

### 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 is 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.
- Get a prioritized approach to fixing operational issues with practical actions.
- Reduce stress and service desk staff churn.

## Deliverables

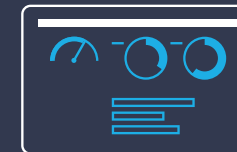
### Report



Showing performance, weaknesses, and actionable solutions based on our experience of what really works.

- ✓ Get a crystal-clear view of where you are now.

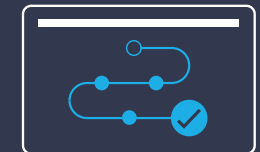
### Dashboard



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



Providing 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

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).

### Week 2 Analysis

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.

### Week 3 Recommendations

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 you forward on your path to service excellence.

### Low maturity



#### Foundations package

Workshopping practical solutions to improve specific operational practices, drive out costs, and boost the customer experience.

### Mid maturity



#### IT automation package

Implement targeted automations across high-volume tasks to boost KPIs, drive customer satisfaction, and create more capacity.

### High maturity



#### Expansion package

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.

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