



## **PIN Mail rolling out new complaint management system provided by Acando**

**Hamburg, January 23, 2019. PIN Mail AG, the Berlin-based postal delivery company with nationwide operations, has introduced a new complaint management system based on Microsoft Dynamics 365 Customer Service to enable it to respond even more swiftly and effectively to customer complaints and service requests. Acando, the management and IT consultancy, was responsible for process consulting and implementation.**

The private mail service provider PIN Mail AG processes up to 750,000 letters a day. In order to achieve the highest possible customer satisfaction, it wanted to improve the way it processes complaints and service requests from consumers and business customers. The new customer relationship management system provides the necessary technical support. The centralized solution records and processes inquiries and complaints in a structured manner. Communications are stored end-to-end in the system so that customers receive optimum service.

PIN Mail AG asked management and IT consulting company Acando to provide process consulting, define the system requirements and develop and roll out the solution. "We attached particular importance to optimum support for our customer relationship management processes and the future-proofness of the software. Consequently, Acando, an IT and dynamics specialist with many years of experience in customer service, was the right choice," says Robert Aubell, chief sales and marketing officer at PIN Mail AG.

The scalable system is suitable for multiple users and large amounts of data and can be integrated with other systems. This enables the private postal company to open up additional channels of communication with its customers and reach out to them to optimum effect, e.g. via chat bots.

In addition, the software permits flexible evaluation of data and defined KPIs, e.g. processing time or inquiry categories. This will enable PIN Mail AG to further optimize its customer relationship management and enhance customer satisfaction. Automated processes create more time for personal customer care.

The new complaints management system has been successfully in use since autumn 2018.



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**About Acando**

Acando is the consulting company who with equal parts of technical excellence and insight into human behavior - innovates, streamlines and mobilizes organizations for sustainable change. The Group has approximately 2000 employees allocated over five countries. Acando had sales of more than 2,4 billion SEK in 2017 and is listed on Nasdaq Stockholm.

[www.acando.com](http://www.acando.com)

In Germany, the company has its head office in Hamburg as well as further offices in Braunschweig, Düsseldorf, Koblenz, Frankfurt, Stuttgart and Munich. With around 500 employees, Acando GmbH defines itself as a partner for innovation in the digital world. Its range covers advice on strategies, methodologies and technologies as well as the design, development and management of solutions.

[www.acando.de](http://www.acando.de)

**About PIN MAIL AG**

PIN Mail AG is a Berlin-based postal company that was one of the first non-incumbent mail service providers to receive the licenses from the Federal Network Agency required for letter deliveries. In addition to its core business, the company offers services in the areas of document and data flow logistics, mailroom management and electronic mail.

[www.pin-ag.de](http://www.pin-ag.de)