

Aftersales and Other Services

Optimizing return on investment during the build-phase

[Home](#) > [Services](#) > [Greenfield/Brownfield Investments and Market Entries in Germany](#) > [Aftersales and Other Services](#)

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

Examples of relevant credentials

 

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

 **Pre-phase – Site selection and state subsidies**

 **Pre-phase – Other**

 **Build-phase – Core business**

 **Build-phase – Support processes**

 

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



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