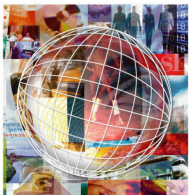


# Business Intelligence bij Nashuatec Services Benelux

*William Mimpfen, Mngr Knowledge Center BNL*



## ‘Het cement tussen strategie en medewerkers’



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Classificatie: In Confidence

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# Feiten & cijfers



## **NRG Group BNL:**

Employees: 1.900 in the Benelux

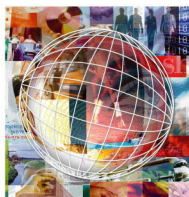
Customers: 50.000

Marktaandeel: 20%

## **Nashuatec Services:**

Service engineers: 520

Customer support: 70



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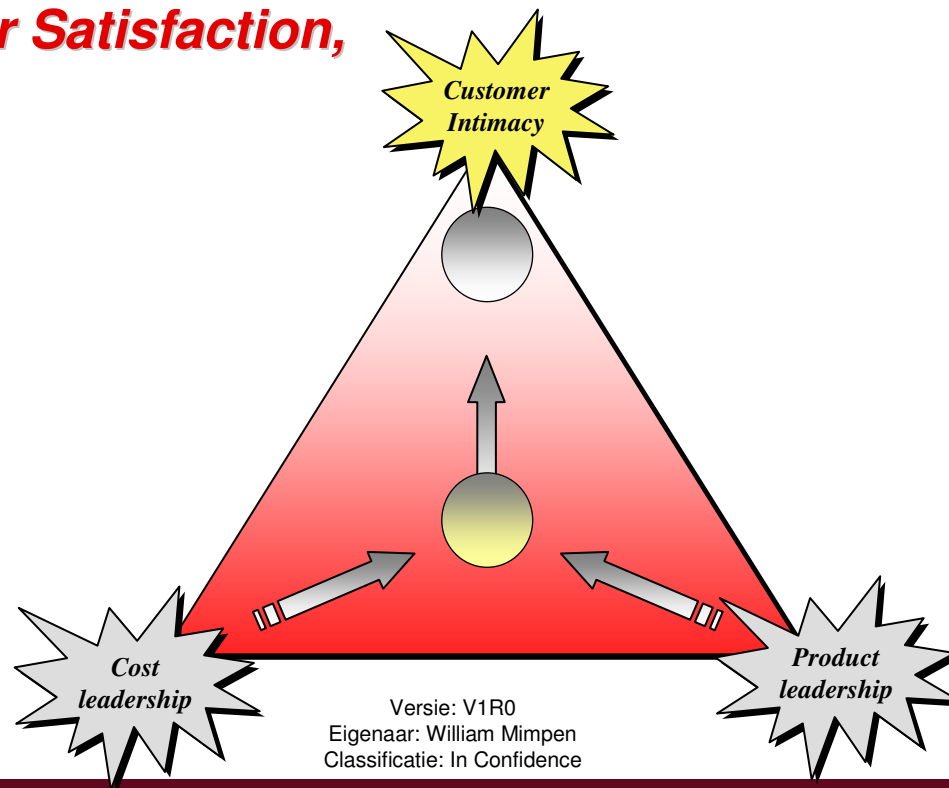
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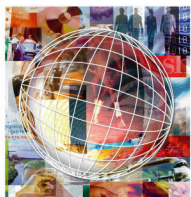
# Onze service benadering

- 'Service as a business'
- Van service operation naar 'Strategic Profit Center'
- Service als 'marketingtool'
  - **Cost leadership**
  - **Customer Satisfaction,**
  - **Growth**



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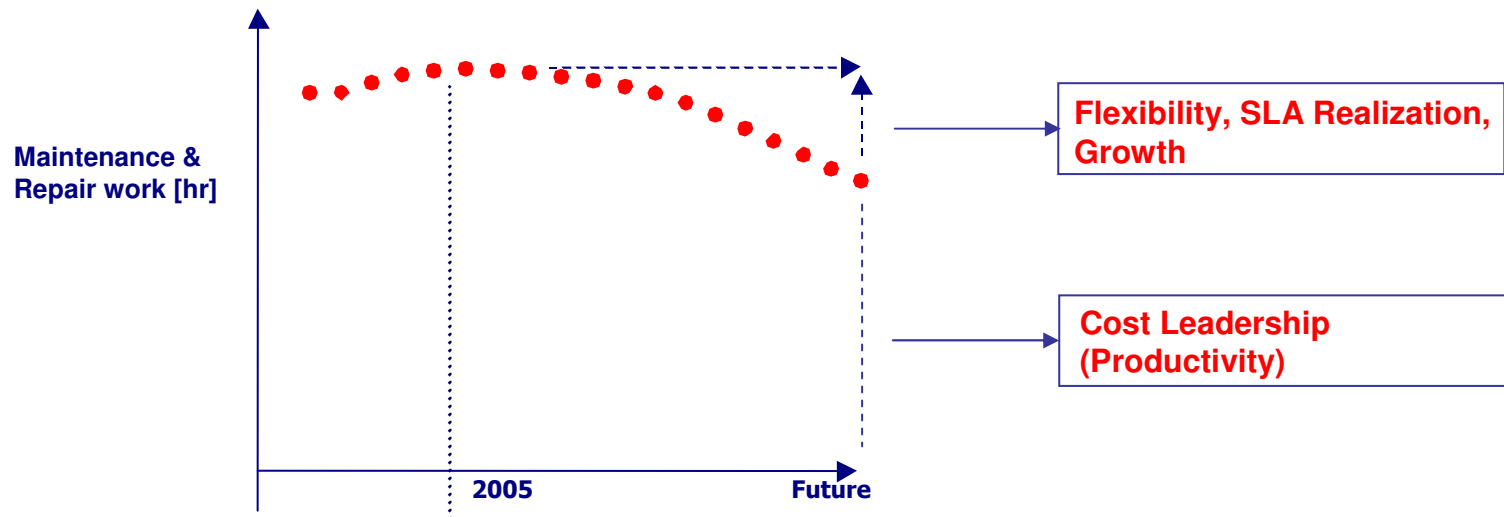


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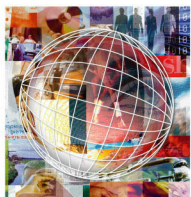
# Scenario's

## Services as a differentiator

### Utilize Services for Customer intimacy



*'Maintain economy of scale to realize flexibility and responsiveness'*



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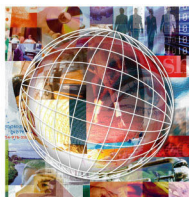
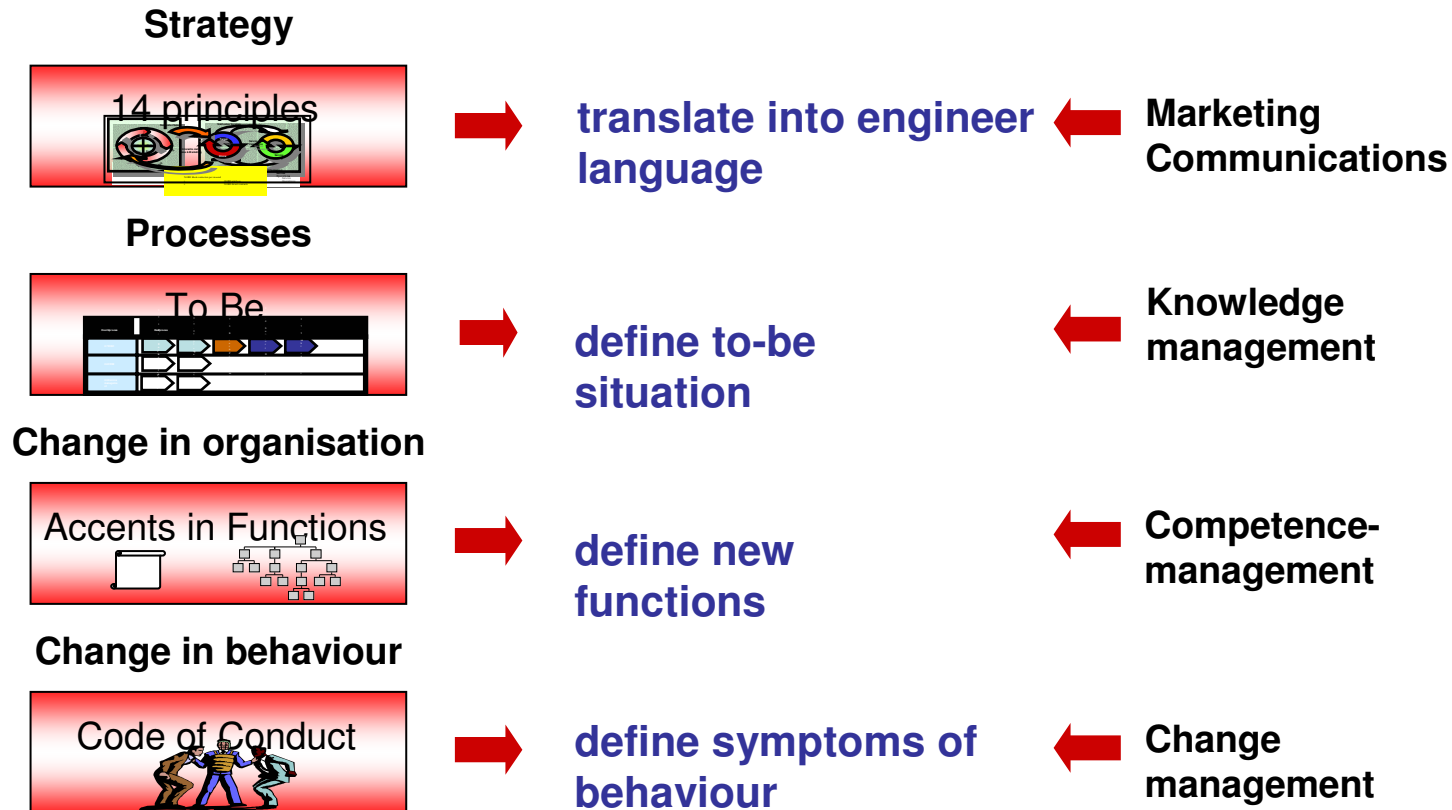
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# Hoe realiseren we onze 'nieuwe' strategie: *Blueprint*



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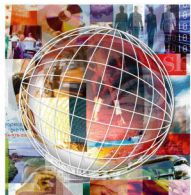
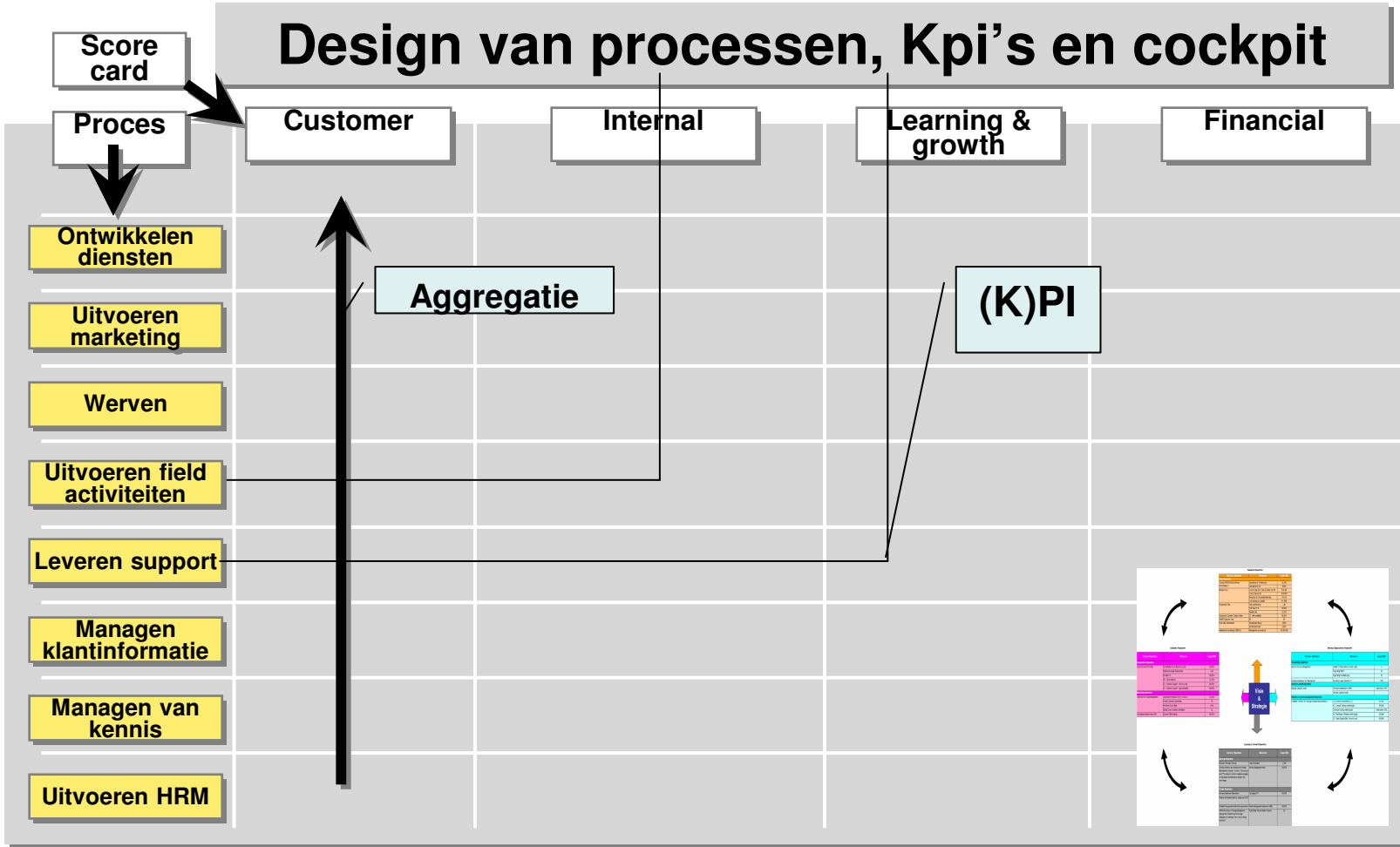
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# Design van processen, Kpi's en cockpit



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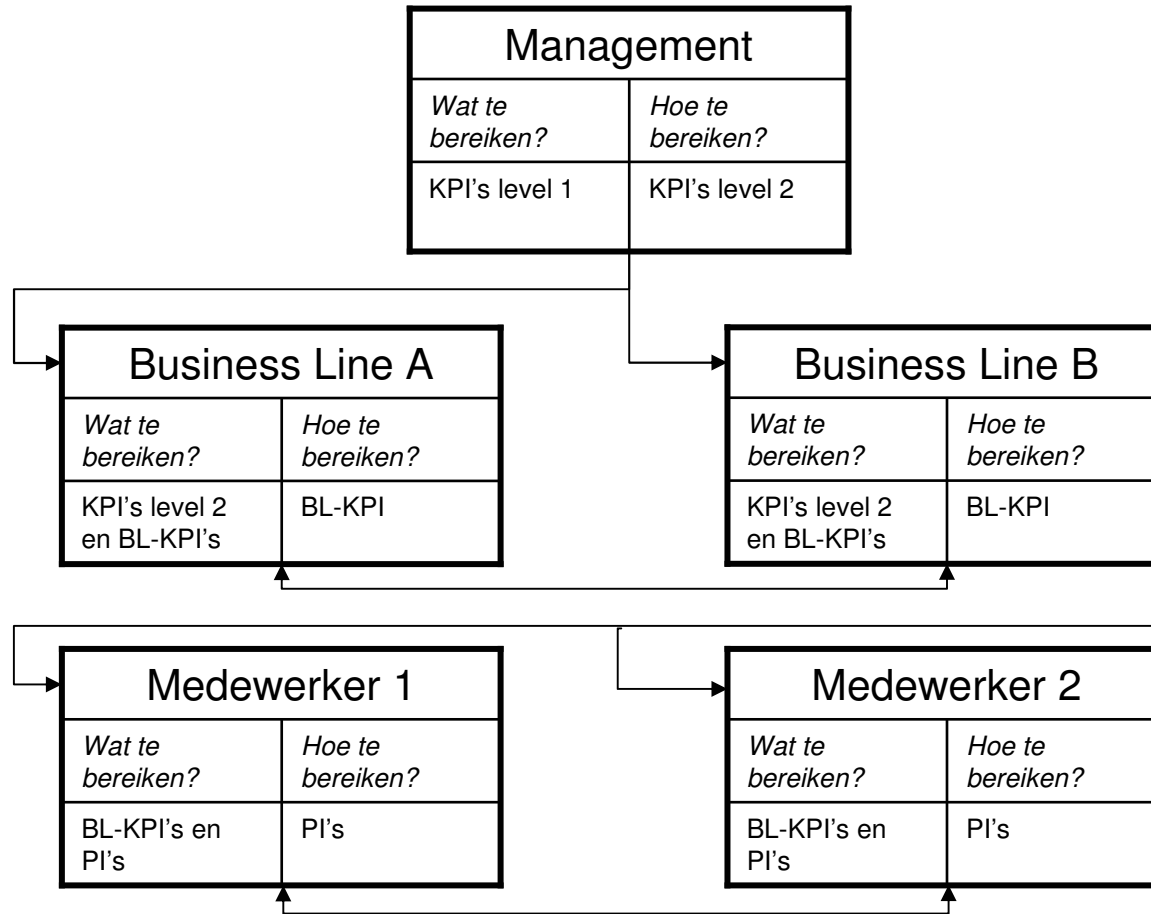
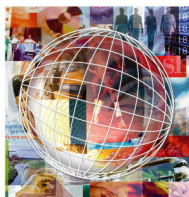
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# Vertaling naar bijdrage van de medewerker

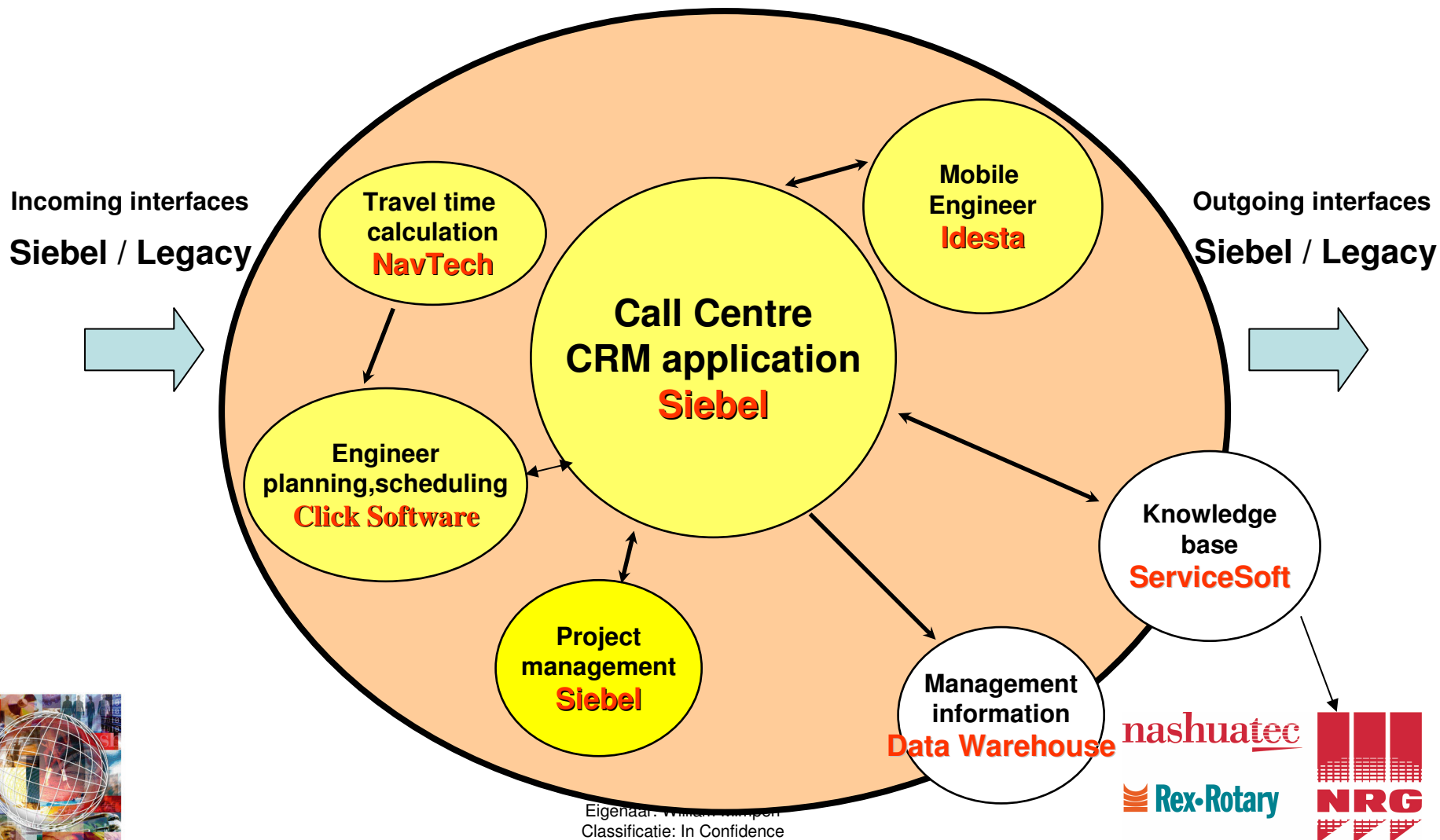



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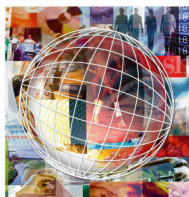
Versie: V1R0  
 Eigenaar: William Mimpen  
 Classificatie: In Confidence



# Implementatie management systems



Eigenaar: Willem van den  
Classificatie: In Confidence

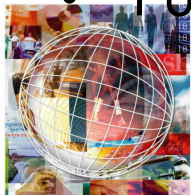




# Resultaten BI implementatie

## *Summary*

- Verbetering operationele KPI's
  - FTF, Call's/day, Call avoidance, reistijd, click per engineer, kennismanagement
  - Productiviteits verbetering van 80 FTE's
- Optimalisatie running Cost door populatiemanagement
  - 3 miljoen euro savings per jaar
- Marketing inkomsten
  - 2 miljoen euro per jaar
- Klantgestuurd producten en diensten aanbieden
  - obv uitgebreide marktanalyse
- Ontwikkeling van 15.000 cases
- Sturen op competenties en skill's
- Forecasting service activiteiten



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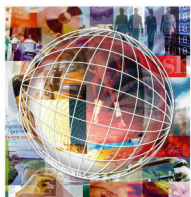
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# *Initiatieven 2007*

- iPM
- Verder ontwikkelen cockpitmodel
- People performance
- Portal voor klantinformatie
- Geautomatiseerd forecasting model
- Betrokkenheid medewerkers vergroten



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