



Improved Customer Service and Response Time for Dental Device Manufacturer

COMPANY PROFILE

A European based, major dental device manufacturer with annual revenue of nearly \$1.5 Billion.

CHALLENGE

A major dental device manufacturer launched a new product that requires on-site installation and training at their customers' locations. Shortly after the successful product launch, which included initial installations and training, the manufacturer quickly realized the limitations of their internal resources to fulfill and maintain current and future customer installs and training which also included pre-site surveys, product installations, clinical and product training, call-outs, and post-installation and training surveys. The challenge included identifying pre-site information from the customer necessary to schedule installations and training—resulting in customer frustration and delay.

SOLUTION

Working together with the dental device manufacturer, Quest International developed a solution that would manage the operations of training and installation on behalf of the customer. Part of the solution developed included utilizing Clinical Application Specialists (CAS) to deliver the training to customers on-site. The complete solution included:

- Receipt of customer information and pre-site survey ready for completion
- Customer Call-Outs for scheduling installation, training, and documentation of site survey information
- Customer notifications and coordination for upcoming installation and training
- On-site installation and training performed by Quest's CAS
- Customer post installation and training surveys

RESULTS

After the successful implementation of Quest's solution, the process to complete a pre-site survey went from an average of 21 days per customer to under 10 minutes. Following the initial implementation, Quest completed a detailed review and determined the original information requested in the pre-site evaluation survey had no bearing on the installation itself and was no longer required as a prerequisite to scheduling an installation. The manufacturer now receives input from both the customer and Quest's trainers allowing them to conduct the necessary follow up. With the implementation of this solution, the manufacturer was able to improve the process and delivery of successfully managed installations and training—thereby improving their customers' satisfaction.

About Quest

Quest International is a leading global post sales service support partner for medical device manufacturers as well as an IT managed services provider for companies both large and small. Quest holds ISO 9001:2015, 13485:2016, 14001:2015, and ANSI/ESD S20.20-2014 certifications.