HORNBILL
Professional Services

Acceleration services for service desk managers

SERVICE PACKAGE

Benchmarking and planning

Quantify your service performance. Plan practical steps for quick improvement. Accelerate your path to service excellence.

This package is for you if...

- Your service desk is in firefighting mode.
- Customer/employee satisfaction with services are low.
- Operating costs are high; business confidence is low.
- Service desk staff are stressed-out and leaving.
- You want a clear path to service excellence.

Scope

- Levels of service desk demand
- Performance of service desk responses
- Service experience metrics (SLAs, user experience, CSAT, NPS)
- Operational costs of different activities
- Channel adoption and impact
- Failure modes and their regularity/impact

Outcomes

- Give your KPIs a boost.
- Get a performance baseline to show progress over time.
- Identify service and support backlogs and bottlenecks.
- Pinpoint weaknesses, waste, causes of rework, and sources of friction in the service experience.
- Prioritized approach to fixing operational issues with practical actions.
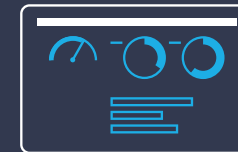- Reduce stress and service desk staff churn.

Deliverables

Report

Showing performance, weaknesses, and actionable solutions based on our experience of what really works.
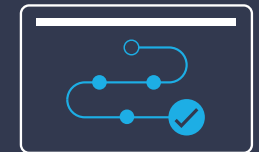
✓ Get a crystal-clear view of where you are now.

Dashboard

Showing live vs benchmark metrics to keep you focused on the right KPIs and make progress visible.

✓ Improve fast... and prove it to your organization.

Roadmap

A better general view of the journey to service excellence and the steps to be taken to get there.

✓ Shine a light on the steps to keep moving forward.

How this service package works

Week 1 Benchmarking	Week 2 Analysis	Week 3 Recomendations
Working with you to gather numbers and calculate KPIs (like resolution time for tickets and requests, costs, queue backlogs, process efficacy and efficiency, business value, and other performance metrics).	Expert analysis and trending surfaces strengths, weaknesses, and insights. We'll identify the backlogs and bottlenecks, root causes of under-performance areas, and opportunities for quick improvement.	We compile and present a detailed report—covering a benchmark of your current situation, and a prioritized list of actions with practical ways to apply them successfully.

What happens next

Whatever your maturity level, we'll help you take the next step with confidence. Depending on your performance benchmark, we can recommend a suitable service package that will drive your forward on your path to service excellence.

Low maturity	Mid maturity	High maturity
Foundations package	**IT automation package**	**Expansion package**
Workshopping practical solutions to improve specific operational practices, drive out costs, and boost the customer experience.	Implement a targeted automations across high-volume tasks to boost KPIs, drive customer satisfaction, and create more capacity.	Leverage IT's success in service excellence to drive expansion of best practice into other service domains in your organization—like HR and Facilities.

We're with you every step of the way

Relax. We've done this before. Our consultants have decades of industry experience and deep best practice expertise. We're here to help you smooth out the path to service excellence.

www.hornbill.com/contact-us