Orchestration of consulting processes
Focus on the customer with Axon Ivy

Axon Ivy provides an intuitive application for managing consulting services and appointments within organizations. Customers can request consulting services through a guided process. The system books the appropriate consultant and orchestrates all further necessary steps and information.

Challenges
- Coordination of internal and external consultants and their services
- Different consultant skills and dispersion across numerous locations
- Over 500,000 consultations per year - on-site, on-line and by phone

Highlights
- Implementation of a web service for customers for making appointments
- Appointment selection via previously defined criteria in the master data
- Automated assignment of requests to the appropriate consultants

Solution with Axon Ivy
- Introduction of a product-specific booking logic for internal and external consultants
- Establishment of a core logic to process all steps in a guided and error-free manner
- Management of all master data in one solution
- Analysis & statistics functions

Reasons for Axon Ivy
- Experience in modelling and implementing process logics
- High degree of individualization in the configuration of product, consultant and offer
- Fast and efficient implementation
- High scalability of the solution