



Service Relationship Management

CSDP offers flexible, agile solutions to unify infrastructure and transform cost centers into profit drivers resulting in greater customer service and market share. Our services-lead software is fully customized to fit your company's needs and is respectful of existing infrastructure so that it implements quickly and begins generating ROI...

...immediately!



Some of Your Challenges:

- Are you dealing with multiple disparate legacy systems due to an acquisition?
- Have you completed a CRM or ERP integration and still have multiple I/T solutions in place to support your service and support operation?
- Can't find the 'right' off-the-shelf software that really meets your requirements?
- Are you trying to reduce your warranty cost on your product?
- Are your customers constantly on your back because you do not have the right materials or skilled technicians to resolve the issues that you are contracted to solve?
- Is your service entitlement doing its job and are you getting paid for all the work you are contracted to perform?
- Are you in the process of 'transforming' your business model?
- Does your depot service strategy properly support your clients and customer service requirements?
- Are you seeking new and robust solutions for your CRM & ERP clients?

Some of Our Client Results:

- A 20% decrease in IT/infrastructure costs.
- Reduced labor costs by 15%.
- Improved customer satisfaction by up to 15 points.
- Lowered warranty support costs by 65%.
- Reduced costs for product overstocks and non-authorized repairs.
- Increased service profit margins by 15%.
- Increased first-call resolution by 23%.
- Decreased average cost per repair 54%.
- Consolidated 28 disparate call center systems on schedule and under budget.

About CSDP

CSDP's clients have realized a 20% decrease in IT/infrastructure costs, reduced labor costs by 15%, and improved customer satisfaction by up to 15 points. We not only help our clients drive down operating and service delivery costs, but enable them to drive up customer satisfaction while increasing revenue and market share!

CSDP is a services-led software company with a tailored suite of Service Relationship Management (SRM) © process tools. We offer service providers and product manufacturers in any industry an affordable way to increase efficiencies, reduce costs, and enable cost centers to become profit contributors. The SRM solution ties together CRM and ERP by addressing both service objectives and business processes. Some key advantages are:

Plays Well with Others = Database Agnostic
Faster Integration = Near-Term ROI
Maximum Flexibility = Dynamically Influence Business Rules

CSDP's SRM © software solution has been delivered to some of the world's foremost Fortune 500 companies to include IBM, Xerox, Fujitsu, Whirlpool, Rockwell and BOA just to name a few.

See all of our [Case Studies](#).

To learn more about CSDP, visit our [website](#), follow our [blog](#) and join the [Service Relationship Management 3.0 Group on LinkedIn](#).

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