

ISS Insights: Best Practices.

Projects from the Years 2019 – 2021, developed
and implemented in Cooperation with ISS.



**ISS International Business
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Projects • Programmes • Consulting

- Strategies and Markets
- Service Products and Processes
- Digitalization



The ISS supports projects that drive companies forward - and business concepts that make growth with services possible - professionally and profitably.

The methods and tools required are trained by ISS or, as an ISS consulting client put it, „Knowledge is exchanged for Money“.

The projects in the ISS programmes originate in participants´ business practice and are also implemented there - a direct and sustainable payback for companies´ and participants´ investment in programmes or consulting, with quick wins!

In the following, you will find a list of topics - projects that we had the pleasure to support in the last few years.



Beamed and arrived in the ISS Spaces



Since March 2020, the ISS has been working predominantly online - in the ISS Spaces. With avatars as representatives, interactive work in the ISS programmes is possible in the 3D world - feel present.

Strategies and Markets

- Service 4.0 – new concepts and ways of working
- From product to customer – a necessary mindset change
- Services for ...
markets/customer groups (product-/market development)
- Next level management - Services beyond products
- Indirect channel development program
(national/international partner management)
- International warehousing strategy
(Expansion of spare parts and accessories sales)
- Introduction of a “pay per use” model, new
business and pricing models
- New business and pricing models for services
- From free to fee – repositioning services

A company´s vision is the frame of reference.
• what is the role of services in your vision?

Companies which want to grow with services and support their customers in a more professional way need

- professional service concepts and a strategy which can be realized step by step!
- additional knowledge and skills to take their service organization to the next level.
- a customer focus which aligns services with the customer´s business

Clear goals and patience in implementation - it is also a mindset change within the organization.

Which level of service maturity has your organization reached? What are your next projects?

Service Products and Processes

- Increasing customer satisfaction
- Development of the service organization: Expansion
 - of an installation service – locally/internationally
 - of a help desk
 - of an online shop
- Service level agreements for specific target groups (aligned to individual customer needs)
- Development of a service (SLA) for plant components
- Risk analysis and consulting for services
- Increasing customer success (NPS) through daily management and KPI's
- Agile in service – reorientation, process optimization, acceleration
- Selection / introduction of a service software
- Analysis and optimization of escalation processes
- Roll-out of the service desk process to subsidiaries
- Service plan for on-site services with service partners
- Efficient processing of customer inquiries and orders
- ...

Your service organization can do more, achieve more ...

- for customers and
 - employees
- and improve business results at the same time.

Which services exactly meet your customers' needs - how are new services developed and launched on the market? What does the customer pay... what do the business and pricing models look like?

Companies which want to grow...

- have a service portfolio aligned to different customer segments,
- optimally shape their cooperation with partners,
- continuously optimize their service business.

Agility, sustainability and co-creation with external and internal customers are in focus!

Digitalization – Service 4.0 / Smart Services

- Developing/ monetizing smart services
- New business and pricing models for services
- Concept for a data analysis center
- Smart Services
 - digital expansion of condition monitoring
 - aligning digital solutions with individual customer needs
- Concept for the service product “Online Education”
- Building a global Wiki Data Base
- Building an online shop for marketing various service products
- Service 4.0 – new concepts and ways of working
- 2nd level support, tasks, structure and expansion with smart services
- ...

Services as growth drivers have long been in the focus of companies and their shareholders, now digitalization and the pandemic are additional boosters!

Co-creation with customers is the foundation of services - also of digital services.

- those who are able to make co-creation happen will stabilize their business and grow with their customers!

At what level of service maturity is your organization currently operating?

The digital projects of the ISS also have a clear focus on the customer. They aim for an efficient organization and create a platform for cooperation within the team and with customers - Business Excellence in the DNA.

The ISS Projects for organizational Development with Services are Part of the following ISS Programmes/Courses (G/E)

SMC Service Management Compact

Securing measurable success with professional service, expanding customer competence, leveraging processes and controlling, boosting efficiency and financial results.

BDE Business Development with Services

Develop service with a clear goal in mind, identify potentials! Activate growth drivers! Implement development strategies.

OEX Operational Excellence im Service

The „Customer Journey“ model helps to understand customers and to create exciting touch points from their perspective. Improving efficiency, processes and metrics, practicing excellence!

SIT Service in Transition

Managing change proactively, improving customer loyalty and profitability! Servitization - digitalization - new service models.

SBM Service Business Manager (ISS)

Management knowledge for the service practice, developing service organizations, managing them in an efficient and future-oriented way!

RLP Real Life Project

The Real Life Project (RLP) can be booked by companies separately.
- we support your employees with their projects.

The RLP also constitutes the final project for the Certified Service Business Manager (ISS). Projects with strategic importance for the expansion of services will initially be discussed between the participants and the trainer. Then the topic will be selected and the project will be developed with the support of ISS. After a 3-month period, a written project document will be assessed by a board of examiners and the project will be finally presented.

ISS Consulting

Stands for the development and implementation of services which delight customers, in co-creation with employees as they will be in charge of further development. The portfolio of the ISS consultants includes all the key areas which drive business growth with services.

Please contact us Which projects are on your agenda, which projects are to be implemented?

Which programme is right for your team? Whether in-house training, courses or consulting, together we will work out the best possible way to take your service business to the next level, to increase customer and employee satisfaction and to realize growth.

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