



Digital transformation for customer service + process optimization in calibration laboratories

Lars Ahrendt

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quick – simple - auditproof **Perschmann
Calibration** 

Perschmann Calibration GmbH

- **Company in north of Germany**

- 134 employees
- 20 people in sales department (15 office / 5 on side)
- 50 people tester in laboratory

- Accredited acc. DIN EN ISO/IEC 17025 by DAkkS
- > 400.000 calibrations p.a.
- > 100.000 accredited calibrations p.a. (DAkkS)



- Accredited

- | | | |
|-----------------|---------------|--------------------------------|
| ▪ Length | ▪ Pressure | ▪ Electrical Instruments |
| ▪ Force/ Torque | ▪ Temperature | ▪ Station. lab/ in situ/ mobil |

- 15.000 customer in Germany (95%) and Europe (5%)

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- 15.000 customer
- 800 customer = 70% turnover p.a.
- Lot of small customer

Main questions of small/ **new** customer:

- Are you able to calibrate this item?
- Are you allowed to do that (accredited)?
- How much is the calibration of...?
- Can you send an offer?

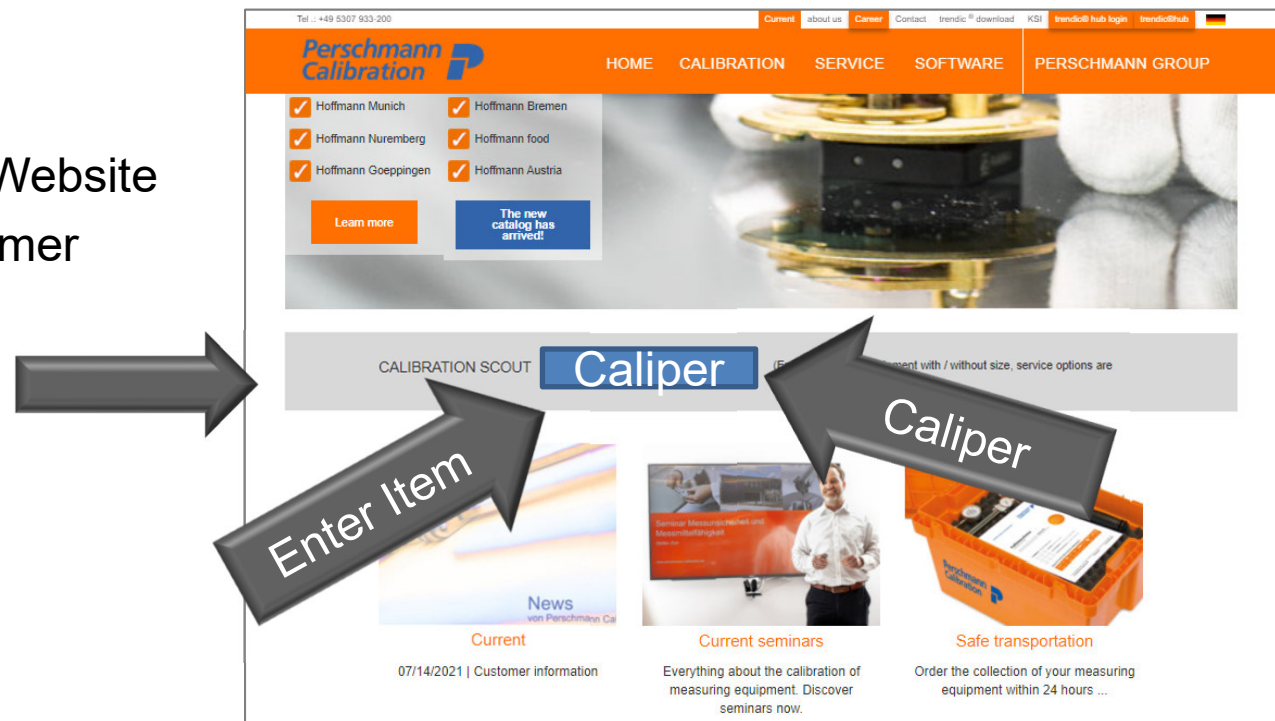
Callange for sales-department:



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Solution

- Calibration Scout on Website
- Self-Service for customer



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CALIBRATION SCOUT

- Item
- Picture
- Price
- Calibration procedure
- Shopping cart

CATEGORIES: All

SEEK: caliper

20th SHOW MEASURING EQUIPMENT

SELECTED SERVICES 0

DETAILS IMAGE SIZE ADD

DAkkS calibration caliper / depth caliper

What kind of instrument ✓

How to answer quickly ✓

How to reduce workload ✓

Service 24/7 ✓

How to offer self service ✓

DAkkS calibration caliper / depth caliper

Calibration of the hook depth caliper

Caliper / depth caliper calibration

200 mm, 300 mm, 500 mm, 1000 mm, 1500 mm

200 mm, 300 mm, 500 mm, 1000 mm, 2000 mm, 3000 mm

1 TO 4 (OF A TOTAL OF 4 MEASURING DEVICES) (FILTERED FROM 235 MEASURING DEVICES)

RETURN 1 NEXT

SELECTED SERVICES 0

Result

- Price-List
- Delivery note
- List to ask for quotation

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That was a solution for new customer...

**How to optimize the whole process
with established customer?!**

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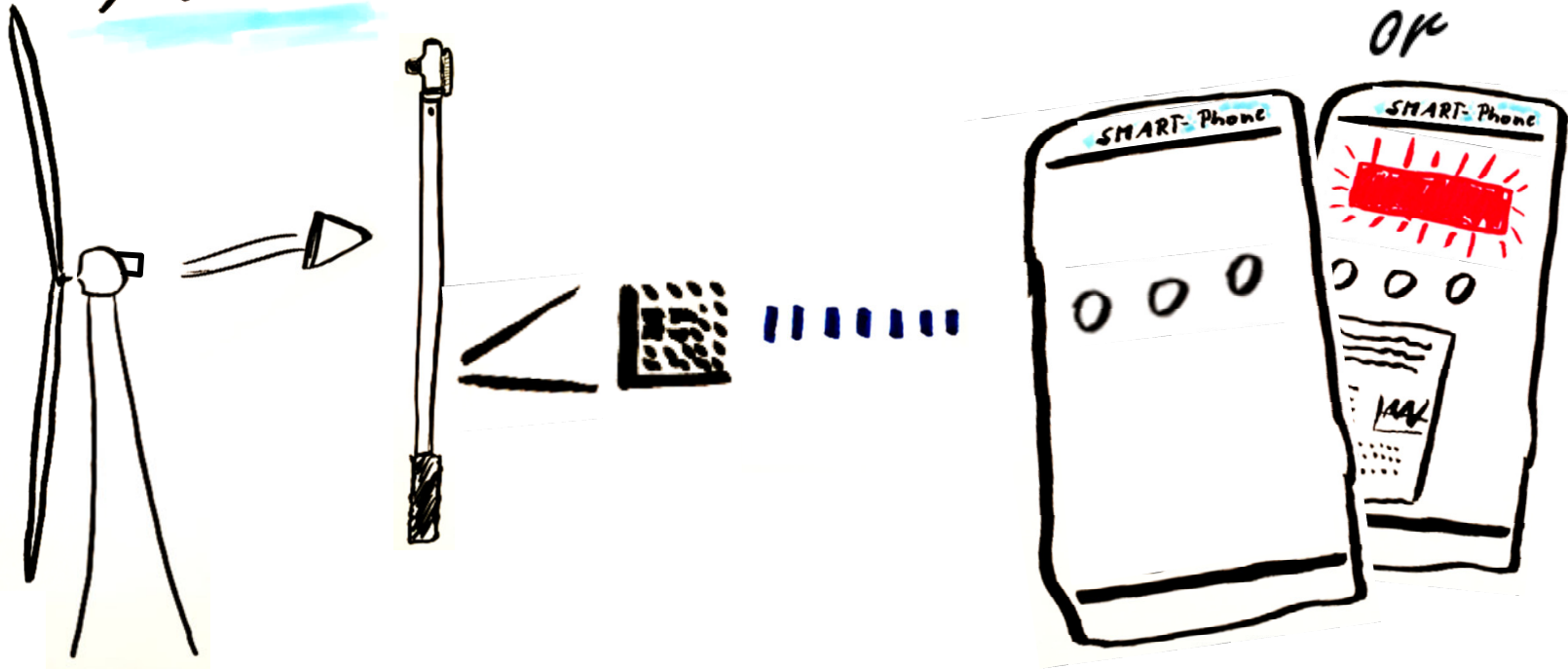
Connect laboratory and customer

The Vision

A hand-drawn underline consisting of two parallel lines, the top one in black and the bottom one in blue, with a small yellow rectangular highlight at the right end.

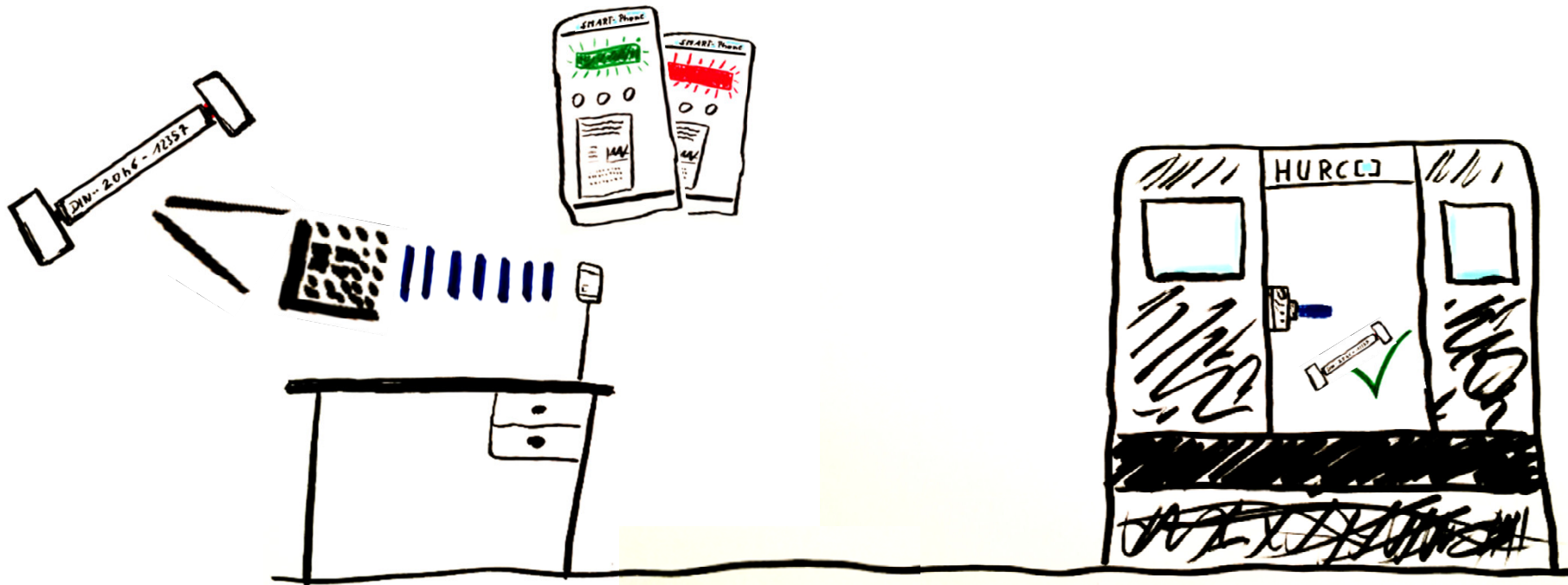
The Vision

Audit

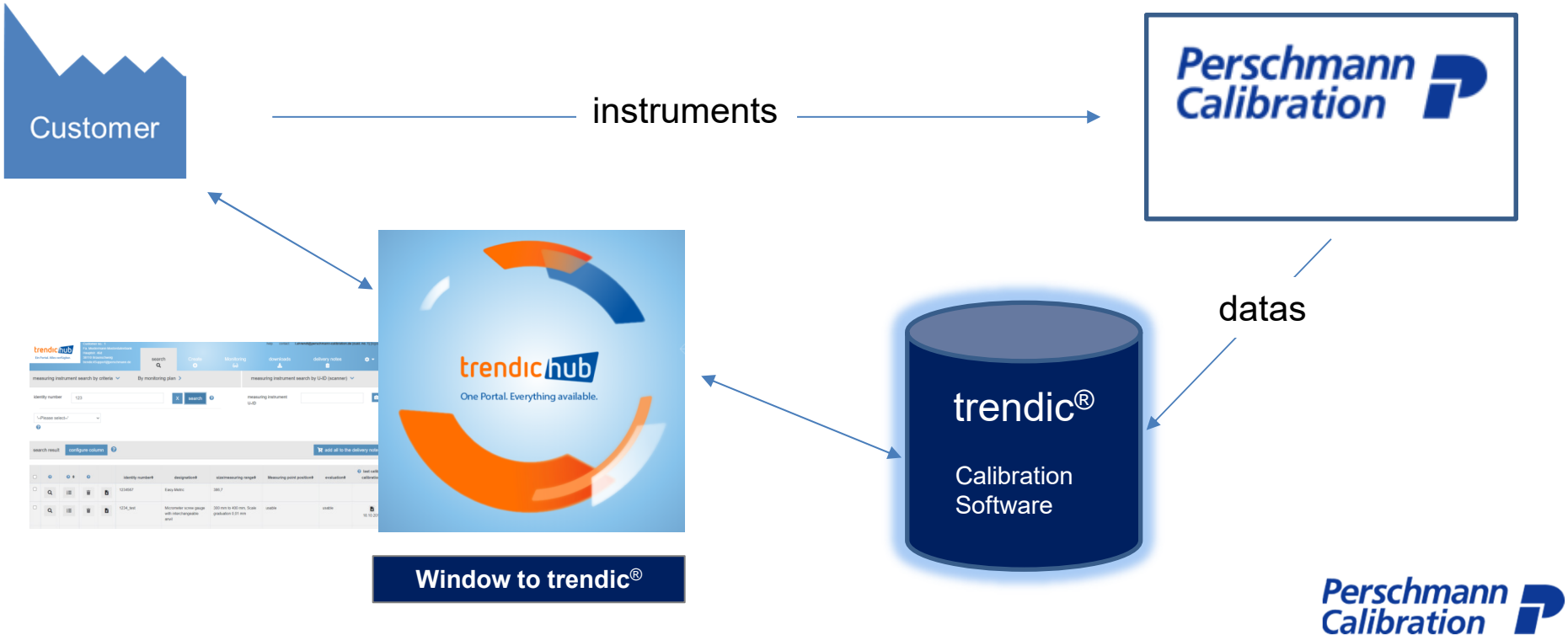


The Vision

Use allowed?



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Benefits customer

- View to certificates
- Administration of instruments
- Create delivery note
 - per mouse-click
 - per scanning instruments
 - including price
- Reminder of due instruments
- Upload certificates of other labs
- Assigning instruments to work-order per scanning
- Download certificate as PDF, datafile (later DCC)



PeCal000405278

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Benefits Perschmann Calibration

- Copy delivery note into order!
- Use administration datas of customer as
 - Interval
 - Storage location
 - Name of staff
- Reduce cost for print certificate/ delivery PDF/ Files
- Receive instruments again
- Strength relationship with customer
- Increase sales and earnings with SAAS-Modell



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Thank you!

schnell – einfach – auditsicher **Perschmann
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