

Service Change Management

What Is Service Change Management?

While a service optimization system may be one of the single best investments your service organization can make, optimizing operations is not without its share of disruption and change to current processes. Procedures, protocols and work habits will likely need to change to bring about the efficiencies that optimization promises. The extent to which a service organization effectively manages the change process will ultimately determine the extent to which the change itself can succeed.

How Does the Service Change Management Offering Work?

Organizations can benefit from ClickSoftware's expertise in Service Change Management in two ways.

1. **ClickSoftware University Course Offering:** ClickSoftware University is a ClickSoftware service consisting of a series of management courses that convey proven methods and principles for improving the efficiency and effectiveness of the field service operation. In this course, ClickSoftware consultants help participants, in a classroom setting, understand the complexities of large-scale change initiatives in service organizations and how best to manage them.



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2. Consulting Service Engagement: ClickSoftware experts take a more hands-on approach to helping service professionals better manage change within their organizations. ClickSoftware consultants, working alongside service managers within the organization, will help build an appropriate change management plan and will counsel these managers in the plan's effective implementation.

In either case, emphasis is put on getting to the heart of change management problems specifically in the service industry. Discussions, for example, may focus on such topics as field staff—how optimization could change their jobs and sense of autonomy, and how the service organization should handle this.

Benefits of Service Change Management

Participants in this ClickSoftware University training session will learn to

Identify and get buy-in from affected groups

Anticipate and mitigate potential barriers to change by using practical solutions that have been successful in other companies

Navigate the change process smoothly from start to finish

Discuss change-related issues specific to participants' organizations and propose solutions to these issues

Participants in the Service Change Management consulting engagement will benefit from:

Expert advice in identifying and avoiding potential pitfalls in service change management

Assistance in developing a customized change management plan

Dedicated attention from ClickSoftware's experts following the implementation of the change management plan—focus on the specific needs of the service organization

ClickSoftware's Consulting Services

ClickSoftware's Service Change Management offerings are part of ClickSoftware's Consulting Services. The Consulting Services are designed to help companies successfully and profitably service more customers per day, increasing effectiveness and efficiency through both technology and improved processes. Other Consulting Services include:

- Building a Business Case
- Service Performance Benchmark
- Schedule Optimization Tuning
- System Health Check
- Geographical Coverage Analysis
- Service Operation Review
- ClickSoftware University



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