

Ticket system

Our claim to process projects and later reported inquiries in Customer Care in-time and in-budget requires a detailed monitoring of the related tasks.

We control this with our professional ticket system, which guarantees our customers a complete transparency of all their inquiries. This means that they can at all times independently check that their queries are processed in the time they want.

This also includes all the information and the status of a topic during the project phase.

Our ticket system is also integrated into the customer file so that the client can always access all information via real-time reports.

[Here you can find out more about our service desk](#)