Möbel Pfister

«isolutions was a stroke of luck for us. Through them, we received missing and urgently needed know-how – within a very short period of time. The knowledge and experience in the Microsoft stack helped us to take a significant step forward. Our data processing became much more professional and efficient.»

Renato Rescaldani, Head of Organization and IT | Member of the Executive Board

Möbel Pfister is the leading furniture store in Switzerland and since 1882 has always been motivated to create a beautiful home for its clientele. With around 1'200 employees, it pursues a clear vision of giving everything with a passion for furnishing. In addition, the company is committed to ecological awareness and sustainable production. Möbel Pfister has 19 branches throughout Switzerland and, with over 40'000 products, is one of the largest online suppliers in the Swiss furnishing sector.

Pfister

A uniform data warehouse for data analysis would be set up for Möbel Pfister, processes would be coordinated and automated, so that thanks of it the evaluation of customer data or personnel planning could be optimized.

Initial situation

Möbel Pfister used an on-premises data warehouse and deployed a dedicated data team. However, the data warehouse grew incrementally, depending on the use cases encountered. Problems were often solved independently of the overall context, which led to the implementation of different technologies and tools (Docker, Maria DB, SQL, ...) that were not ideally aligned. This made connections and automatic evaluations of data, such as from customer surveys, difficult.

Solution

In collaboration with isolutions, a new data ware-house was set up in the cloud, a connection for SAP was created, and collaboration tools were reviewed. In addition to the migration, isolutions advised Möbel Pfister AG regarding tools, coordination and onboarding of the employees. The employees underwent training to become familiar with the tools and to improve their collaboration with each other. In addition, data from existing customer customer surveys were integrated and a corresponding Power BI dashboard was set up. Through this the results of the surveys can be efficiently evaluated and used effectively.

Benefits

- Build of a data warehouse infrastructure in the cloud.
- Training of the tools for more efficient use and higher acceptance.
- Automated processing of previously handwritten customer surveys.
- Connection to Survey Monkey survey tool, automated analysis of the customer satisfaction (Sentiment-Analysis) and easy overview in the Power BI dashboard.
- Analysis and display of customer flows in stores via anonymized camera data.

90%
time savings when evaluating customer satisfaction forms

5x
more efficient insights into customer satisfaction via Power BI

10%
cost savings in personnel planning thanks to live camera data

isolutions

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

Bern
Schanzenstrasse 4c
3008 Bern

Basel
Güterstrasse 144
4053 Basel

Zürich
The Circle 38
8058 Zürich

Barcelona
Carrer de Trafalgar 6,
2a planta, despacho 28
08010 Barcelona

Contact

isolutions AG
+41 31 560 88 88
info@isolutions.ch
www.isolutions.ch

isolutions