



Customer  
Service  
Delivery  
Platform  
Corporation



**service relationship management**  
delivered

Software  
and  
Solutions  
for the  
Service  
Delivery  
Lifecycle

**IBM**

Business  
Partner



### 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.

[www.csdpcorp.com](http://www.csdpcorp.com)

## Reports

The Reporting software provides strong analytical tools for optimizing service center operations. Use this powerful tool to gain insights into failure analysis, Mean Time to Repair (MTTR), Part Usage, Down Time, and Labor Distribution reports. The Reporting software can be customized to create reports to your exact requirements.

This companion software provides many standard reports for full business reporting, but as every client has different reporting needs, CSDP can customize reports to your exact requirements. We also have vast experience integrating with third-party reporting applications and data warehouses. This gives you the reports you need to make critical business decisions, faster and more effectively.

Our consultants will ensure that your business-critical reports are available the day you go live with your new solution to make transitioning to the new system as smooth and painless as possible. We feel that this is a key, and often overlooked, element to any system implementation.

In addition, our consultants will work with your team to make sure that there are valid benchmark reports in your existing infrastructure solutions so that the correct comparisons can be made and improvements implemented in your new solutions.

### Allows you to answer questions such as:

- Are customers getting fast service?
- How much labor is being consumed on repairs, by whom, and on which devices?
- Which devices are failing most frequently and which devices are performing well?
- Is the company realizing the percentage of up-time goals? If not, where are the problems?
- How much labor is being expended and where?
- How are the copier devices performing?
- Copies between failures (for office equipment dealers)
- Which parts are being consumed, by whom, for which devices and how frequently?

**CSDP's Reports Module** uses data from all service incidents. This data consists of the following major data elements:

- Customer Identification
- Equipment identification
- Arrival and Service Dates and Times
- Meter Reading
- Date of service Incident
- Travel time and expenses
- Service technician identification
- Contract services vs. warranty services
- Dispatch date and time
- Branch, district, and region level control
- Parts utilized for each incident
- Time and Material Billing



## 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](mailto:info@csdpcorp.com).

For more information on any of our products or services please visit us on the Web at: [www.csdpcorp.com](http://www.csdpcorp.com) or email us at: [info@csdpcorp.com](mailto:info@csdpcorp.com)



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