

# Service Operation Review

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## What Is the Service Operation Review?

Over time, your business processes change as a result of a changing business climate. The processes you had in place today are different than those you had in place when you first began using service optimization technology. It is possible, therefore, that your processes are no longer properly aligned with your optimization solution, and the effectiveness of the solution is suffering. But before making any major process changes, you need to first know if there is, in fact, a problem.

ClickSoftware's Service Operation Review is a ClickSoftware service designed to help you evaluate, and if necessary correct, the fit of your business processes with your optimization solution.

Using the experience gained from working with world-class companies around the globe, ClickSoftware works with your service operation to recommend practical action steps to streamline your processes and increase the productivity of your service workforce. While focusing on operational issues, the Service Operation Review also touches on technical and system administration aspects of your service optimization solution.

The Service Operation Review is highly practical for a service organization in two key ways. First, the ClickSoftware team recommends improvements that are relatively simple and cost-effective to implement, while yielding large returns. Next, the team will offer additional recommendations that require more effort but yield greater returns. The result is a both near-term and long-term blueprint for improvement in service quality and cost reduction.

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## How Does the Service Operation Review Work?

At the core of the Service Operation Review is a series of in-depth interviews with users of the service optimization solution, as well as with managers, field engineers and any other stakeholders involved with the system. This largely face-to-face interaction—with paper questionnaires being used in circumstances when face-to-face meetings are not possible—allows ClickSoftware to evaluate not only how the technology is being used, but also what perceptions, strategic goals and expectations various stakeholders within the organization have pertaining to the system.



Based on the discussions, as well as on direct observations of the system in use, objective ClickSoftware experts can detect use patterns, perceptions or mentalities that are preventing an organization from getting the most from its optimization solution. It is not uncommon for ClickSoftware to find that an organization is not aligned behind a specific set of business goals, for example, and a clear set of business goals are the backbone of service optimization. In other instances, some process changes are needed around cross-departmental activities and interactions to effect change. And there are always cases in which the technology itself is simply not being used correctly.

The results of these discussions and interactions enable ClickSoftware to help companies develop action plans for getting their optimization systems back on track and working more effectively.

## Benefits of the Service Operation Review

Through streamlining organizational processes so that they better support your service optimization solution, you bring even greater efficiencies to your organization. Subsequent benefits can include

- **Ensuring** that your service optimization solution is aligned with your changing business environment
- **Identifying** additional opportunities for improvement within your organization leading to
  - Improved productivity
  - Improved utilization
  - Reduced costs
  - Improved service levels
  - Improved ROI on your service optimization solution

## ClickSoftware's Consulting Services

The Service Operation Review is a 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:

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

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