



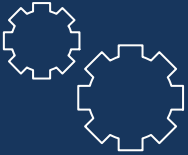
Customer
Service
Delivery
Platform
Corporation



service relationship management
delivered

Software
and
Solutions
for the
Service
Delivery
Lifecycle





ON-DEMAND WORKFLOWS

CSDP's On-Demand Work Flow solution allows you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen.



UNIFIED VIEW

Rather than logging into multiple systems, CSDP's solutions integrate with your existing legacy or enterprise systems, in addition to EDI, Web, and device-based services and provide a single, unified view of customers and service operations.



FULLY TAILORED & SERVICES-LED

Instead of trying to force fit out-of-the-box solutions, our flexible software is tailored to your individual business requirements with our unique services-led approach.

www.csdpcorp.com

Service Sales & Quote Generation

CSDP's Service Sales & Quote Generation software supports your service sales force in their day-to-day activities, helping your sales team to save time, drive sales and improve customer relationships. Now you can grant the power to customize any details of the contract, including pricing per visit or per hour, parts discounts, meter pricing, number of unit covered, response times, hours of coverage and any other specification.

Your service sales team can effectively manage leads, prospects and quotes, as well as track quotes to final approval or rejection. Reporting features include reports for sales, revenue, discount and commission.

CSDP's Service Sales & Quote Generation module allows clients to handle all their contract sales needs inside the same platform that provides the service. You can limit salespeople with contract templates (like gold and platinum service levels) or can grant salespeople the power to customize any details of the contract, including but not limited to, pricing per visit or per hour, parts discounts, meter pricing (extra charge for too little use or extra charge for "abusive" overages), number of unit covered, response times, and hours of coverage. You will be able to generate multiple parallel quotes on a single proposal: for example, offering silver, gold and platinum service-level quotes on the same proposal. In addition, you can manage and track quotes all the way to final approval or rejection.

The module offers versatile "what if" conditional modeling for customized service terms. For example, you will be able to show their customers how a twenty paid-visit (then \$200 per hour Time & Material billing) contract would compare against a forty paid-visit (then \$180 per hour Time & Material billing) contract running "what if" scenarios with various anticipated degrees of contract overage. You can use the module to generate final contracts from approved quotes. In addition, the module provides sales, revenue, discount, and commission reporting. The Service Sales & Quote Generation module, combined with our Depot Repair and Inventory modules, will help you with cost containment (with other repair vendors) as well as open up new delivery and offering capabilities. CSDP's consulting services will help optimize improvements in your bottom line costs and top line growth.





About CSDP

CSDP is a services-led software company with solutions that can automate the entire post-sale service delivery and customer service process. We offer:

- An On-Demand Work Flow solution allowing you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen
- Flexible solutions that are tailored to your unique business requirements, instead of trying to force fit out-of-the-box solutions
- A single, unified view of all customer and service delivery operations
- Implementation in weeks - not months

Our clients have realized improved customer satisfaction by up to 15 percent, increases in service profitability exceeding 10%, decreased average cost per repair of 50% and increases in first call resolution greater than 20%. We not only help our clients drive down operating and service delivery costs, but enable them to drive up customer satisfaction and increase service revenue and market share.

The Service Relationship Management® (SRM™) product suite addresses the complete end-to-end service delivery lifecycle including Contact Center, Dispatch/Mobile, Depot Repair, Inventory Control & Management, Knowledge Management, Marketing and Quote Generation, Warranty Entitlement, Training, Contracts/Billing, Reports, Scheduling, and Time Tracking. Our software is fully customized to fit your company's needs and easily integrates with your existing infrastructure so that it implements quickly and begins generating ROI immediately.

CSDP's SRM software solution has been delivered to some of the world's foremost Fortune 500 companies to include IBM, Xerox, Fujitsu, Whirlpool, Rockwell and PSE&G to name a few.

To learn more about CSDP, visit our [website](#), follow our [blog](#) and join the [Service Relationship Management Group](#) on [LinkedIn](#).

Contact us at info@csdpcorp.com.

For more information on any of our products or services please visit us on the Web at: www.csdpcorp.com or email us at: info@csdpcorp.com



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