



# BUSINESS LEADER IN BUSINESS EXCELLENCE

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**Miele**

Global Services

## MIELE GLOBAL SERVICES SP. Z O. O.

### VIRTUAL MIELE EXPERIENCE CENTER

Lack of availability of our Miele Stores employees to serve the online Customers which resulted in lost sales opportunities

Set up of two stores in Shared Service Center with extended working hours only for virtual service



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## FINANCIAL

### NET SALES

**132.000 EUR**

Additional  
net sales  
achieved via VEC

## SATISFACTION

### SERVICE AVAILABILITY:

**75%**

Increase  
service  
availability up to 75%

## SCALE

### CALL ACCEPTANCE RATE

**90%**

Maintain call  
acceptance rate  
minimum at 90%

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Availability growth from 41% to 75%