

„Service to Revenue“

Target Audience: International companies with EMEA support teams, looking to move from traditional service to strategic customer advisory.

Challenge: Support teams solve technical problems efficiently, but their full potential for customer retention, advisory services, and revenue growth is often untapped.

My Approach: Service to Revenue: I help your teams evolve from problem solvers to **Trusted Technical Advisors:**

- **Training:** Practical workshops for developing an advisory mindset, opportunity awareness, and customer-oriented behavior
- **Coaching:** Individual support for team leaders and team members to ensure sustainable behavioral change
- **Intercultural Competence:** Tailored for international teams (DE, EN, FR, JP)

Benefits for the Company:

- Stronger customer loyalty and retention
- Increased revenue through advisory-oriented support
- Motivated employees who think and act strategically
- Optimized collaboration in international teams

Results / References:

- Medit Europe GmbH: Transformed technical support teams into advisory teams, strengthened long-term customer relationships

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Strengthening long-term relationships between organizations, their employees, and their customers.