

Best Practice Case: Deutscher Exzellenz-Preis | Deutsches Institut für Service-Qualität GmbH & Co. KG

Challenge

Every year, we had to manually consolidate and process hundreds of submissions from different channels. Emails, online forms and upload services led to confusing chaos with frequent errors, such as forgotten or incorrectly submitted documents. Managing this data manually was extremely time-consuming and significantly increased the stress for the team in charge. In addition, the complexity of the submission process meant that some potential participants never submitted their entry at all.

Solution

With the implementation of the alpha awards digital solution, the entire submission process was centralized and automated. Applicants could submit their projects via the user-friendly platform, which ensured that all required information and documents were complete before a submission was accepted. Mandatory fields and an optimized upload process significantly reduced the error rate. The organizing team was given a central dashboard that provided a complete overview of all submitted projects at any time.

Results

By using alpha awards, we were able to considerably simplify the submission phase and significantly reduce working time. We also achieved a lower error rate and a clearer submission process. Participants appreciated how easy the platform is to use, which led to more submissions and higher satisfaction.

“Thanks to the alpha awards award management tool, we finally replaced time-consuming manual work with a seamless, error-free submission process. Stress levels dropped dramatically, and entrants loved how simple the process was. Switching systems was quick and uncomplicated, and we could finally focus on the tasks that really matter.”

Markus Hamer
Managing Director, DISQ Deutsches Institut für Service-Qualität GmbH & Co. KG



alpha
Awards