



CSDP's Current State Assessment and Discovery of Service Delivery Processes

SRM



CSDP's Current State Assessment Identifies:

- Breakdowns in processes
- Duplicated efforts
- Opportunities to reduce cycle times
- Suggested control points
- Areas to simplify and improve processes

Benefits of CSDP's Current State Assessment:

- Maximize customer interactions
- Identify departmental best practices that could be implemented elsewhere in the company
- Quantify ROI of systems and process changes
- Help align processes with your business objectives
- Provide the ability to respond more quickly to business and environmental changes when processes are fully documented

Assessment Overview

The objective of CSDP's Current State Assessment and Discovery is to evaluate your service delivery operations to identify areas of efficiency that can save your company significant time and money. Our methodology ensures that all organizational and functional processes and needs are thoroughly investigated and defined in detail.

CSDP service delivery consultants use Business Process Mapping methodology to identify, document and analyze current processes. The analysis takes into account the objectives of the company and service delivery operation, the actual work being completed and the impact the processes have on the end customer.

One of the key end-result benefits of this assessment is showing you the impact and transformation that new systems and processes can have on your organization as redundancy in systems and personnel are minimized and customer interactions are maximized. The scope and depth of the assessment can be tailored to meet your company's specific needs.

How it Works

Prior to any work being performed, CSDP will provide you with a questionnaire, an overview of roles and responsibilities, what data and internal documents we require, etc. The answers to these questions, as well as the information provided, allow us to arrive at your location prepared and able to start immediately. This reduces time spent at your site(s) and the overall impact on your operation.

Typically, this engagement:

- Takes between 5 and 15 business days
- Requires 1 to 3 service delivery subject matter expert personnel
- Is based on the size and complexity of your business environment

Once our Assessment is complete, CSDP will meet with you to present our very detailed analysis and recommendations. This will include any proposed system additions as well as process changes and the impact they will have on your organization's financial performance, operational efficiencies, and customer satisfaction.



Assessment and Discovery Process

A typical engagement consists of four phases, including:

1. Project Organization

- Select project teams
- Define and assign project tasks to members
- Outline and flow chart all current organizational and business procedures and processes
- Obtain sample copies of all appropriate client internal documents

2. Project Definition

- Conduct project survey
- Define required operating environment
- Identify interface requirements for all external systems and devices
- Define integration and conversion requirements for all existing data
- Review any identifiable future plans and growth potential that may impact processes, system operations and/or requirements

3. Process Definition - Address the following as required

- Contact center – Actual and desired work flow definition
- Dispatch – Actual and desired work flow definition
- Inventory – Actual and desired operation and order flow definition
- Depot repair – Actual and desired operation and work flow definition
- Depot Repair Flow
- Billing Requirements
- Knowledge Management Requirements
- Scheduling Procedures
- Training Requirements
- Marketing Procedures

4. Deliverables

- Business Process Mapping for key workflows
- Recommendations including areas for efficiency improvements
- Functional requirements in descriptive flow charts
- Descriptive flow charts of all interface requirements where appropriate
- Findings prioritized by level of impact on business objectives
- Projected ROI of system and process improvements
- Definition of all baseline applications, modifications, and additions
- Integration Plan