



voxeljet: Increasing Customer Satisfaction with SAP® Hybris® Cloud for Customer

A vision becomes reality. 3D printers continue to make their way into companies. It is possible to build customer-specific products more quickly than ever before with 3D printers. One of the leading providers of these innovative devices is voxeljet. The company specializes in binder jetting with plastic and sand – a procedure for printing more complex components for all industries.

The key to faster, but also healthier, growth in this new sector is excellent customer relationships. That's why the company implemented the SAP® Hybris® Cloud for Customer solution. This gives all employees in sales and service a single platform for collaborating and sharing information on quotes and orders – regardless of where in the world they are. That doesn't just please the customers, but also increases revenue.



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For connected global sales

Company

voxeljet AG

Headquarters

Friedberg, Germany

Industry

Industrial Machinery
and Components

Products and Services

3D printing systems
and services

Employees

282

Revenue

€22,34 Mio. (2016)

Web Site

www.voxeljet.com

Partner

CANCOM

www.cancom.com

Objectives

- Increase customer satisfaction
- Boost productivity
- Improve collaboration between sales and service

Why SAP® Hybris®?

- The SAP Hybris Cloud for Customer solution can be quickly and easily integrated into the existing SAP ERP system
- The user-friendly interface makes it easier for employees to manage daily tasks
- The exchange of real-time data enables fast and sustainable company growth

Resolution

- Sales and service teams throughout the world work together on the same platform and share information
- The scalable software can be directly integrated into the ERP system without complications
- The SAP community supports adaptations and the in-house development of applications
- SAP partner CANCOM provided support in connecting the solution to the existing SAP landscape

Future plans

- Allocate business priorities more effectively to further increase customer satisfaction
- Roll out the system at additional locations

“Choosing SAP Hybris Cloud for Customer was the right decision. Its user-friendly design, ease of customization, and quick scalability fit perfectly with our agile, innovative work practices.”

Johannes Pesch, Director of Business Development, voxeljet AG

Anytime

access to customer data

Global

collaboration between
sales and service
employees

Easy-to-use

thanks to the intuitive
application

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