

## KSE ALFRA Equipment provides the perfect fit for every plant with their dosing and weighing systems in the animal nutrition and related industries

KSE was in for a challenge with its service department. Being a global player with ever-growing key accounts, the mindset needed to be shifted drastically towards service.

From local to global, from reactive to proactive in a full-scope service concept as part of driving customer value. KSE set out to make service one of its key strengths and drive customer support and satisfaction to the next level.

But where to begin with such a tremendous challenge? As with any transformation, starting with laying the foundation to build further upon the needed service transformation.

This is where PORAZIET came into the picture. We supported KSE in setting up the first basic needs for the service organization by building up the team, defining processes, identifying installed base opportunities and prioritizing the business plan.

In this way KSE was enabled to show a steep learning curve in their service operations, which were immediately showing in their order intake and margin. More importantly, after having handed over the service team to the newly hired Service Manager, KSE can confidently move forward with growing their service business on the groundwork provided by PORAZIET.

**Committed to care**  
**Experts you can rely on**



*“Within 6 months of support from Perry Leijten as a trusted interim professional from PORAZIET, we were able to strengthen the service team, and at the same time successfully implement the main service systems and processes, as part of our Go Live with a completely new ERP system”*

