

Image source: J. Wagner GmbH

## EXPERTISE AND INNOVATIVE STRENGTH IN SERVICE

*How J. Wagner enhances service quality and customer satisfaction with the aid of Empolis Service Express®*

**EMPOLIS**

J. Wagner GmbH is one of the world's leading manufacturers of innovative coating technology for the finishing of surfaces with powder coatings, paints and other liquid materials. Devices and systems from WAGNER are used in industry, by contractors and by do-it-yourself-enthusiasts. The company is part of the WAGNER Group, which operates around the world with ca. 1700 employees, 16 operating companies, and around 400 international sales agencies.

### Always focusing on the customer

At J. Wagner, the service staff faced two fundamental challenges. For one, the increasing volume and complexity of products and service cases. This is where the search for the relevant service information often used to be very time-consuming as the service documentation was distributed across several data pots.

And secondly, there was a need to deal with the way demographic change is affecting the availability of skilled staff and with the associated loss of knowhow.

The envisaged remedy was a company-wide knowledge management solution that would enable J. Wagner to draw together the different data sources and ensure central access to knowledge. The aim was to retain the entire service expertise, to enrich it, and to share it.

A more systematic organization of the information objects was to be realized at the same time. The company decided in favor of the solution Empolis Service Express®.

### The expert system

Empolis Service Express® is the AI-based expert system for central integrated knowledge management in service. The AI-based SaaS solution structures and bundles the entire service knowledge in a company in one central location across all data sources, documents, and media. Through queries based on the relevant industry, product, and company-specific terms, service employees will always find the right information – be it as explicit and structured solution knowledge or contained within the existing documents.

As a knowledge database for complex products, Empolis Service Express® provides J. Wagner with a knowledge-based system for managing its entire technical knowhow. It prevents the loss of knowledge and simultaneously enables service engineers and service partners with little experience to conduct complex repairs and rectify faults on their own, even with product diversity and complexity rising. The service engineers receive prompt and specific answers to their questions and can find all the essential information they need in the technical documentation for field service at the click of a button.



In the course of the guided troubleshooting based on the search and decision trees, customer problems can be resolved quickly, with the first time fix rate increasing as a result.

The Industrial Solutions and Decorative Finishing divisions are now using the solution. In the Industrial Solutions division, Empolis Service Express® is used mainly by the in-house technical support staff. The solution helps inexperienced members of staff in particular to find relevant information more quickly.

In the Decorative Finishing division, the solution is used by service points, selected trading partners, and importers. This is precisely where Empolis Service Express® helps to greatly lower the workload of the in-house technical support staff as it enables J. Wagner to offer assistance with self-help. In the next step, the plan is to introduce service dialogs, for instance in the form of guided repairs. That will enable even inexperienced employees to draw on the collected expert knowledge to resolve complex cases quickly and safely.

The solution became established in the company within a short space of time, with user numbers doubling since the start.

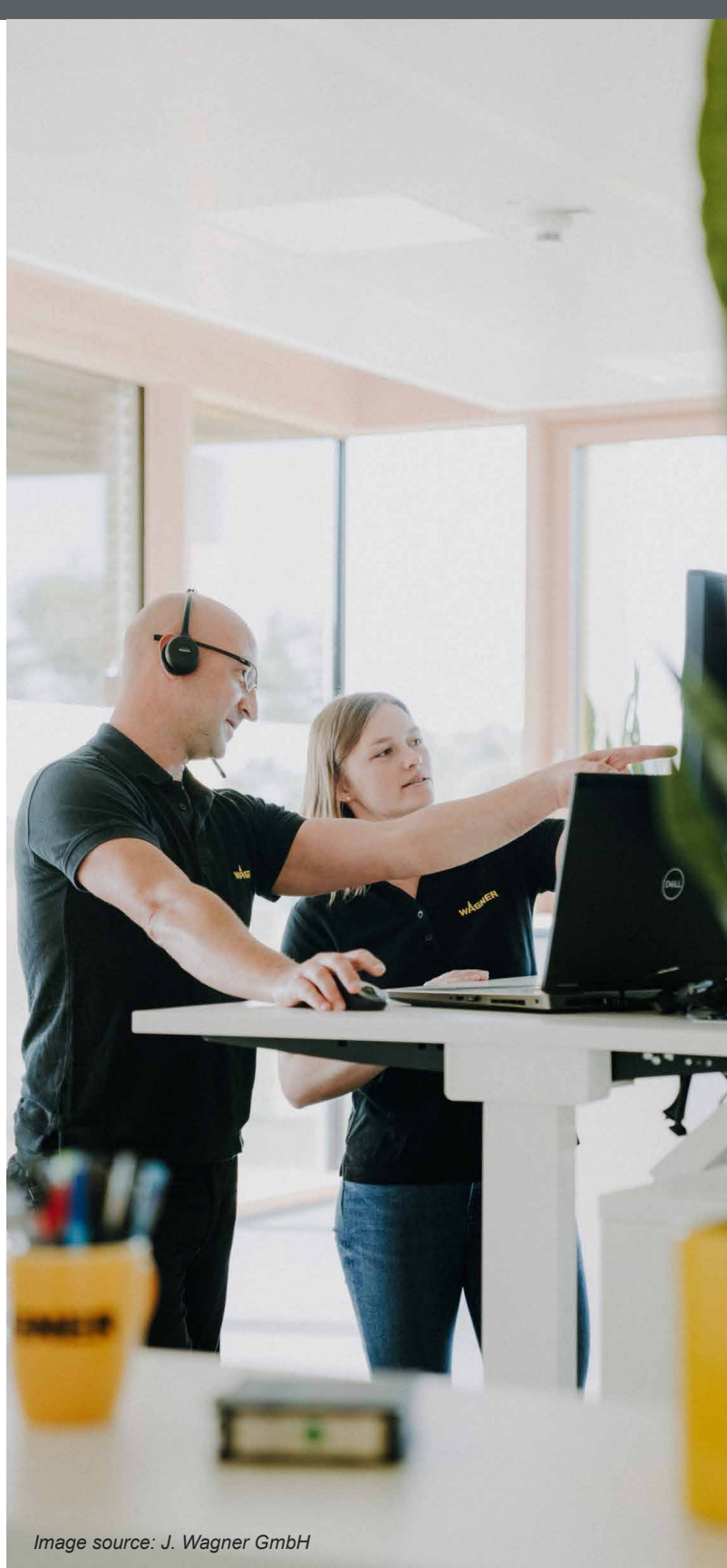


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*“With Empolis Service Express® as our knowledge platform we can preserve our technical expertise and even expand it. Thanks to the fast and simple access to all information, even our younger and less experienced colleagues can resolve complex service cases on their own.”*

Michaela Herz  
Project Manager Service Strategy  
J. Wagner GmbH

## About J. Wagner

### Innovative coating technology for perfect surfaces

WAGNER is one of the worldwide leading manufacturers of equipment and systems for the application of wet and powder coatings and also paints and other liquid media onto surfaces. The company offers innovative surface coating technologies for industrial companies, contractors and home improvement enthusiasts.

Since the foundation of the first company in Germany 75 years ago, WAGNER has been setting standards in terms of quality and innovative technologies, offering economical, reliable and user-friendly solutions to the customers.

J. Wagner is part of the internationally operating WAGNER Group, under the umbrella of Wagner International AG with headquarters in Altstätten, Switzerland. The group is wholly owned by the Josef Wagner Foundations, whose mission is to pursue exclusively not-for-profit charitable goals set down in the foundations' aims.



[www.wagner-group.com/en/](http://www.wagner-group.com/en/)

Empolis provides solutions that enable companies and organizations to analyze, interpret and automatically process the rapidly growing amount of structured and unstructured data. They utilize their knowledge capital to improve enterprise-critical business processes enabling decision-makers, employees and customers to reliably receive precise and relevant information, situation-appropriate and task-relevant, for faster and better decisions.

DECIDE. RIGHT. NOW.

# EMPOLIS

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