

# CUSTOMER CASE

## *Dyne Advanced Analytics*

### How satisfied is Wincasa with its suppliers?

This online project is a typical example of how companies can implement standardised and automatic quality control of a number of suppliers at little cost and within a short timeframe, even in continuous operation mode.



Wincasa is one of the largest real estate service companies in Switzerland and a subsidiary of Credit Suisse. Wincasa employs around 600 people and manages 158,700 real estate properties for institutional investors to the value of 36.9 billion Swiss Francs.

Last year, Wincasa appointed Dynelytics (at the time called SPSS Switzerland) to make this quality survey into an online form. A sample of around 250 Wincasa property managers were questioned. Each participant had to assess up to three suppliers from different branches. In particular, Decorating & Flooring, Elevator, and Household Appliance companies were judged with three different questionnaires.

#### Individual survey solution from Dynelytics with online results

The people that took part in each of the three questionnaires were invited by Dynelytics by e-mail (announce mailing with personalised link) to fill in the corresponding questionnaire online. After the Wincasa employee logged on with their identification, the online questionnaire was visible, including all fields already filled in with the employee's personal information. This provided considerable time savings. Dynelytics also

programmed the questionnaire so that this information could be adjusted simply if necessary. Then, the questions could be easily and quickly answered in subject areas such as flexibility in terms of order handling, contact with tenants, punctuality in invoicing and quality of work.

Statements in the questionnaire had pre-defined ratings so that, at the end of the questionnaire, the rated points were directly indicated on the screen and assessment marks were automatically calculated. The online-generated assessment was marked in red, green etc., depending on the result, in order to make it clear at once whether, according to the person making the assessment, a service provider should be considered again in the future or be better controlled.

Right at the end of the questionnaire, the individual notations of invoice copies were automatically displayed, which the manager had to send to a given e-mail address as a PDF document.

Each participant received an automatic e-mail at the end of the questionnaire with their detailed information, which they could print out and file away. A copy of the results automatically went to the relevant Facility

Management project leader at Wincasa. In addition, the project leader was regularly informed of the returns and of the most important results. In all, the three questionnaires achieved excellent participation rates of between 67% and 85%!

Dynelytics provided an extensive PowerPoint presentation with bar charts for all questions – one for the total of all answers, and then broken down by each Wincasa property manager's region of the country.

This project is a typical example of how large companies can implement standardised and automatic satisfaction surveys regarding suppliers or even contacting directly their customers at little cost, even in continuous operation mode.

The Wincasa project leader commented positively on the close co-operation with Dynelytics: "I would like to say thanks for the good co-operation we enjoy with you." The process was repeated again this year. ●

#### MORE INFO

### ➔ Dyne Business Services

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