

CONROO

Project Study:
Tailoring Customer Support
Strategy and Implementation
to the needs of SaaS
Early-Stage ventures

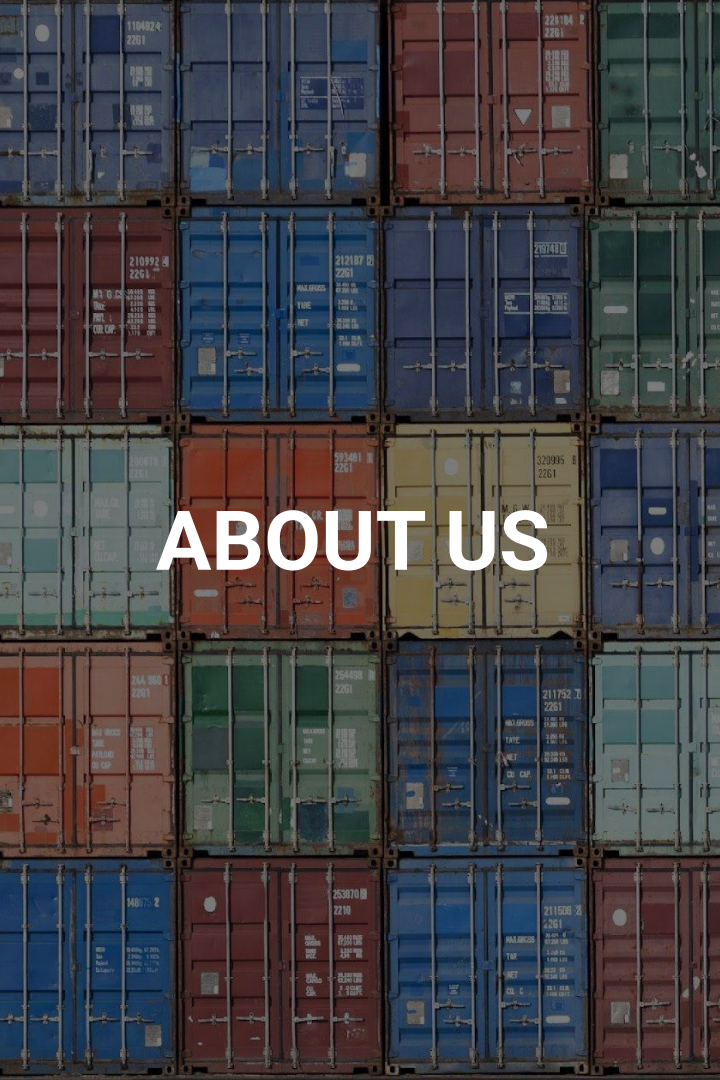
January 2024





#unlockpotential

**CONROO unlocks
potential in
terminal and depot
operations through
seamless truck
coordination**



ABOUT US

Facts at a glance:

CONROO

- Founded in 2021
- We're an international team of ~20 people based in Munich, Nuremberg, and remote
- Already serving 30+ locations across Germany, and this is just the beginning!
- Currently working on launching a new product that optimises operations in one of the largest seaports in Europe and serves thousands of customers daily

REVOLUTIONIZING TERMINAL & DEPOT OPERATIONS



NO SELF CHECK-IN



NO QUEUES



NO LONG IT
PROJECTS



Scope of the Project Study

CONROO

What are the goals?

- Support the team in a variety of tasks during the upcoming major go-live
- Help with defining and building Customer Support function
- Research best industry practices on state-of-the-art Customer Support solutions
- Analyse the concept in place, identify potential for improvement, present the research results and recommendations

What do you get from us?

- Working directly with the founders and gaining hands-on experience in an early-stage SaaS startup during a dynamic period of product launches
- An opportunity to co-design innovative ideas and approaches together with a bunch of fun, smart, and highly motivated people
- A unique chance to come up with ideas and see them in action right away, turning your creativity and business acumen into practical outcomes

We're interested! What are the next steps?

- If you're available for 3 months full-time, you're a group of 2-4 students and are willing to work both remote and in our office in Munich (Isartor), send the following details of each member to ksenia.basavina@conroo.com:
 - CV + Grade Report
 - If you were a fictional character, who would you be and why?

Project Study Structure:

1. Help us during the go-live to see how our process works
2. Research industry best practices
3. Do fit-gap analysis
4. Present findings and improvement recommendations to the management team



THANK YOU

CONROO

CONTACT

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