



Envisioning workshop

Modernize Service



Take your customer service to the next level

Due to the rapid changes, uncertainties, and complexity of our dynamic world, it is essential for companies to continuously adapt to the demands of today and tomorrow. Customers increasingly expect more from businesses. Does your company provide a service to customers that stands out today? While marketing and sales rightly receive a lot of attention, post-sales service is equally important. After all, **statistics show that 96% of customers do not want to do business with a company that provides poor customer service.** Fortunately, Inetum, together with Microsoft, offers numerous solutions to create customized customer experiences and empower your service company's employees using next-generation AI technologies.

Build an excellent service: start here

Transform your service department (Customer & Field Service) with the proven and innovative Microsoft Catalyst method, to which we have added our own expertise. The first step of this method is an Envisioning Workshop. This workshop brings together various stakeholders to gain insight into both the current situation and the desired future of your service department.

We begin the day by mapping out the current situation ("as-is") using relevant questions such as: What systems/applications and working methods are you currently using? What are the challenges you are facing? And how are the processes currently running? By mapping out these aspects, we establish a solid foundation for understanding your needs and objectives.

Envisioning Workshop



Next, we look towards the future ("to-be"), where we describe, prioritize, and define a Minimum Viable Product (MVP) to ultimately develop a suitable solution. This approach enables us to identify and address your key challenges effectively, while making progress towards improvement at a rapid pace.

[Click here for more information about our transformative approach, based on the proven Microsoft Catalyst methodology.](#)