

Module · Service 4.0 & digitalisation

Digital service, paperless and scalable: from the system landscape via remote service to AI – with a roadmap that fits your organisation.



DURATION

4-8 weeks · 4 consulting days



LOCATION

At the customer · kick-off also online



PRICE

CHF 5'900.- flat rate



BILLING

CHF 900.- deposit on booking

What it's about

Excel lists, paper reports, isolated tools: many service units digitalise in individual places, without a plan. The module creates the common thread – what first, which system, what benefit.

Who it's for

Service and IT leads ahead of a system rollout or digitalisation initiative.

Your benefit

- Clear requirements instead of tool debates
- System recommendation with rationale and costs
- Remote service and dashboards used properly
- Realistic use of AI

Prerequisites

- Decision-maker present at kick-off and handover
- Service and IT leads for the two workshops
- Documents and KPIs, where available

How it works

- 1 Kick-off 2 h (bookable directly): goals, scope, participants, dates
- 2 On-site analysis (½-1 day): documents, KPIs, conversations
- 3 Workshop 1: develop the concept with your team
- 4 Workshop 2: elaborate, validate, decide
- 5 Handover 2 h: results, implementation plan, next steps

Included

- Kick-off 2 h, on-site analysis, two workshops, handover 2 h
- Current state of systems, data, media breaks
- Requirements CRM/ERP/field service, remote service, dashboards
- AI use cases and change management

Deliverables

- Digitalisation roadmap
- Requirements catalogue
- System recommendation with cost frame
- Business case

Not included and options

MC-BER-111	Module kick-off: deposit on booking, credited	CHF 900.-
MC-BER-020	After a Deep Dive the kick-off is not needed	-
MC-BER-030	Additional consulting day	CHF 2'200.-
MC-ZUS-010	Travel outside the region	at cost

Book the module kick-off directly

Choose a date for the 2-hour kick-off and pay the deposit. Workshops and handover we plan together.

www.maroisproject.com/en/appointment/modul-kickoff-2-h-3

