

Deep Dive – service analysis

We look at your service from the inside – with all interfaces to sales, production and development. Result: optimised processes, new service potential and a detailed report with a prioritised action plan.



DURATION
approx. 3-4 weeks



LOCATION
At the customer ·
kick-off also
online



PRICE
CHF 4'900.– flat
rate



BILLING
CHF 900.–
deposit on
booking

What it's about

Service rarely fails on its own but at the handovers: sales sells without a service product, production delivers without complete documentation, development thinks about service only after launch. That's why the Deep Dive looks at the entire service including its interfaces.

Who it's for

CEOs and heads of service at machine and plant builders and technical B2B companies.

Your benefit

- A clear picture of where the service stands today – with numbers, not gut feeling
- Friction at the interfaces to sales, production and development made visible
- New service potential with a rough revenue and savings estimate
- Prioritised action plan: quick wins and a 12-24 month roadmap

Prerequisites

- Decision-maker present at kick-off and presentation
- Stakeholders available on the interview day (45-60 min each)
- KPIs and documents, where available
- Non-disclosure agreement on request

How it works

- 1 Kick-off 2 h (bookable directly): goals, scope, stakeholders – the detailed process is defined here
- 2 Data request: KPIs, org chart, processes
- 3 Interview day on site: service, sales, production, development, customers if applicable; site walk
- 4 Analysis and report (approx. 2 weeks)
- 5 Results presentation 2 h with the executive board

Included

- Kick-off 2 h with the decision-maker
- Interview day on site (1 day) with all stakeholders and site walk
- Evaluation of KPIs, documents and interviews – incl. interfaces
- Detailed report and results presentation 2 h

Deliverables

- Report (20-30 pages): current state, interfaces, potential, measures
- Management summary (2 pages)
- Action plan as Excel
- Presentation slides

Not included and options

MC-BER-021	Kick-off deposit on booking, credited in full	CHF 900.–
MC-BER-1xx	Implementation via modules or interim	on quote
MC-ZUS-010	Travel outside the region	at cost

Book the kick-off directly

Choose a date for the 2-hour kick-off and pay the CHF 900.– deposit. Interview day and presentation we plan together.

www.maroisproject.com/en/appointment/deep-dive-kickoff-2-h-2

