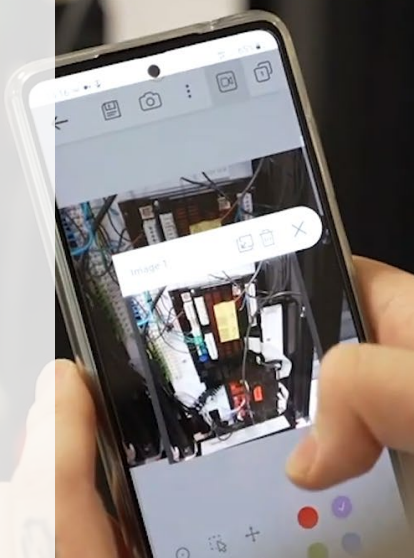


Customer Case Study

VIESSMANN



Viessmann France teams up with Orange Business to streamline troubleshooting using XpertEye

Challenge

For Viessmann France, winter is never a relaxing time. It is a season when the technical department is particularly busy. And with good reason: the Metz-based company, which employs 350 people at its French headquarters, markets a range of heating solutions, heat pumps, boilers, solar panels, hot water tanks, etc. When breakdowns and malfunctions of all kinds occur, calls to the customer service department are obviously urgent. How to optimize interventions during this critical period to act faster and more efficiently?

Solution

To address this challenge, Viessmann turned to its historical partner Orange Business. They propose a catalog of business applications, including XpertEye remote assistance.

XpertEye is very easy to deploy and can be used by Viessmann technicians, its installation partners, and also directly by end customers.

XpertEye can be enhanced with smart glasses or other equipment, such as an endoscope, to provide even greater visualization capabilities. It can also be used to train employees, technicians, and experts on new products remotely.





We receive a link, we click on it, and this allows us to collaborate with our installer, our technician, the end customer, without having to install anything on the smartphone. **The solution comes in 3 words: click, connect, collaborate.**



Sébastien Duits
IT manager
Viessmann France



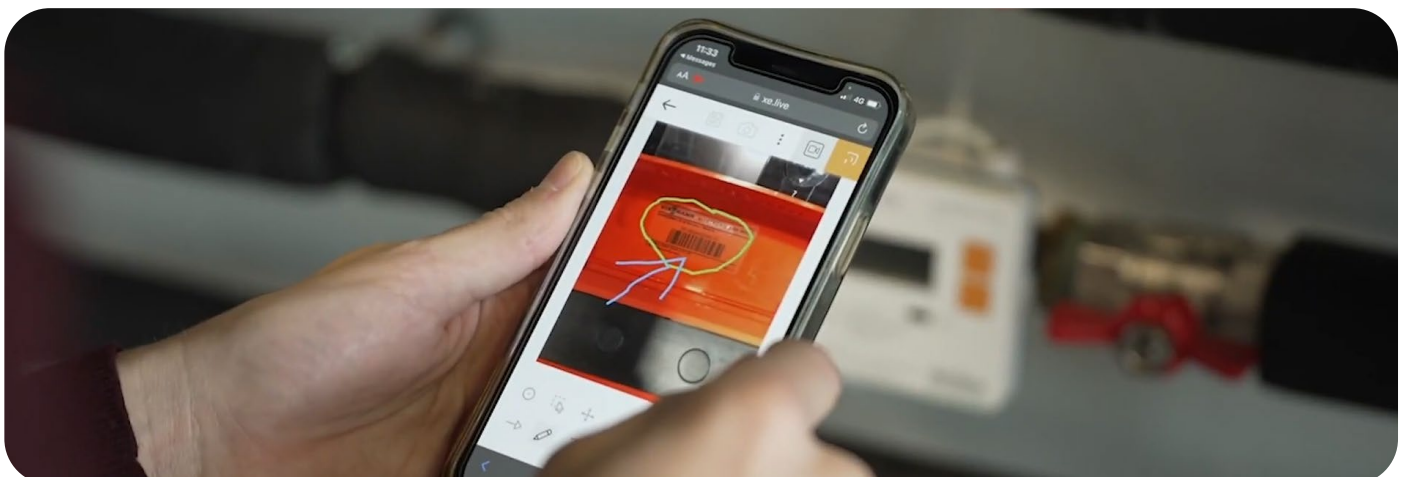
Results

• Enhanced troubleshooting

The customer service operators receive calls from Viessmann technicians, partner companies (mainly installers) or even directly from end customers experiencing a problem. The operators were having difficulties in determining exactly the origin of a breakdown. Now, with XpertEye, the operator can simply send a link to the caller who then can show with his smartphone what he is experiencing, making the troubleshooting process more streamlined.



It's not always easy for someone on the other side of the phone to visualize the installation and have a clear vision of how it's designed," explains **Sébastien Duits**. "XpertEye helps technicians understand the problem more easily and therefore troubleshoot more quickly."



- **Enriched customer experience**

XpertEye's strength is that it transforms the experience of all stakeholders. Customer service operators no longer work blindly, and field technicians are supported in their work. As for the end customers, they are more quickly considered and helped. The result: satisfaction for everyone!



This has changed the way we work since we are saving time and have the opportunity to help the customer more effectively."



Frédéric Staub
Technical Support Manager
Viessmann France

- **Improved Corporate Social Responsibility (CSR)**

With this solution, technicians no longer have to travel systematically, since visualization allows for much more frequent remote resolutions. The resulting reduced carbon footprint makes it an ally of Viessman's CSR policy. Fuel savings, fewer CO₂ emissions, satisfaction of internal employees and external customers: a total win-win solution!