

TRANSFORMING TRAINING DELIVERY WITH ON-DEMAND SOLUTIONS

SERVIEW Case Study

Gerd Cardinale is a member of the executive board at SERVIEW GmbH, responsible for technology and processes. His company combines excellent service processes, effective project management and agility in value-adding IT service management to enable organizations to deliver IT services efficiently and transformatively through innovative consulting and inspiring training.

With SERVIEW training more than 15,000 participants annually in a wide range of management and methodology frameworks, efficient material distribution is crucial to their success. However, their previous process was creating unnecessary bottlenecks and costs that were impacting their ability to deliver excellent training experiences.

The Challenge: Centralized Storage Created Costly Inefficiencies

Before partnering with Mimeo, all training materials were stored centrally at SERVIEW's Bad Homburg location. This meant trainers had to collect, sort and collate the required materials well in advance and transport them to training locations themselves.

This process created several significant challenges:

- Trainers wasted valuable time on material preparation and transport
- Additional travel costs accumulated for each training session
- Risk of transport damage due to improper handling during transit
- Outdated surplus documents often had to be disposed of, creating avoidable waste and disposal costs
- Inflexible inventory management led to storage inefficiencies



The Solution: On-Demand Printing and Direct Delivery

SERVIEW reached out to Mimeo to solve their material distribution challenges while maintaining the high quality their training participants expected. The solution needed to eliminate the logistical burden while ensuring timely delivery of professional materials.

With Mimeo's on-demand printing and direct delivery solution, SERVIEW transformed their entire training material workflow. Now, instead of managing complex printing processes and logistical challenges, they benefit from a smooth, automated system for creating and delivering high-quality training materials.

Results: Agility, Quality, and Cost Savings

Since implementing Mimeo's solution, SERVIEW has experienced significant improvements across their training operations.

"Thanks to our collaboration with Mimeo, we have been able to make our product development and delivery organization much more agile, optimize quality checks and release cycles due to on-demand printing and are therefore able to respond quickly to changes in the market."

—Gerd Cardinale, Executive Board Member, SERVIEW GmbH

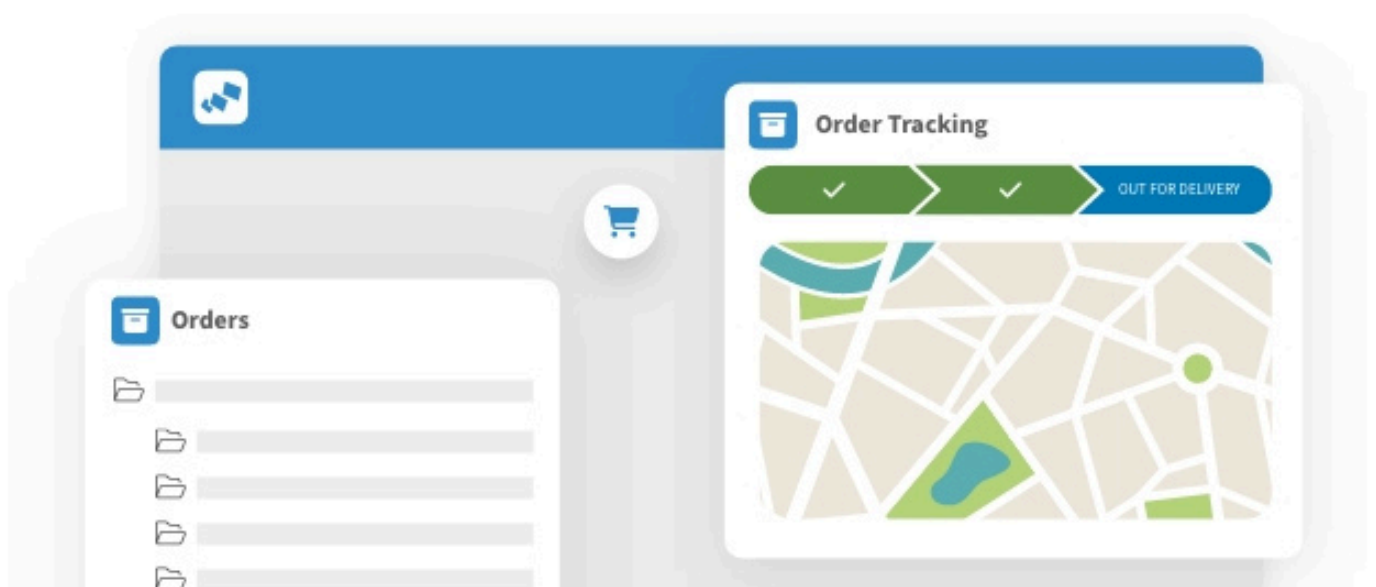
Faster Turnaround Times: Customized materials can now be produced in record time and delivered directly to training sites or participants, eliminating the weeks of preparation time previously required.

Enhanced Quality Control: Professional materials consistently improve the learning experience for both trainers and participants, while ensuring content is always current and accurate.

Reduced Costs: Eliminated storage, transport, and disposal costs while reducing trainer time spent on material logistics.

Increased Agility: Product development and delivery organization became much more agile, with optimized quality checks and release cycles enabling rapid responses to market changes.

Exceptional Service: The dedicated customer service team provides quick, competent support whenever questions or challenges arise, making the partnership consistently positive.



The Bottom Line: Focus on What You Do Best

By relieving the burden of material provision, SERVIEW can now concentrate even more on what they do best: supporting their customers with first-class training and ensuring sustainable knowledge transfer.

"Mimeo's excellent customer service deserves special mention. The team is always available to help quickly and competently with any questions or challenges. This personalized attention and commitment to excellent service has made all the difference and made the partnership a consistently positive experience."

—Gerd Cardinale, Executive Board Member, SERVIEW GmbH

The partnership has made a significant contribution to making training processes more efficient and further increasing the quality of service for participants.

About SERVIEW

SERVIEW combines excellent service processes, effective project management and agility in value-adding IT service management to enable organizations to deliver IT services efficiently and transformatively through innovative consulting and inspiring training. In line with their claim "Consulting.Training.Different!", SERVIEW trains more than 15,000 participants annually in a wide range of management and methodology frameworks, designing customized solutions that not only solve current challenges but also secure long-term goals for their clients.

The Mimeo Difference

Streamline your training material distribution, eliminate storage costs, and deliver professional content directly to any location with just a few clicks using Mimeo's online platform! Say goodbye to complex logistics and multiple suppliers. Access everything you need in one convenient solution, allowing you to concentrate on what truly drives your training business forward!
