

OTICON - MEDICAL INSTRUMENT MANUFACTURER

KNOW YOUR CUSTOMER

Company Background:

A leading manufacturer of hearing aid technology for every type of hearing loss, age, and lifestyle. They've been growing since 1904 and are the first to make an internet-connected hearing aid.

Team Leads: Project Coordinator; Creative Director

NET PROMOTER SCORE

"I was very impressed with how prepared everyone we spoke with was for meetings and conversations. I found the implementation structure easy to follow and it helped us pull this gigantic change off for our internal customers."

Likelihood to Recommend: 10.

UNDERSTAND YOUR CUSTOMER

Current Challenges:

Previous system was not customizable, timelines not flexible enough for their environment, and project owners spending too much time chasing information

GOALS/SUCCESS CRITERIA

- Streamline collaboration and custom notifications
- Develop a standardized project intake process
- Create a process for prioritizing projects
- Introduce auditing trails and compliance reports
- Introduce and onboard Adobe Cloud and Outlook 365 Integrations
- Provide time tracking to use for financial billing
- Enhance visibility into workload and status for stakeholders
- Optimize process to approve proofs and track versions

Get in touch with us to find out how we can take your teams to the next level today:



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