



Customer
Service
Delivery
Platform
Corporation



service relationship management
delivered

Software
and
Solutions
for the
Service
Delivery
Lifecycle

IBM

Business
Partner



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 Warranty, Contract & Entitlements

Turn your service center into a revenue generating operation. CSDP's Service Warranty, Contracts & Entitlements software generates "cost versus revenue" reports that will show where service operations are losing money by either charging too little or providing free service when not warranted. Because every organization has distinct needs and requirements, CSDP can easily customize our Service Warranty, Contracts & Entitlements software to fit your unique needs.

As a standalone product, staff get at-a-glance information on a customer's exact entitlement status, whether under-contract, under-warranty or out-of-coverage. Combined with some of our leading software, the Service Warranty, Contracts & Entitlements software helps optimize your service operations.

Our clients have used Service Warranty, Contracts & Entitlements software as a way of deciding on the most cost-effective service delivery method. For example, the system will indicate Advanced Exchange for remotely located customers rather than sending a technician on an expensive service visit.

Entitlement can override Call Center or Dispatch assignment, as well as keep track of "contract hours used" and "contract visits made" and can advise when customers have exceeded their entitlement thresholds. While CSDP's Entitlement module already provides many entitlement data elements that support the other CSDP modules, CSDP can customize the module to incorporate any unique circumstances that your business requires. The client will be able to use the Entitlement module to determine if you should seek recovery costs from the manufacturers of the products you place in your customers' homes.





Warranty and Contract Management

Create and manage customer contract and extended warranty information in support of repair processes, including on-site services. The contract, entitlement, and terms and conditions are capable of handling virtually any condition for both on-site service (of any type e.g. repair, installation, training, etc.) as well as the depot repair system. This is the cornerstone of the application and drives all the other modules as far as flow, conditions, responsibilities, priorities, coverages, pricing, costing, and type of service.

Capture manufacturer warranties by serial number. The contract and warranty functions will capture both new out-of-box warranties and repair and return warranties which may be very different. The dates and time tables for each are definable along with what is exactly covered down to the individual component parts (either inclusions or exclusions) and to the type of service. A user may define a service as obscure as "babysitting" as a service type.

Maintain customer- and part-specific inspection checklists. Both the depot repair and on-site repair process each may contain a check list of activities. The system can be proactive in these types of events by defining PM (preventative maintenance) of service which will automatically either generate repairs, recalls, and individual tasks to be done. Many PM schedules can be in place for a single product/part.

There may be a yearly, quarterly and monthly PM each defined with different activities. The system can create a proactive repair and/or display that a PM is due within a user-defined period of time when a service call is generated for another reason. The triggers for this are not only time-based but can also be meter read based for a schedule based on usage rather than time. There is also the ability to define activities dependant on what is found during the scheduled or non-scheduled repair event.

Facilitate warranty verification by providing visibility to entitlement information. Entitlement is always available for view when any service event is created and can also be available without a service event. Entitlement is also visible without a repair activity in a view only process.



ORACLE PARTNER

IBM Business Partner



Managing Discrepancies

Leverage inspection information to determine warranty coverage and identify anomalies such as evidence of customer abuse or a faulty repair. Customer abuse or other situations that may violate the contract or warranty may trigger either an automatic billable situation or route the activity to a queue that manual intervention is dictated to make a final determination.

Facilitate communications about warranty coverage issues. Warranty or contract coverage issues may trigger automatic emails, customer web views, a queue where a phone call is necessary or an interface to an automated phone system which is fed the specific messages to be passed on to the client with an IVR interaction from the client.

Log and track activities related to warranty management and coverage issues. All activities are tracked with activities, date/time stamps, user, result and follow up actions including correspondence in the audit trails.

Component Warranty

Leverage bill of materials to associate secondary parts to primary parts for warranty purposes. Both the product and secondary (many levels) may carry their own warranties and contracts with tracking at the level being worked.

Track warranty status for a part based on its use and configuration. Same parts which are installed as part of a product's configuration may vary based on the primary unit. Part A may be installed in both PRODUCT 1234 and 2345, but each may have different base warranty or contract conditions because of the difference. Also, failures and repairs are tracked from this point of view for analysis using conditional probability logic.



ORACLE PARTNER

IBM Business Partner



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



www.csdpcorp.com



Customer
Service
Delivery
Platform
Corporation

15615 Alton Parkway, Suite 310
Irvine, CA 92618
Phone: 888-741-CSDP
info@csdpcorp.com