



## CASE STUDY | TIMENSION

### "Nobody is as fast as TIMESYS ..." Service and support at the highest level.

"I have been working with the TIMENSION system from TIMESYS in various companies for over 10 years. During this period, the TIMENSION application was launched twice.

In doing so, I have found time and again that the operational users have a certain "fear of contact" at the beginning and are consequently very unsafe when working with the new system. Naturally, there were always problems in understanding and in the user application as well as - above all - in the correct implementation of the necessary system settings.

In all cases, however, I could absolutely count on the support and service of the employees at TIMESYS: In the respective introductory phase of the system, I received very professional and absolutely expert support from the project managers at TIMESYS.

## Benefits for odelo

- The introduction of TIMENSION was professional and competent
- The first fears of contact were quickly overcome
- All relevant points of time management, access and even billing have been discussed and implemented 100%
- Problems and inquiries were cleared up so that no questions were left unanswered
- Even short-term customer change requests were implemented without further delay
- Friendly, competent and professional inquiries to find the core of the problem and the right solution for the customer
- Implementation of changes - sometimes even during the phone call
- Fast and competent responsiveness

All relevant points of time management, access and billing were recorded, discussed, coordinated and then implemented 100%. Even with short-term change requests, there was a high degree of flexibility and speed in implementation. So there was no unplanned delay in the introductory phases.

In normal, regular operation, problems and inquiries - whether by phone or email - are recorded immediately, clarified clearly with regard to understanding (saves queries!) And solutions are sometimes incorporated into the system immediately.

Otherwise, the solution / a correction was explained in an email so clearly that this could be implemented independently without any difficulties. The time between problem acceptance and solution was and is usually a maximum of two days.

In the case of very complex problems, the respective status was regularly informed - the TIMESYS employees also pay attention to provisional but functional interim solutions until a final solution is

available. From my experience with other providers, I sometimes experienced response times that took weeks.

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**"Nobody can be faster than TIMESYS ..."  
I would like to write at this point!**

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What is important for me in this context is the reaction of my contacts, their handling of my (customer) problems and the associated service with regard to finding solutions: friendliness, expertise and professional inquiries in order to get to the core of the problem and thus find the right solution working out is absolutely standard at TIMESYS.

Simple things are solved immediately - sometimes even during the phone call! I usually received topics such as the structure of evaluations or necessary error corrections within the next day.



**odelo**  
Automotive Signal Lights

In no conversation with TIMESYS employees did I have the impression that I had not been treated as a customer. I have the impression that the employees at TIMESYS understand and know that problems in a company's time management system can be solved quickly and professionally.

For me as the person responsible for the department, quick and competent responsiveness is indispensable for such an important system as time management!

For me with TIMESYS there was never a situation in which I had to remind TIMESYS about an assigned task.

Please keep it up!

- A contribution from Mr. Armin Renner, Head of Resources, odelo GmbH



## odelo

Automotive Signal Lights

With a pioneering spirit, courage and the pursuit of progress, odelo has developed into one of the world's largest manufacturers of vehicle lights in its more than 80-year company history. Odelo pursues a clearly defined goal: in the coming years to expand and consolidate its position as one of the world's leading manufacturers of premium vehicle lighting through high-quality products, first-class service and innovative technologies.

**TIMESYS**

**You are welcome to contact us  
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TIMESYS GmbH has been family-owned since 1983 and has since developed into a modern, specialized manufacturer in the areas of workforce management and access control. With the flexible and compatible software and hardware solutions of the TIMENSION system series, companies achieve greater efficiency and productivity. The company is ISO 9001 certified and continues to develop and produce hardware and software systems for future-proof access control, sophisticated time recording systems and digital data collection.