



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.

Time Tracking

Track your employees' time, repair times and project times down to the minute! Use it as a standalone program, or leverage results by integrating these following software products. CSDP's Time Tracking software works as a standalone system or can also be rapidly customized for seamless integration to precisely fit your business needs and maximize ROI. It can be merged with any existing legacy or enterprise systems, in addition to EDI, Web, and device-based services, and works with any and all of our other SRM™ software modules.

CSDP's Time Tracking Software is an all inclusive system that controls and monitors all aspects of a company's time and resources.

CSDP Time Tracking provides:

- The ability to track resources:
 - By hour
 - At a project level
 - At an organizational level
- Holiday and vacation time monitoring
- Rollup reporting that allows management to see at a glance where staff is over/under allocated and where project cost and budget meet
- An easy to use and completely customizable system to fit your company's unique requirements
- Optimization of labor for your organization
- Increased profits





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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15615 Alton Parkway, Suite 310
Irvine, CA 92618
Phone: 888-741-CSDP
info@csdpcorp.com