

How Can a single Cloud Platform Manage a Huge Amount of Paperwork?

Operating 5 production units around the world, employing over 1.200 employees and supporting more than 15,000 customers

With over 50 years of operation, Maillis Group is an essential player in Transit Packaging Solutions, designing and manufacturing complete wrapping, strapping and carton sealing systems. Operating 5 production units around the world, 4 in Europe and 1 in USA, employing over 1.200 qualified employees, Maillis Group provides its customers with reliable system solutions, incorporating machines, consumables and services, to face their everyday challenges across different industries.

Maillis Group needed a single platform to structure the handling of huge amount of paperwork, the management of many data silos, the response time of customer's requests and the poor customer satisfaction levels.



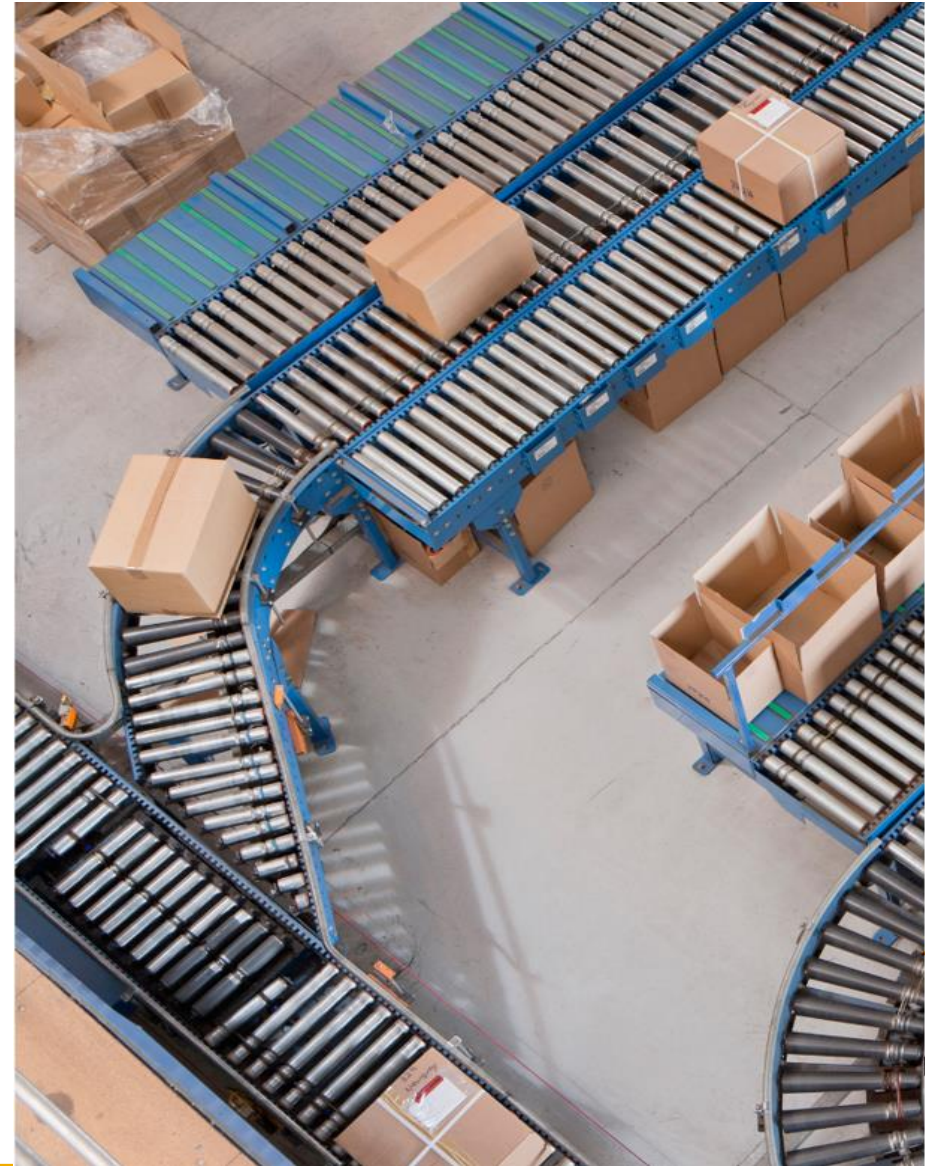
SAP Service Cloud Solution and SAP Cloud Platform Portal are automating end to end Service Management and improving the overall customer experience.

With help from **SAP® Digital Business Services organization** and **SAP partner Supernova Consulting Ltd**, Maillis Group is streamlining the Service Line of its Business and achieve :

- Elimination of huge volume of paperwork
- Enhanced 360 degree-view of the Customer
- Improved Service Team productivity
- Valuable access to real-time information for the Management
- Improved Customer Self Service functionality via Customer Portal
- Increased Customer Satisfaction

*“Customer Service is a crucial aspect of M.J. Maillis business. SAP Service Cloud solution and SAP Cloud Platform helped us **eliminate paperwork and at the same time free-up internal resources**. The main benefit for us is that we managed to provide to our end-customers a digital customer service experience and increase customer satisfaction.”*

Stathis Papadopoulos, Group SAP ERP Manager, Maillis Group



Maillis Group
Kifisia, Athens, Greece

Industry
Industrial Packaging

Employees
1200

Revenue
€280 million

Featured Solutions and Services
SAP Service Cloud
SAP Cloud Platform Integration
SAP Cloud Platform Portal



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