“CDS has its own excellent logistics”

ViewSonic sets new standards in the field of visual solutions and thus promotes teaching and learning processes as well as collaboration in modern working environments. CDS manages the demo equipment pool and enables an efficient and high-quality loan process for the innovative display solutions.

In a world where technology increasingly determines the success of education and work, ViewSonic Technology GmbH is setting new standards for visual solutions. The displays, projectors, interactive whiteboards, video conferencing systems and integrated software are designed to optimize user experience and innovative technologies. The focus is particularly on supporting teaching and learning processes and promoting collaboration in modern working environments.

Automated processes via LIMES reduce workload

In the past, demo equipment processes were carried out manually and managed using an Excel spreadsheet. Due to the growing demo equipment pool, the workload was no longer manageable. The decision was made in favor of the service provider CDS, as the company is an established and recognized player in the market and has extensive expertise in the field of demo equipment processes.



Andreas Fernandez
Field Application Engineer / Technical PM DACH
at ViewSonic Technology GmbH

CDS's own LIMES software simplifies the booking and monitoring of loans with the help of automated processes. “The automatic appointment reminders and generated online loan contracts have led to a significant reduction in our workload while at the same time increasing the quality of the loan process,” reveals Andreas Fernandez, Field Application Engineer / Technical PM DACH at ViewSonic Technology GmbH.



Paul Koch
Managing Director CDS Service GmbH



Ideal solution for conference rooms: Display IFP105s and TeamJoin Microsoft Teams Room Kit

“With the help of LIMES, our partners always have an overview of the current status of their rental equipment. Thanks to defined authorizations per user, the demo equipment processes are transparent and smooth,” says Paul Koch, Managing Director CDS Service Group.

The challenge of logistics right up to the point of use

In addition to the simpler management via the software, the technical inspection of the devices and the logistics service were also decisive criteria for the choice of partner. “CDS has its own excellent logistics. This also enables CDS technicians to deliver directly to the trade fair stand, set up and commission the devices,” praises Fernandez. Logistics plays a central role in the smooth running of demo equipment processes and the associated customer satisfaction. The challenge in transporting demo equipment lies not only in the punctual delivery of the equipment to the point of use, but also in the reliable collection from the customer.
It must also be possible to transport unpackaged devices safely in order to prevent damage to the sensitive products.

“Our logistics team operates throughout Germany and in many European countries to ensure professional and punctual delivery to the place of use,” explains Paul Koch.

Successful start lays the foundation for good cooperation

The successful onboarding process gave the field application engineer a positive outlook for further cooperation in the future: “The professional and very friendly cooperation from the beginning, coupled with a regular exchange of information, made implementation very easy. Our demo equipment pool is growing steadily and so is our collaboration.”

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