

This new setup will require an even greater overview in the CRM system and of all existing contracts in the future.

Why LOOPINFINITY?

LOOPINFINITY with its partners is a service partner for the introduction of digitalization strategies and customer engagement projects based on Microsoft Dynamics 365, Power Platform and Cloud.

We combine technological progress with expert advice:

From requirements analysis to individual support concepts. We offer industry and end-to-end business solutions with numerous partnerships.

With experience from over 250 project implementations, we have been supporting medium-sized and large companies in the DACH region and worldwide for over 20 years. With our proSUITE solutions, we provide intelligent modules for Dynamics 365.

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