Revenue Leakage
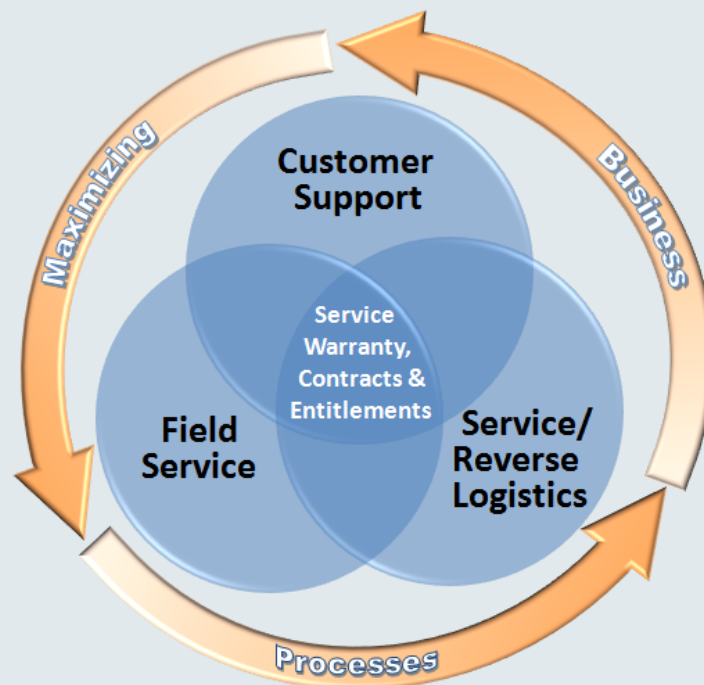# Gap Assessment

It's all about automating all of your service delivery functions by integrating your data, processes and technology

Professional Services

The Assessment Identifies:

- Breakdowns in processes
- Duplicated efforts
- Gaps in performance
- Opportunities to reduce cycle times
- Suggested control points
- Areas to simplify and improve processes

Benefits

- Maximize customer interactions
- Identify departmental best practices that could be implemented elsewhere in the company
- Quantify ROI of systems and process changes
- Help align processes with your business objectives
- Provide the ability to respond more quickly to business and environmental changes when processes are fully documented

Assessment Overview

The objective of the Revenue Leakage Assessment and Discovery is to evaluate your service & entitlement processes to determine where you have gaps in your process and are losing revenue. In our experience, the biggest areas of revenue leakage gaps are with service entitlements, contracts, and warranties. This is where the assessment will focus. The assessment will help you gain SLA and contractual terms and conditions (T&C) clarity to uncover where you might be over-delivering or under-delivering on your service. Identifying the failures and correcting them will ensure you will get paid for what you actually deliver to your clients. We also assess your contractual relationships (clients, partners, vendors, dealers, etc.) as these SLA's and T&C's can have a significant impact on your service profitability.

Our consultants use Business Process Mapping methodology to identify, document and analyze current processes. The gap analysis takes into account the objectives of the company and service delivery operation, the actual work being completed and the impact the processes have on the end customer. Current processes will also be compared to industry benchmarks and best practices to align processes with industry standards. Our methodology ensures that all organizational and functional processes and needs are thoroughly investigated and defined in detail.

One of the key end-result benefits of this optimization assessment is showing you where the gaps are in your service entitlement and the impact and transformation that new processes and systems can have on your organization as redundancy in systems and personnel are minimized and customer interactions are maximized.

How it Works

Prior to any work being performed, we will provide you with a questionnaire, an overview of roles and responsibilities, what data and internal documents we require, etc. The answers to these questions, as well as the information provided, allow us to arrive at your location (as required) prepared and able to start immediately. This reduces time spent at your site(s) and the overall impact on your operation.

This engagement:

- Takes up to 4 weeks from the time we arrive on-site (or from kick-off meeting if there is no on-site time) to delivering the final documents
- Requires 2 of our service delivery subject matter expert personnel
- After the on-site assessment (if required) is completed, we will take the information gathered while on-site and complete our process work, identify the gaps that were found, and create the final documentation with recommendations to close the gaps in your processes

Assessment and Discovery Process

A typical engagement consists of four phases, including:

Project Organization → Project Definition → Process Definition → Analysis & Deliverables

1. Project Organization

- Select project teams
- Define and assign project tasks to members
- Outline and flow chart all current organizational and business procedures and processes related to field service or customer support
- Obtain sample copies of all appropriate client internal documents

2. Project Definition

- Conduct project survey
- Define required operating environment
- Identify interface requirements for all external systems and devices
- Define integration and conversion requirements for all existing data
- Review any identifiable future plans and growth potential that may impact processes, system operations and/or requirements

3. Process Definition - Address the following

- Contract and Warranty Terms & Conditions Management and Options
  - Sales Information
  - Service Level Agreements
  - Contract Renewal Process
  - Warranty Tracking
  - Impact on entitlement based on T&C's with other vendors, channel partners, etc.
  - Reports
- Billing Requirements
  - T & M
  - Contract
  - Sales Order
  - Billing Review Process
  - Reports
- Enterprise Customer Intelligence
  - Executive Strategy
  - Customer Feedback Integration
  - Survey Design
  - Delivery and Data Capture
  - Reporting
  - Closing The Loop With Customers

4. Deliverables

- Business Process Mapping for creating the correct entitlement data to be integrated into your current and/or future service delivery automation tools and/or systems
- Gap analysis of the functional areas
- Key findings from interviews with stakeholders
- Recommendations including areas for efficiency improvements
- Functional requirements in descriptive flow charts
- Findings prioritized by level of impact on business objectives
- Assessment of customer feedback system
- Recommendations for each customer feedback system component
- Projected ROI of process improvements (or system changes if required)
- Descriptive flow charts of any new or existing application interface requirements where appropriate
- Definition of any baseline application modifications required to achieve the ROI identified, and any new application additions required