Xcession CSM Consulting

FreshDesk Implementation and Consultancy Service

G Cloud 14

Xcession.co.uk

Contents

XCESSION

⓪① Our Mission

Successfully implementing and managing an Customer Service Management system is one of the most important yet challenging technology journeys a company can make.

Our mission is to help you maximise the value of your CSM solution by increasing service performance, business agility, speed and cost-effectiveness whilst delivering an exceptional experience for your customers.

XCESSION

(02) Service Introduction

We appreciate that you are considering Xcession to deliver your Cloud Support services. Xcession delivers market leading ITIL-compliant Service Management solutions on client sites and remotely as secure cloud services.

Xcession are vendor agnostic but with broad and deep expertise on a variety of Customer, Enterprise and IT Service Management Leading platforms including BMC Software, ServiceNow, 4me, Freshworks and Jira Service Management.

With an exceptional record of delivery Xcession offers the public sector a unique knowledge of the leading technology platforms as well as industry best practice from all major markets including manufacturing, media, telecommunications, financial services, public sector and retail.

(03) Service Overview -FreshDesk Implementation and Consultancy

Xcession Implementation and Consulting services will support the customer to get more from their existing FreshDesk platform, or implement a new Customer Service Management platform. Xcession will ensure the FreshDesk Platform and applications are optimised to support existing and new business processes as required. Service includes analysis, architecture, design, development, test and project management.

ANALYSIS

Xcession will understand the current system that is in use, what works & doesn't, what's the business objective and expected business cultural & process change by implementing the FreshDesk platform. Xcession will also highlight the need for the improvement in the business processes and as part of this service Xcession will also help in building the right target operation model which works better with the out of the box FreshDesk applications to increase the return on investment.

SOLUTION AND BUILD

Architect and configure the solution using the out of the box FreshDesk applications with best practice configurations that improves operational efficiency and reduce costs. Propose and build reusable, data driven customization solution based on business requirements which cannot be addressed with the out of box application features. Industry standard bi-directional ticket integration solution will be produced using design workshops with relevant integrating stakeholders and will be developed using latest Freshworks application & technology stack. Test and quality assurance will be performed such as System Integration, User Acceptance test, operational acceptance test as required for the Organisation.

Service Overview -FreshDesk Implementation and Consultancy

SUPPORT

Xcession can also provide FreshDesk support with add on dev-ops as part of our Xcession Application Management Service published in G Cloud.

MANAGEMENT

Xcession provide complete end to end programme and project management services including business communications, project health and reporting as part of this service.

(03) Service Overview -FreshDesk Implementation and Consultancy

SERVICE FEATURES

- Customer Service Management Architecture and Design for FreshDesk
- Use-case driven and automation focused solution design and implementation
- Target Operating Model based Integration solution design and implementation
- Business requirements-based implementation execution methodology (Agile or traditional)
- Existing cloud instance migration, upgrade support, enhancements and maintenance
- Certified and security cleared resource to required level
- Enhanced and Managed Support Offerings

XCESSION

SERVICE BENEFITS

- Not aligned to the vendor so a trusted advisor
- Manage to Out-of-the-box features and less or no customization for easier upgrades
- Specialist UK SME with on, near and off-shore resources
- Drive your organisation towards automation and orchestration to realise ROI
- Lessons learnt applied to the project from previous experience
- Optimise investment in the tool by using the Out-of-the-box capabilities
- Thought Leadership based consultancy approach

XCESSION

Our Approach

Xcession focuses on key customer outcomes:

1. Improving Customer Experience (both internal and external customers)
2. Improve the ability of IT and the Business to implement change whilst minimising risk
3. Increase productivity and the value of people's work
4. Extend best practices within IT to other lines of business like Customer Service, HR, Finance, Facilities and Security

Our service offerings fall into three core areas:

1. Customer, Enterprise and IT Service Management Advisory
2. Customer, Enterprise and IT Service Management Implementation and Value Realisation
3. Application Management Services (Support and Development)

XCESSION

Pricing and Commercial

This service is priced in accordance with the SFIA Rate Card.

Xcession has on, near and off shore teams offering competitive rates as appropriate. Projects can be priced Fixed Price or Time & Materials depending on the customer requirement.

Please refer to the Supplier Terms although Xcession would be happy arrange a call or meeting to discuss your requirements in more detail.

For more information about this or any of our G-Cloud services, please contact us:

Phone: 01256 338620

Email: Sales@xcession.co.uk