

# VELUX uses ClickSchedule to Breakdown Information Barriers and Improve Customer Service

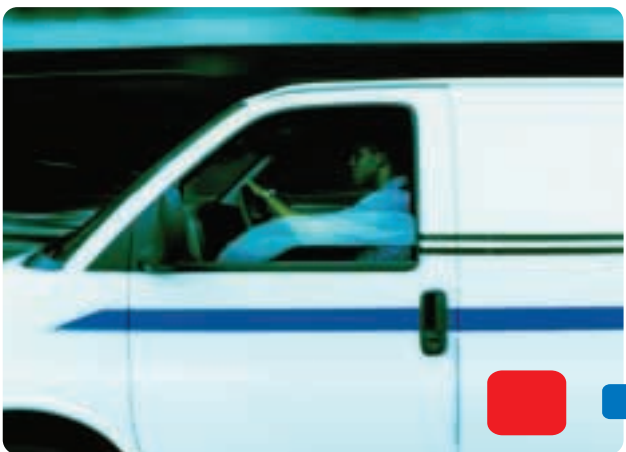


## The Company

For more than 60 years, VELUX has improved the living environment for people all over the world through its internationally-known roof windows and skylights. These comprehensive window systems bring daylight and fresh air to rooms under sloping roofs while also creating a unique atmosphere. VELUX offers products and services in 40 countries and is a member of the VKR Group, which employs approximately 12,000 people worldwide.

## The Challenge

As VELUX operations in Germany switched from decentralized to centralized dispatching, the company realized it would need to automate the dispatching-process of its 125 technicians who install, inspect and service the company's skylights and roof windows.



## KEY BENEFITS

### Improved Customer Service

- Customers are given an accurate appointment window immediately, without being passed around among dispatchers

### Improved Scheduling Capabilities

- Automated scheduling enables more effective scheduling in peak season, even with temporary dispatchers
- Dispatchers, managers and coordinators have a clear view of unfinished/unassigned tasks, technician availability and technician workloads
- Scheduling system integrates with spare-part system to properly reconcile the date and time when technicians with the correct parts can arrive at a customer site

In the decentralized organization the technicians received their service orders via post from the decentralized sales offices. At the time VELUX switched to the central organization with dispatchers in Hamburg, the company was using a process that required the dispatchers to have a deep knowledge about the local technician areas. Customers had to get the "right" dispatcher on the phone in order to schedule an appointment.



The new centralized system did not provide a mechanism for helping dispatchers unfamiliar with an area easily schedule a service call. Thus, if a caller happened to reach a dispatcher unfamiliar with that customer's location, VELUX often had to put the customer on hold and pass him or her through to the "right" dispatcher. In many the cases, VELUX had to call the customer back.

The scheduling challenge became even more difficult during the high-demand period of April through October, when most customers request service. During this busy season, VELUX hires temporary dispatchers to help with the extra call volume, and these temporary dispatchers were at an even greater disadvantage with regard to their ability to appropriately schedule appointments.



## The Solution

VELUX was looking for a planning and scheduling system to improve planning performance. They checked several different systems and chose ClickSoftware's ClickSchedule to resolve their issues.

ClickSchedule incorporates a scheduling logic, pre-determined by VELUX management, which dictates how scheduling decisions will be made. When a dispatcher takes a customer call, the ClickSoftware solution automatically applies this logic to the customer's location, as well as each technician's location and specialty skill set. The ClickSchedule optimizer utilizes digital street maps to represent the local traffic knowledge, and the software is then able to determine the best technician to schedule for the job and precisely when VELUX can commit to having the job done.

"ClickSchedule does all the thinking for us," Paschke said. "It identifies the technician with the right skills who can help the customer in the quickest time-frame possible. It no longer matters how familiar the dispatcher is with the customer's territory."

"Before deploying ClickSchedule, it was almost impossible for a dispatcher to schedule an appointment outside of their territory. But now this happens automatically – we make immediate, firm commitments to our customers."

- Uwe Paschke, Service Manager, VELUX Germany

- For more information on VELUX see [www.velux.com](http://www.velux.com)
- For more information on ClickSoftware see [www.clicksoftware.com](http://www.clicksoftware.com)

### ClickSoftware Inc.

35 Corporate Drive, Suite 140,  
Burlington, MA 01803, USA  
Tel: (888) 438 3308, (781) 272 5903  
Fax: (781) 272 6409

### ClickSoftware APAC

Level 23, HWT Tower,  
40 City Road,  
Southgate, Victoria 3006, Australia  
Tel: +61 (0)3 9674 7295  
Fax: +61 (0)3 9674 0400

### ClickSoftware Europe

270 Bath Road, Slough,  
Berkshire, SL1 4DX, UK  
Tel: + 44 (0)1753 511166  
Fax: + 44 (0)1753 553127

### ClickSoftware Central Europe GmbH

Hanauer Landstr. 136,  
D-60314 Frankfurt Germany  
Tel: + 49 (0) 69 489813 0  
Fax: + 49 (0) 69 489813 99