



Singlepoint Issue Manager – CooperVision

Industry Sector:	Pharmaceutical
Project Live Since:	October 2009
Application:	Custom customer complaint process, covering global distributors and sales agents and opticians.
Number of users:	Approx. 500 across several hundred locations mainly opticians in Europe.
Benefits:	Massive time savings for large numbers of users and managers through a single automated system replacing a series of manual ones. Built in control of critical issues to involve senior management when needed and huge value through real time management reporting, as well as additional time savings on manual reporting methods.

“Since deploying Singlepoint to manage our customer complaint process, Sauflon has now moved from a slow, inefficient process to a dynamic, fully automated one. Easy to use screens have replaced lengthy input documents. On-demand, live data has replaced business critical information buried in spreadsheets. Visibility and efficiency have replaced countless hours lost to manually housekeeping the process.”

Paul Tucker / Technical Manager / Coopervision (formerly Sauflon)