

REFERENCES

INTERIM MANAGEMENT

« Re-filling the position of our Head of Development took considerable time and patience - not least because we were extremely fastidious in this respect. In the meantime, in order to avoid a vacuum, we asked Dr. Paping to assume responsibility for the leadership of the R&D Department in the Security Communications Division. Thanks to his communicative style, he could approach the staff quickly; at the same time he was able to rapidly familiarise himself with the complexity of our core business. A particular concern of his was to support the teams working with staff on other sites and in other divisions. With his market-facing mind-set, Dr. Paping succeeded in leading many challenging interdisciplinary tasks towards their goals. The handing over of the baton to his successor, during a very short period of overlap, was hugely successful, thanks to an efficient and thorough induction. »

Dr. Fritz Gantert - *General Manager Security Solutions, Ascom (Schweiz) AG, Bern (CH)*



Ascom is an international solution provider with comprehensive technological know-how in Mission-Critical Communication. The group, headquartered close to Zürich, has subsidiaries in 17 countries and a workforce of some 2'100 employees worldwide. The revenue in 2008 was about 509 Mio CHF.

TECHNOLOGY TRACKING

« Postal markets worldwide are moving very fast. Market liberalisation, new technologies and demanding customers are stretching our development teams more than ever before. With Kontrapunkt Technology we have found a competent partner who helps to drive our innovation processes, e.g. through specific technology or market research, through the selection of suitable partners for development projects, or through strategic technology planning. Outsourcing certain projects to Kontrapunkt Technology has allowed us to concentrate our own resources on our core business. Additionally, we have been able to make new business contacts and to uncover new approaches and solutions to old problems. »

Philippe Boulanger - *Chief Technical Officer, Neopost Technologies SA, Bagneux (F)*



Neopost is the largest supplier in Europe for mailroom equipment. The group offers advanced solutions for mailing systems, folders, inserters and addressing. Based in Bagneux, close to Paris, Neopost employs more than 5'000 people worldwide and achieved sales of 918 Mio € in 2008.

PRODUCTIVITY IMPROVEMENT

« The permanent improvement of our internal processes as well as the consistent focus on our customers are permanent features of our company culture. Therefore we ran a lessons learned workshop, together with one of our customers. We called on the services of Kontrapunkt Technology to set-up, execute and analyse the results of this exercise. The successful execution of the workshop evoked very positive feedback both from within our company and from our customer. We will implement the insights we gained, both internally and externally, and I am convinced, that the collaboration on both sides will strengthen and improve. »

Maximilian Kostka - *General Manager Sales Appliance and Proj.-Mgmt. Europe, Diehl AKO Stiftung & Co. KG, Wangen i.A (Ger)*



Diehl Controls produces mechanical, electromechanical and electronic components and designs, develops and produces in close cooperation with its customer individual solutions as well as complete systems. The corporate division Diehl Controls is a multi-national organization with around 2'000 employees and an annual revenue of 275 Mio €.

KNOWLEDGE TRANSFER

« Growth through acquisition has left De La Rue's product development teams spread throughout the world. We had the feeling that we could do much better in fostering the collaboration between our different R&D sites. Kontrapunkt Technology helped us to identify areas of possible synergies and to define concrete action plans. We were surprised how quickly results were achieved: improved interaction between the various locations, active sharing of expertise and experience, and the systematic elimination of duplicated effort on projects. »

Malcolm Burr - *Director of Engineering, De La Rue Holdings plc, Basingstoke (UK)*



De La Rue is the world's largest commercial security printer and papermaker, involved in the production of over 150 currencies and a leading provider of cash sorting equipment. After the divestment of the Cash Systems Division De La Rue employs about 4'000 people across 24 countries and achieved sales of 502 Mio £ in the 2008/2009 financial year. De La Rue is based in Basingstoke (UK).

NETWORKING

« Exchanging ideas and best practices with R&D managers from other industries has become an essential part of our ongoing self-improvement programme. Kontrapunkt Technology helped us to improve our networking skills and to build an effective international network, whereby we could regularly contribute and gain new ideas. »

Philippe Maréchal - *Technical Manager, Total Petrochemicals, Feluy (B)*



Total Petrochemicals is the world's fifth largest publicly owned mineral oil company, employing 97'000 staff in over 130 countries. The group achieved sales of almost EUR 180 bn in 2008.

INNOVATION MANAGEMENT

« The key competence of our consulting firm lies in our ability to guide our customers through their change processes and in their staff development programmes. Some time back, we intended to introduce a software tool to support our projects. It was soon obvious that we needed professional advice from a product development specialist. We found this ability in Kontrapunkt Technology. It took a few intensive workshops before we had a clear concept on the table - now we know exactly where we need to concentrate our efforts in the future. »

Beat Kappeler - *Partner, iwa, Effretikon (CH)*



For more than 20 years the management-consultancy iwa has specialised in supporting companies and organisations in their efforts to define their position within their market places and to assist their change process management. Customers can use their products and services as purchased and also modify these by themselves for future needs.