



# ServiceForce

A LEAN SERVICE OPERATIONS MANAGEMENT SYSTEM

## Unwinding Organisational Complexity

**SIMPLER. FASTER. SMARTER.**

A cloud based, Lean Operations Management System, specifically designed to help manage the complex needs of service and knowledge work organisations.

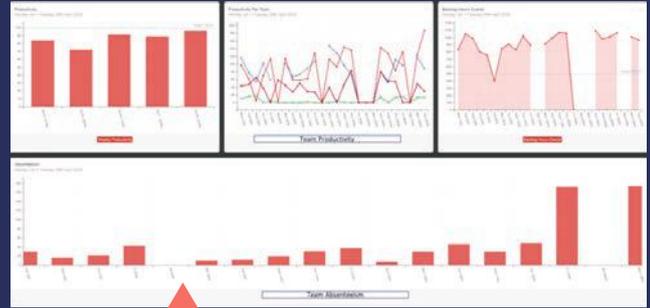
**Empowering the right people to do the right things at the right time**

ServiceForce is a proven, cloud-based software solution for service and knowledge organisations who are striving to improve the customer experience whilst simultaneously reducing their operating costs.

Deployed at the desktop, it empowers front line teams and management with clear, reliable and actionable operations performance information. Designed on the principles of Enterprise Excellence and Lean Thinking, it provides teams with the information and insights required to embed continuous improvement in their day to day operations.

**Created specifically for the effective and efficient management of Service and Knowledge Work, it is an integrated Lean Operations Management System that enhances the organisations ability to exceed its goals and objectives for optimising their end to end processes.**

ServiceForce converts the volatile, customer-driven workload demand patterns inherent in service and knowledge work into structured, repeatable operational data required to proactively manage the organisations resource capacity. It is the first and only cloud-based operations management solution designed to manage the complex needs of service and knowledge work organisations.



*Expertivity and ServiceForce provided us with the Lean Management Platform that allowed us more effectively and efficiently manage our day to day operations while building a culture of continuous improvement throughout the organisation. In doing so, we achieved immediate productivity improvements of over 30%. Lean is now firmly established across the group as “How we Manage Our Business”*

**EMPOWERING THE RIGHT PEOPLE TO DO THE RIGHT THINGS AT THE RIGHT TIME**

### RIGHT PEOPLE

#### Quantity

Clear establishment of demand and resource requirements means that managers can flex the required resource levels in response to demand patterns, to consistently meet the customers needs.

#### Connected

Exposes the links between teams, required to understand and manage the end-to-end customer experience, by providing a common operations management platform and metrics.

#### Problem Solving

Constantly informs the organisation on the sources and levels of non-value added activity/waste in their process and empowers people to challenge the status quo and drive continuous improvement.

### RIGHT THINGS

#### Expertise

Demonstrates how little time people spend using their valuable expertise versus other support activities.

#### Insight

Provides a structured approach to untangling the complexity of service and knowledge work,empowering people to make better quality decisions in the light of new information, insights and learnings.

#### Customer Focused

Highlights the 20% of activities generated by customers as against 80% generated by the organisation.



### RIGHT TIME

#### Workload Volatility

Exposes the impact of large swings in workloads, creating the visibility required to absorb, understand and manage their impact and facilitates the flexing of staff to where they are most needed, as early as possible.

#### Proactive/Predictable Outcomes

Establishing reasonable expectations (RE) for how long tasks might take is key to managing resources levels & demand. This leads to ensuring a sense of fairness across teams and creating the capability to predict overall completion levels based on the resources available.

#### One and Done

Builds a culture of doing things once only, significantly reducing costs and operational risk while increasing internal (next department) and external (customers) satisfaction.

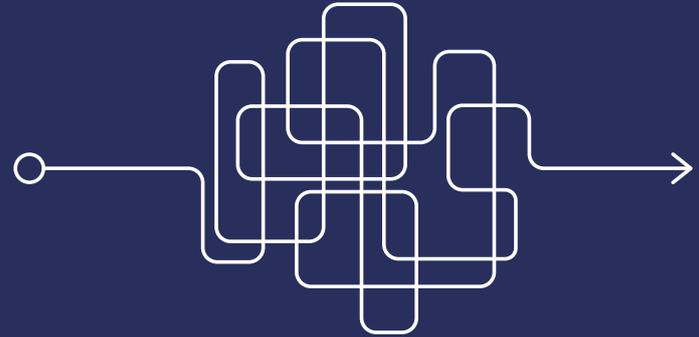
## SERVICEFORCE FEATURES

A cloud based system accessible over the web via PC, iPad etc.

- Cloud-based Systems that's accessible over the web via a web browser on PC, iPad etc so no internal IT implementation or support dependencies.
- Delivers dramatic, speedy & sustainable performance improvements.
- Designed by experts in Lean Operations Management specifically for managing and improving the performance of service and knowledge work.
- Proven, intuitive and easy to use by both management & staff.
- Rich functionality that caters for most service & knowledge worker operations.

## SERVICEFORCE BENEFITS WITHIN 6 MONTHS

Delivers Dramatic, Speedy & Sustainable Performance Improvements



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