



Winfried vom Hofe
Service Consulting
Solutions with Efficiency Effect

Enhance services as a business segment

Explore new business potentials

Utilize the closeness of services to customers for a professional customer relationship management

Deliver services much more efficiently

Save cost through business process management

Gain sustained profitability through a balanced relation between efficiency increase and performance improvement

Parameters of successful solution projects

With our experienced partnership you will approach the solution step by step. You will continuously be in full control of the project. We deliver the know-how at any stage of the project – from the first strategic ideas via concept development and requirements analysis finally to a turn-key project.

To let you know in advance of the project if the solution pays we will support you with a RoI assessment. And we will show you what has to be done in any phase of the project to reliably achieve the expected benefits.

Improve Competitiveness with Profitable Services

You want to counteract increasing market pressure and dwindling profit margins in your product business with convincing services? Or you just want to make your service operating more efficiently?

Then:

- establish a successful business model for your services,
- arrange your service organization in a way that it can operate dynamically with excellent working processes,
- use IT solution which universally support these processes,
- enable a communications infrastructure which satisfies any information need, at any time and anywhere – achieving the Real-Time Enterprise,
- integrate services in a common enterprise wide customer relationship management.

A practice program to improve efficiency

We are your partner to consequently achieve these objectives through a consistent transition of your strategy into practice. Starting from your business model necessary measures will be separated into easily comprehensible steps. We will plan together with you the process optimization and the supporting IT systems. We will agree on goals for critical success factors and provide them to the management as means of control. This allows you to continuously gear the success – during the project as well as during the operation phase.



What you can expect from us – as Consulting company and as Customer

For consulting companies and system integrators we offer our competence in order to jointly realize projects successfully at our customers, from the first idea to the turn-key solution.

For our customers we offer a comprehensive set of services starting with concept development via project management until coaching after the implementation.

- We will analyze the requirements of the service unit in order to better structure and streamline the processes with the objective of a consistent and continuous efficiency improvement.
- Our interdisciplinary consulting approach targets to establish services as a profitable business segment.
- We will implement your IT solutions as engine for business success; they will be used as a way to make processes more powerful.
- With a strong partnership you will supplement your own resources by complementary competences in a very flexible manner.
- Through an efficient project management we will ensure the actual transition of the planned process innovation into the daily practice.
- With our capabilities in consultative selling you as a consulting company can build on a long-lasting relationship with your customers.

From our references



Hannes Heckner, Managing Director mobileX AG:

„The profound experiences of Mr. vom Hofe took us the decisive step forward. A customer recently said to us: The analysis workshop led by Mr. vom Hofe gave us fundamental insights into the improvement potential of our processes.“



Ulrich Schomakers, VP Service Operations GE Wind Energy: „Mr. vom Hofe has led the project from the beginning in a very experienced manner, always target oriented with a pragmatic view on the essentials for our business. At the same time he played his role as a competent consultant thus initiating and transitioning substantial process improvements.“

→ **Step-in consulting.**

We work out a concept together with you which comprises of the components of your business model as well as the potential for optimization of processes and IT systems.

→ **Process and requirements analysis.**

Your processes will be investigated in detail and thoroughly documented. From there we will derive the requirements for the efficiency improvement program.

→ **Execution of Return on Investment analysis**

Before the project start and during the utilization phase we will analyze the expected and the achieved results of the efficiency improvement. If necessary further measures will be compiled to ensure the optimum effects.

→ **Development of solution concepts.**

The development of the solution description together with the end users is the core of this step.

→ **Project management.**

In close cooperation with you and the solution provider we will ensure that the project will keep its time and budget target.

→ **Consulting services accompanying the project realization.**

If you prefer to use your own resources for the project management we will assist you with our experiences to supremely well deal with all unexpected and sometimes critical challenges.

If you want to improve the competitiveness of your service organization, or if you as a consulting company carry out projects in the service and CRM arena at your customers, then we should talk to each other.

Take advantage of our 15 years of experiences with successful service solutions which achieved measurable results in the improvement of the competitiveness of enterprises.

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