



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.

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

## Scheduling Software

Combined with some of our leading software, the Scheduling software helps optimize your service operations. Stop manually forecasting labor and material needs. CSDP's Scheduling software provides strong analytical tools for optimizing service center operations, allowing you to increase productivity and effectively manage people, skills and projects.

The Scheduling module uses a highly configurable ranking system that allows clients to schedule technicians depending on the combination of training, distance and parts on hand. You can choose to assign service calls on an as-needed basis or use sophisticated task-based or timeslot-based scheduling when requests are placed in advance. CSDP can integrate third-party route optimization software into our Scheduling module. CSDP has years of experience optimizing large service organization and we work closely with clients to ensure the correct business model is used for scheduling. On occasion, a client's needs are best served by customizations to the Scheduling module and CSDP can quickly integrate those modifications.

You can schedule and track project-level work through this module. You would simply define all the tasks and dependencies for the project and the module will handle skill level matching. You could even use the module to analyze performance standards and personal activity calendars.

You will be able to calculate estimated repair time and develop ETAs for repair orders as well as rank tasks based on contracts, estimated repair time, prioritization rules and SLAs. These are all user-definable/contract-definable.

Use CSDP's Scheduling software to manage on-site repair activities, and consolidate and dispatch work to repair vendors based on rules and policies, customer preferences and priorities, cost and availability. This system supports third party service providers for all service types (e.g. field service, depot service, advanced exchange service, etc.).





## Schedule Reporting Capabilities:

### Historic Reports

- By product
- By individual
- By shift
- By skill

### Current Schedules

- By date range
- Total view
- Group view
- Individuals view

### Metrics

- Forecasted vs. Actual
- Summary and detailed historical data
- Previous and upcoming shift assignments
- Totals by hours
- Totals by shifts



ORACLE PARTNER



## Automated Shift Assignment

- Gathers data from the Labor Forecast
- Looks at user defined rules for shift assignment:
  - Union Rules
  - Skills needed by shift
  - Training
  - Training level Product / Model / Part
  - Service Types (On Site, Remote, Depot Repair)
  - Maximum / Minimum driven by skills, level and type of service:
    - Shifts in a period
    - Hours in a period
    - Shifts in a row
    - Hours in a row
    - Shifts by weekdays, holidays, and specific dates
    - Hours by weekdays, holidays, and dates specific dates

## User Interface

- Displays user defined view
  - View of entire department
  - View of group (user-definable)
  - View of individual
- Allows for adds, changes, and deletes
  - Change with mouse and dropdown
  - Use keyboard with keystrokes
  - Allow for swaps
  - Allow for batch changes (by dates, by selected individuals)
  - Utilizes all business rules defined for the automated shift engine as restrictions in manual entry

## Labor Forecasting

- Access data at any level to gather historic transactions and events within a transaction.
- Access real-time data such as Customer installed inventory and assign user entered parameters to make adjustments from historic data.
- Access any scheduled transactions and events.
- Use data to predict expected transactions or events within a transaction with user defined:
  - Groupings (Time period, Skill levels, Products, Transaction types)
  - Report on expectations
  - GUI output of final expectations with the ability to modify the results
  - Pass final forecasted work to the automated shift assignment engine



## 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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