



Customer
Service
Delivery
Platform
Corporation



service relationship management
delivered

Software
and
Solutions
for the
Service
Delivery
Lifecycle





ON-DEMAND WORKFLOWS

CSDP's On-Demand Work Flow solution allows you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen.



UNIFIED VIEW

Rather than logging into multiple systems, CSDP's solutions integrate with your existing legacy or enterprise systems, in addition to EDI, Web, and device-based services and provide a single, unified view of customers and service operations.



FULLY TAILORED & SERVICES-LED

Instead of trying to force fit out-of-the-box solutions, our flexible software is tailored to your individual business requirements with our unique services-led approach.

Contracts and Billing

Service organizations use CSDP's Contracts & Billing SRM™ software to save time and increase efficiency by automating the many tasks managing a service contract throughout its lifecycle. CSDP's billing intervals and methods can easily be configured and customized to meet your needs, so you can invoice customers at any desired frequency, including single-time, semi-annual, monthly, or custom billing periods. Time and material charges can be handled separately or be bundled with recurring charges. The system will alert you when contracts are due for review or renewal, so your service organization will never miss a contract up for review or renewal again!

The Contracts and Billing software also makes it simple to process and renew evergreen contracts. This companion software allows for mid-term pricing adjustments and automatic billing adjustments. Revenue and profitability reports are also provided.

Contract Billing Features:

- Multiple contracts for a customer
- Contract can have multiple systems
- Surcharge / Discount at the unit level (specific coverage)
- Provides report on contracts due to renewal or expiration
- Re-pricing of a contract is done in test mode before contract is updated
- Many standard billing reports are available, including cost/revenue reports
- Recurring payment invoices automatically generated
- Prorated billing for instances where the configuration changes during the contract term
- Controls coverage hours and service zone by user-maintained codes and allows a price markup for each code
- All invoices go through an approval process
- At closeout, there is an option to exempt a call from contract, coverage, and set up potential billable charge





Time and Material Billing Features:

- Time & Material data is used to generate invoices, and after approval, to create receivable records
- Ad-hoc reporting
- Cost & Revenue reporting
- Service requests awaiting approval are reported and aged
- each billable service request passes a series of user-defined tests to automatically identify it as non-billable and exclude it from processing as a billable call
- Option to identify a service request requiring C.O.D. payments and record C.O.D. payments when the service request is closed
- For each billing run, the user can make corrections before a command is entered for final approval
- User-maintained tax codes automatically calculate taxes for labor and parts



ORACLE PARTNER

IBM Business Partner



About CSDP

CSDP is a services-led software company with solutions that can automate the entire post-sale service delivery and customer service process. We offer:

- An On-Demand Work Flow solution allowing you to make changes 'on the fly' and instantly respond to business and environmental changes as they happen
- Flexible solutions that are tailored to your unique business requirements, instead of trying to force fit out-of-the-box solutions
- A single, unified view of all customer and service delivery operations
- Implementation in weeks - not months

Our clients have realized improved customer satisfaction by up to 15 points, increases in service profitability exceeding 10%, decreased average cost per repair of 50% and increases in first call resolution greater than 20%. We not only help our clients drive down operating and service delivery costs, but enable them to drive up customer satisfaction and increase service revenue and market share.

The Service Relationship Management® (SRM) product suite addresses the complete end-to-end service delivery lifecycle including Contact Center, Dispatch/Mobile, Depot Repair, Inventory Control & Management, Knowledge Management, Marketing and Quote Generation, Warranty Entitlement, Training, Contracts/Billing, Reports, Scheduling, and Time Tracking. Our software is fully customized to fit your company's needs and easily integrates with your existing infrastructure so that it implements quickly and begins generating ROI immediately.

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 PSE&G to name a few.

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

Contact us at info@csdpcorp.com.

For more information on any of our products or services please visit us on the Web at: www.csdpcorp.com or email us at: info@csdpcorp.com



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