

Municipal utilities Success Story: Stadtwerke Pforzheim



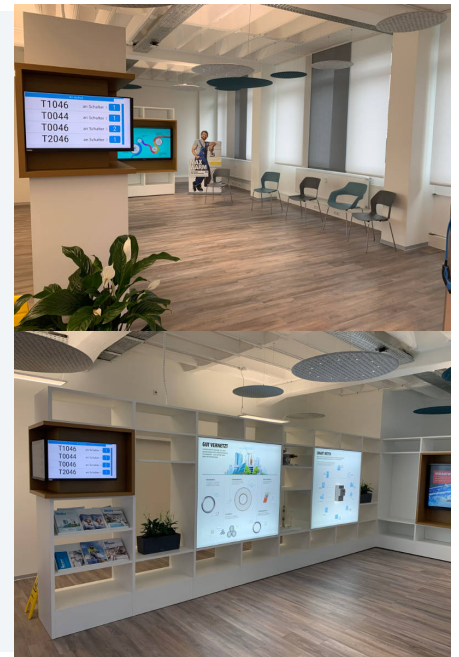
About SWP: Facts and Figures

Pforzheim Municipal Utilities (SWP) has been reliably supplying Pforzheim and the Enz district with energy for more than 125 years. With 465 employees and a broad portfolio ranging from electricity, gas, heat, and water to e-mobility and telecommunications, the company generated revenues of around €366.7 million in 2018 and is deeply committed to supporting sports, culture, and education in the region.



Marcus Ewald Head of Department / Customer Service / Sales Services

“At SWP, service always comes first. We wanted to bring this service philosophy into the waiting area and make the experience as pleasant as possible for our customers. Then the pandemic hit. More than ever, we needed a solution for our customers. With cleverQ, customers can now even book appointments for a personal video consultation through the platform. cleverQ turned out to be the perfect all-in-one solution for us.”



The Challenge

As an energy provider, Pforzheim Municipal Utilities carries a high level of responsibility for vital infrastructure. The advisory-intensive services often require individual support, which takes time and leads to waiting periods. Efficient appointment and queue management is therefore essential for delivering successful service.

Our Solution

- Online appointment management and digital queuing system in use
- Reservations possible via on-site ticket printing or through the free cleverQ app
- Appointment customers book conveniently via website or app and are automatically added to the queue
- Central management of all customer requests, whether scheduled or walk-in
- Queues remain constantly up to date and dynamic
- Automatic reallocation of available appointments in real time
- Full control and easy administration through a central platform

Learn more on our
Website (EU)

