



# INTERVIEW WITH JÖRG SAUDER

TEAM MANGER CUSTOMER SUPPORT

## JÖRG, COULD YOU BRIEFLY INTRODUCE YOURSELF?

I am 56 years old and have two children. I have worked for a variety of companies as a project manager in the field of automation engineering. Since joining IRIS, I have held different positions in the company. I started in the Customer Care Centre. There I integrated our distributed X4D application systems in customer environments and provided support for our customers. At the same time, I was responsible for our training programme, and as a trainer I have taught our customers and partners on site or here in our premises. Later, as a project manager I implemented our applications for a variety of customers. Since 2018, I have been responsible for supporting our customers and partners as the Support Manager.

## HOW LONG HAVE YOU BEEN WORKING AT IRIS?

Since June 2001, which is 22 years now.

## WHAT IS YOUR AREA OF RESPONSIBILITY?

The most important goal is that our customers and partners receive help right away if they have problems with our products. We support our customers worldwide in the context of service level agreements. My task is to enable our support team to provide help as effectively as possible.

## WHICH THREE WORDS BEST DESCRIBE YOU?

Reliable, dedicated, with a sense of responsibility.

## WHAT DO YOU LIKE MOST ABOUT YOUR JOB AT IRIS?

The collaboration with colleagues and customers is a major aspect, but developing solution paths with our software products is also a significant factor. In the company we have



short communication paths and a good relationship with the development team, and there is a constant dialogue.

## WHAT ARE THE RECURRING CHALLENGES IN YOUR WORK?

Our products can be set up with just a few configuration steps. However, it is also possible to go deeper into the details and to set or control a large number of parameters. We need to understand which parameters can quickly lead to custom solutions.



### WHAT IS THE BEST LESSON YOU HAVE LEARNED IN YOUR CAREER UP TO NOW?

Patience and calm help in solving problems.

### WHAT IS THE MOST IMPORTANT PROJECT YOU WILL WORK ON THIS YEAR WITH YOUR TEAM?

We plan to restructure the JIRA ServiceDesk portal. It should be easier for us and our partners to navigate through the many

products and components.

### WHAT MOTIVATES YOU TO GET UP AND GO TO WORK EVERY DAY?

The opportunity to shape the work environment so that working is fun makes a major contribution to this. Working together with my colleagues and the partners is also a motivating factor

### IF YOU COULD LEARN A NEW SKILL IN 10 MINUTES, WHAT WOULD IT BE?

Improve my programming skills.

### WHAT ARE YOUR EXPECTATIONS FOR THE NEXT 12 MONTHS?

We expanded our team in the past year. Now we want to adapt the ServiceDesk for our partners so that the products are better structured. Our knowledge database, which all our partners can access on the partner portal, will also be continually expanded.



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