

PRESSEINFORMATION

Sachsenlotto utilizes adesso platform for customer services

Dortmund, 17 May 2017 – Sächsische Lotto-GmbH, Sachsenlotto for short, is to operate all its direct customer services activities using in|FOCUS 360. The adesso AG customer platform enables Sachsenlotto to optimise its customer service operations.

Besides the range of gaming opportunities available online and at its self-service terminals, Sachsenlotto's comprehensive range of services for its direct customers also includes the management of player cards and subscription tickets and the administration of winnings. In the past, these services were provided partially through in|FOCUS 360 and through Sachsenlotto's core system. Now, adesso and Sachsenlotto have joined forces to consolidate all relevant functions into in|FOCUS 360.

The migration was completed as part of a mammoth eighteen-month project. The first step was to upgrade the in|FOCUS 360 system to the latest version, before migrating all critical functions to the new system in the second phase. In addition, project partners also transferred the required data records from the core system to the adesso platform.

With in|FOCUS 360, Sachsenlotto now has access to functions such as integrated data management, which encompasses all necessary processes to ensure standardised customer service.

"Consolidating direct customer services into in|FOCUS 360 was a major challenge, not least because of the extensive data migration involved," said Siegfried Schenek, CEO of Sächsische Lotto-GmbH. "Working together with adesso experts, we successfully implemented this important project here at Sachsenlotto."

adesso AG

adesso is one of the leading IT service providers in the German-speaking area and focuses its consulting and software development activities on the core business processes of companies and public authorities. adesso's strategy is based on three pillars: the deep industry-specific know-how of its staff, the comprehensive expertise in technology and the application of reliable methods in software implementation projects. Following this approach, adesso develops superior IT solutions, which enhance the competitive position of a company.

adesso was founded in Dortmund in 1997 and employs more than 2,100 members of staff in eighteen offices. The share is listed on the regulated market. Some of the most important customers are Allianz, Hannover Rück, Bosch, Union Investment, Westdeutsche Lotterie, Swisslos, Zurich Versicherung, DEVK, DAK and Beschaffungamt des Bundesministeriums des Innern.

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