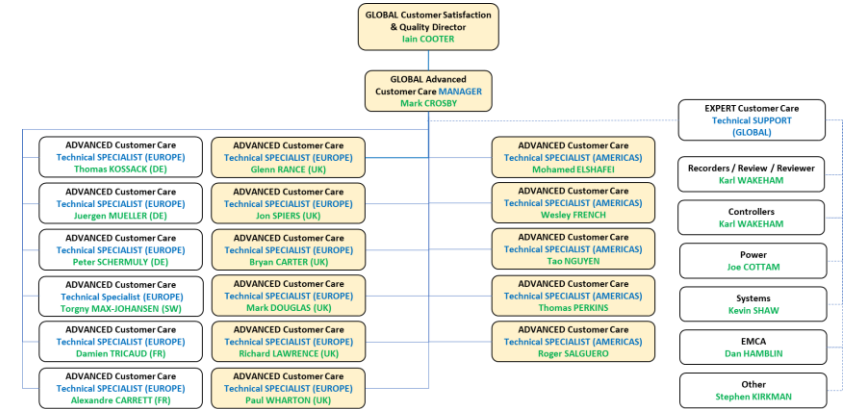


# Realization example : organization re-structuring



From a fragmented organization  
To a global process aligned in regions



Improved performances in reactivity, availability, productivity

CCC COMMERCIAL				CCC TECHNICAL			
Order Processing				Primary	Advanced	Expert	
<b>CONFIGURED ORDERS</b>				<b>PRIMARY CASES</b>			
Nov	YTD	(Av)	Status	Nov	YTD	Status	
3,442	30,100	2,736	🟢	136	834	🟢	
<b>NET ORDER VALUE K (USD)</b>				<b>'CR' CASE EFFECTIVENESS</b>			
Nov	YTD	(Av)	Status	Nov	YTD	Status	
9,962	97,370	8,851	🟢	100%	97%	🟢	
<b>CONFIGURED ORDERS CAPACITY NEEDS (Heads)</b>				<b>CASE (CAT 6) EFFECTIVENESS</b>			
Geo.	Nov	YTD (Av)	Status	Nov	YTD	Status	
Global	6.83	5.53	🟢	100%	88.5%	🟢	
Europe	5.19	3.96	🟢				
USA	1.64	1.57	🟢				
				<b>TECHNICAL SUPPORT (NSS)</b>			
				H120	YTD	Status	
				74.5%	74.5%	🟢	
				<b>TAR-5</b>			
				Nov	YTD	Status	
				91.7%	91.23%	🟢	
				<b>EXPERT CASES</b>			
				Nov	YTD (Av)	Status	
				1	36.7	🟢	