

But first, coffee

Back to brewing in 30% less time

The day the coffee drips dry is a scary prospect when that waking shot is the rush you need to get up and go. Thankfully, Nespresso refused to take the risk. Blending Microsoft Power Apps to simplify and automate processes to enhance their after sales service, with our know-how about how to get the most value from technology, we fine-tuned a fully functioning application in just two months.

Able to focus on the issues at hand, Nespresso has redefined the support experience, so its customers can refuel and return to their full productivity potential in record time. The extra boost: Nespresso has automatically built a knowledge base to filter issues, resulting in a **30%** reduction in resolution time (and ROI worth **€400k+** a year).

NESPRESSO

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