



# 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

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