

Aftersales and Other Services

Optimizing return on investment during the build-phase

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Optimizing return on investment during the build-phase involves effectively managing costs and ensuring timely completion of tasks.

Your key questions, challenges and objectives



- How can the customer experience be enhanced beyond the actual product with additional services?
- How can I guarantee fast response in case of product downtimes?
- How do I ensure a fast and competent service that allows me to differentiate myself from my competitors?

How we support



- Comprehensive expertise in the development of the entire after sales logistics, both in the greenfield and brownfield environment, to ensure the right service at the right time.
- Design of a comprehensive target operating model for a next generation aftermarket including e.g. predefined processes, responsibilities & roles
- Predefined monitoring processes including benchmarks for performance management of after sales activities



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Examples of relevant credentials

Pre-phase – Site selection and state subsidies

Pre-phase – Other

Build phase – Core business

Build phase – Support processes



Chinese-German OEM Joint Venture

Establishment of the after-sales organization at a German-Chinese joint venture, including setting up the department and defining individual processes for the smooth handling of all after-sales activities

2019- 2021



Chinese EV OEM

Development of a new platform for the customer engagement center of an EV-OEM for faster and more effective processing of customer inquiries

2022



German Premium OEM

Implementation of a comprehensive analysis and definition of a catalog of measures of the customer service processes of a German OEM to identify weak points and optimization potentials with a strong impact on the customer experience

2023