



CASE STUDY BAUSCH

Customer Service Efficiency

CUSTOMER

Bausch Advanced Technologies

SECTOR

Pharmaceutical

COUNTRIES

U.S.A.

DATE

2020 - Today

CHALLENGE

Bausch wanted to improve the quality of their customer service in order to have immediate assistance availability. In addition to this, they needed to improve the efficiency of their customer service department.

BACKGROUND

BAUSCH Advanced Technologies, Inc. is located in Clinton, Connecticut (USA) and is a part of the BAUSCH Advanced Technology Group.

They are a pharmaceutical packaging machinery company that offers sales, design, manufacturing, service and more for the pharmaceutical and biotechnology industries.

They specialize in high quality equipment and exceptional service with their primary function being the filling, closing, sterilization and inspection of IV bags, syringes, vials, bottles and various other containers.

They can solve the following pain points:



Support service to their customers



Improve installation, set up, repair and maintenance processes

THE SOLUTION

Remote Eye, the remote assistance solution by Wideum provided a tailor-made solution that they could then offer to their customers. They could:

-  Troubleshoot their machines in the field with ease and speed
-  Have the potential for reduced-service travel costs
-  Provide faster response times to their customers

While the technology was unfamiliar, Remote Eye/Wideum provided training for easier transition with their customers. They also created internal procedures to incorporate any necessary remote assistance solution into their service experience, so that their employees would also be comfortable using this new technology.

WHY WIDEUM?

Wideum is a global leader in remote service technology and innovation in applications for smartphones, tablets and smart glasses.

Our proprietary software allows users to execute difficult tasks and also provides for operation maintenance with remote assistance thanks to information sharing between field service operators and support departments.

Solutions like:



include real-time data and knowledge sharing that enable increased productivity thanks to the significant reduction in costs and machinery downtime.



BENEFITS

We help your company with the best remote assistance products and solutions that empower your technicians. In addition, they add value to your customer service and thus, you can monetize your post-sales service.

We know that having the best performance and execution is important for you, which is exactly why we want to help you with:

