

# Streamlining User Experience: Empowering Users and Reducing Tickets for Enhanced Productivity



**-30%**  
Amount ticket



**-50%**  
Process  
Training Time



**+40%**  
Process  
Conformity

## KUKA

KUKA is a global automation corporation with sales of around 3.3 billion euro and roughly 14,000 employees. The company is headquartered in Augsburg, Germany. As one of the world's leading suppliers of intelligent automation solutions, KUKA offers customers everything they need from a single source: from robots and cells to fully automated systems and their networking in markets such as automotive, electronics, metal & plastic, consumer goods, e-commerce/retail and healthcare.



[www.kuka.com](http://www.kuka.com)



[kukaglobal](https://www.linkedin.com/company/kukaglobal)

## The Challenge

KUKA had been utilizing Polarion to manage their documentation and streamline their processes. However, they encountered difficulties in the document signing section, which resulted in delays and confusion for users. The existing process lacked clarity and required extensive training for users to navigate the system effectively. Recognizing the need for a solution that could simplify document signing and enhance user experience, KUKA decided to implement Newired.



*As a Process Team, we were overwhelmed with tickets seeking solutions for simple queries. It became crucial to reduce the ticket load and empower our users to help themselves. That's how we got to Newired - a solution that allows us to prioritize developing processes and efficiently maintaining our tool despite limited resources*

**Christian Angerer**

Senior Process Manager – Processes & Methods  
R&D Global Operations & Governance

## The Solution

Newired offered KUKA a user-friendly solution that allowed them to create interactive journeys within Polarion. These journeys acted as step-by-step guides, providing contextual assistance to users and eliminating the need for extensive training. By integrating Newired with Polarion, KUKA aimed to simplify the document signing process and ensure that users could navigate the system effortlessly.



*KUKA's partnership with Newired enabled them to overcome the challenges associated with document signing in Polarion.*

**Chris Dewippe**

Head of Customer Success Newired

## Results & Benefits

With Newired, KUKA embarked on a journey of digital transformation within their document signing section. They used the Newired platform to create customized interactive journeys tailored to their specific requirements. These journeys guided users through the document signing process, providing real-time assistance, and reducing the learning curve associated with Polarion.

The benefits of using Newired for document signing were evident. Users no longer struggled to understand the system, as the interactive journeys provided intuitive guidance at each step. This streamlined the overall process, resulting in increased efficiency and productivity. By minimizing errors and confusion, KUKA witnessed a significant reduction in document signing time, leading to improved operational performance.

Moreover, the Newired integration with Polarion allowed KUKA to enhance the overall user experience. Employees and stakeholders found it easier to adapt to the system, reducing frustration and increasing user satisfaction. The simplified document signing process resulted in higher adoption rates and a positive impact on the organization's bottom line.

By leveraging Newired's interactive journeys, KUKA successfully transformed their document signing process, enhancing user experience, and increasing operational efficiency. The implementation of Newired not only simplified navigation and reduced errors, but also improved user satisfaction and productivity.

This case study serves as a testament to the transformative power of digital adoption platforms like Newired in optimizing complex business processes.

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Newired Solutions?**

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