

# Service Performance Benchmark

## What Is the Service Performance Benchmark?

The Service Performance Benchmark is a ClickSoftware service designed to help companies evaluate the effectiveness of the service optimization programs they have implemented. By taking measurements both before and after implementation of an optimization solution, companies are in a better position to accurately assess the changes in their organizations that are due to the software and to further tune the application if required. A company cannot improve what it does not measure, and this service is geared toward giving companies the metrics they need for continued future improvements.

## How Does the Service Performance Benchmark Work?

The items below describe the main components of ClickSoftware's Service Performance Benchmark. Because all service operations vary, the basic methodology may be adjusted to accommodate specific needs.

■ **Definition of Terms:** Before a benchmark can be established, it is important to define what, specifically, is being measured. Depending on the nature of the deployment, it may only be relevant to measure specific parts of the business. For example, are all engineers being measured? Are all priorities being measured? Are all job types being measured? Are all territories being measured?



# Service Performance Benchmark

## How Does the Service Performance Benchmark Work? Cont.

Also important is determining the key performance indicators on which the organization's performance will ultimately be based.

■ **Establish a Baseline:** After all terms are defined as specifically as possible, the next step is to ascertain the current situation. Based on current available data, ClickSoftware business analysts take measurements of all relevant performance levels to use as a basis for comparison down the road.

■ **Post-Implementation Measurements:** After a pre-determined period of time, performance levels are measured once again to determine the impact of steps taken by the organization to improve its service effectiveness.

■ **Results and Recommendations:** At this point, baseline performance levels are compared with the post-implementation measurements to assess progress. Subsequently, key definitions are re-evaluated and goals and strategies are adjusted and fine-tuned in preparation for the next round of measurements.

## Benefits of the Service Performance Benchmark

**Complete, accurate** service performance measurement

**Consistent** means of measuring a change's impact on the service organization

**Clear** expectations of improvement due to optimization efforts



## ClickSoftware's Consulting Services

ClickSoftware University 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 Operation Review

For more information e-mail: [services@clicksoftware.com](mailto:services@clicksoftware.com)



### ClickSoftware Inc.

35 Corporate Drive,  
Suite 140,  
Burlington, MA 01803, USA  
Tel: (888) 438 3308,  
(781) 272 5903  
Fax: (781) 272 6409

### ClickSoftware APAC

Level 23, HWT Tower,  
40 City Road,  
Southgate, Victoria 3006,  
Australia  
Tel: +61 (0)3 9674 7295  
Fax: +61 (0)3 9674 0400

### ClickSoftware Europe

270 Bath Road, Slough,  
Berkshire, SL1 4DX, UK  
Tel: + 44 (0)1753 511166  
Fax: + 44 (0)1753 553127

### ClickSoftware Central Europe GmbH

Hanauer Landstr. 293 B,  
D-60314 Frankfurt Germany  
Tel: + 49 (0) 69 489813 0  
Fax: + 49 (0) 69 489813 99

### ClickSoftware Israel

34 Ha'Barzel Street  
Tel-Aviv 69710  
ISRAEL  
Tel: + 972 3 765 9400  
Fax: + 972 3 765 9401