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## Volta Limburg – How OptimService can futureproof business



Volta Limburg's customers rely on its services to ensure that their homes and offices benefit from comfort and sustainability. The company places customer service at the heart of its offer and it now has maintenance and repair contracts covering 140,000 homeowners and SMEs in the province of Limburg,

The company's customers are supported by its 10 specialized advisors, 60 engineers and other employees working in Volta's call-centre, sales force, financial administration, warehouse and workshop.

### The Issue

Since Volta Limburg was established in 1996, the sector has been subject to significant change, as greater numbers of companies, as well as individual households, seek renewable energy solutions.

Consequently, the company made key acquisitions in order to broaden its offer, servicing systems such as solar panels and boilers, heat pumps and smart thermostats.

At the same time, customer service levels have become far more exacting, and companies have had to overhaul internal systems to ensure that they are responsive and efficient 24/7.

Part of the drive for greater efficiencies has meant that front-line staff have to be supported and workflow and customer relationship management must be fully integrated.

Any processing system would need to be modular to support multiple uses and flexible enough to adapt to changing market needs.

### The solution

Fifteen years ago, Volta Limburg chose Interchange Group's OptimService as its integrated service management solution.

At the time, Interchange worked with the team to introduce a system with a clear structure and flow from the point of a customer call, through to order processing, purchasing, stocktaking, invoicing and maintenance follow-up activity.

OptimService delivered on its promise to be scalable and capable of meeting changing requirements.

As the market changed and Volta Limburg brought new business on-board, OptimService readily adapted and – with technical support from Interchange – was tailored to meet the company's ambitions.

With the customer journey at the heart of Volta Limburg's approach, OptimService has allowed the company to keep improving how it responds and manages customer interactions.

OptimService also provides an overview of each stage of activity, which helps management teams improve internal efficiencies, across sales, call handling and engineer callouts.

### The result

*"OptimService allows us to maintain a responsive and well-structured operation in-house so that we can be truly customer-focussed.*

*"Over the years, Interchange has continued to innovate and develop OptimService so we have the confidence that we can continue to expand our product and service offer, support our staff and ensure that customer needs are met."*

Hein Willers of Volta Limburg

### About Interchange

Interchange is an award-winning specialist in the design and implementation of cutting-edge technology solutions. It works with customers, research and technology partners to meet changing needs of organisations through the introduction of mission-critical software and hardware products. This blend of leading technology solutions, devoted managed services and consultancy helps our customers to thrive.

To find out more about PUSHLOOP or Interchange's mobile working solutions and support services contact us on

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### The modules

Modular by design, OptimService supports wide-ranging and evolving operations, including:

- Call management
- Dynamic engineering scheduling
- Scheduled maintenance
- Field service automation
- Contracts management
- Workshop management
- Database management
- Invoicing
- Project management
- ales order processing
- Stock handling
- Purchase orders
- Reporting

### What's next?

Interchange is working with its team to shape future releases so that Volta Limburg can maintain its competitive edge.

By incorporating advanced data science and analytics, OptimService will include a predictive maintenance module, which will further enhance efficiencies and better target customer offers.



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