



Profitable and efficient customer service with Evatic

Citti GM-Partners is a market leader within the industrial kitchen sector in Germany.

The company supplies equipment for the industrial kitchen and catering industry on the German market, in addition to offer services where they help their customers to plan and build solutions for industrial kitchens.

Citti's Challenge

One of the main reasons why the company during many years has prospered is the reliable customer service and expertise they have built through product support. The daily operation of the kitchen equipment of Citti's customers – customers operating both within the restaurant, canteen and fast-food industry – is completely dependent on the equipment to run smoothly and efficiently.

Fresh goods which cannot be sold one day due to an equipment error is likely to deteriorate by the next day, and is thus lost revenue for the company. It is therefore important that a solution can be found and fixed by Citti shortly after the problem has been registered with their service department.

Citti's continuous growth has recently led to the realisation that the software the company applied to handle their customer service could no longer be regarded as good enough. Citti has also had a desire to expand its offer further and focus even more on the quality of the customer service they provide. A new system which could handle such an expansion therefore became a hot topic, and the choice thus fell on Evatic.

"We can already see that the software works perfectly for us as service provider. With Evatic we are in a much better position to react immediately when unplanned, urgent tasks arise, in addition to the fact that we now can be much more proactive about periodic maintenance."

Eric Holderied,
Head of Food Service, Citti GM-Partners

The solution

The decision to move to Evatic was made quickly because the software package appeared to be a



With Evatic the technicians are well prepared for maintenance and repairs.

perfect basis for work processes designed to optimise the customer service offer in the long run. Citti GM-Partner was particularly convinced by Evatic's module concept, which means the software may be seamlessly extended with different modules as Citti's need increases or change in the future. In addition, Evatic also filled Citti's strict requirements regarding integration of service history and full management of service orders via mobile devices operated by the field force.

Set up and evaluation

Citti GM-Partners work processes was carefully reviewed, evaluated and analysed by an experienced consultant from Evatic. With this comprehensive review as a basis, the appropriate modules were set up and adjusted to fit Citti's specific needs and requirements. During this evaluation, a larger potential in the service process was also identified - a potential which hadn't been reinforced by the old system. This has allowed for significant savings in the service department.

"Service history related to any device or piece of equipment is immediately available. It can't be any faster or easier than this. Both our employees at the office and our service technicians out in the field are very satisfied with the functionality and user friendliness of the system"

Dr. Matthias Ernst,
IT Director, Citti GM-Partners

Adjustments and training

Installation of basic modules in Evatic was completed quickly and smoothly. Individual configurations and minor adjustments of the interfaces were carried out to customise the system to fit Citti GM-partner's work methods. Courses and training were then conducted based on real life examples – to better simulate the actual requirements of everyday work for the employees. During the implementation phase the 75 service engineers were educated in the mobile solution - Evatic Mobile.

The Outcome

The multifaceted and effective use of the various modules in Evatic has already led to accelerations in the service chain.

The use of the mobile solution allows the service engineers have resulted in the fact that they now can handle more orders per day. The immediate access to the service history of each piece of equipment makes it much easier for the service engineers to deliver fast and efficient customer service. Larger repairs reported by customers will now immediately be forwarded to the service engineer that is located closest to the customer. Current status of all engineers is always visible in the main system and simplifies the coordination. In addition, all inventory is at all times updated and correctly displayed. All relevant information from Evatic is transferred automatically to Citti's accounting system, which makes it possible to invoice customers the very same day that a service contract is executed.

"Citti GM-Partners success is no accident. We believe that it is imperative to have intelligently designed work processes. Evatic shares these high standards and we have therefore decided to use this sophisticated total service management solution".

Eric Holderied,
Head of Food Services, Citti GM Partners

In qualitative terms, the result of Evatic so far has proved to be very convincing. After Citti went live with Evatic the company has also benefited from



After signing the invoice can be generated immediately

the latest updates of the software with reliable product support from Evatic. Thus, a smooth operation of the control system is ensured at all times.

Evatic Service

- Complete handling of SLAs
- Surveillance of SLAs and maintenance contracts
- Proactive management of service contracts
- Intelligent routing of service technicians
- Connection to GL and ERP systems

Evatic Mobile

- Mobile support for service technicians
- Used on Smartphones and PDA
- Access to service history and orders
- Travel and work time information, consumables/spare parts and customer's signature
- Electronic invoicing

About Citti GM-Partners:

*Citti GV-Partner GmbH & Co KG Wholesale
Department of Food Service
Corporate Headquarters: Kiel, Germany*

*Locations: 10 (nationwide)
Employees: Apr. 250
Customers: 5000*

The ability to offer superior customer service is becoming an increasingly important selling-point for companies such as Citti GM-Partners. Evatic ensures the provided service not only is reliable and works at the highest level for Citti, but also makes sure that profitability is secured in the service department. Evatic's experience brings the best from each industry they operate in to the table, giving the company sustainable success as a service provider.

Please contact us at sales@evatic.com if you would like to know what Evatic can do for your company.