XCESSION

G CLOUD 14 ITSM CONTRACT RENEWAL ASSESSMENT

Successfully implementing and managing an Enterprise 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 ESM solution by increasing service performance, business agility, speed and cost-effectiveness whilst delivering an exceptional experience for your customers.

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 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.

WHY REVIEW YOUR ITSM CONTRACT?

There are many factors that impact on the value derived from ITSM tooling solutions. The cost of the solution, the maturity of underlying processes, the capability of the people working with the tool and technical implementation all combine to influence how well an organisation is served.

As most ITSM contract durations are now multi-year, decisions about suitability need to be taken well in advance of any anniversary to ensure that investment decisions are planned, with the appropriate time given to subsequent change. That change often does not necessitate a change in tool; it could mean instigating a maturity programme or investing in skills.

Our Contract Review Assessment provides the detailed analysis of tooling, people and process alignment to allow an organisation to make the best decision for the business. Our scoring matrix and clear recommendations provides the basis of any investment case for the remaining contract duration, and the subsequent period.
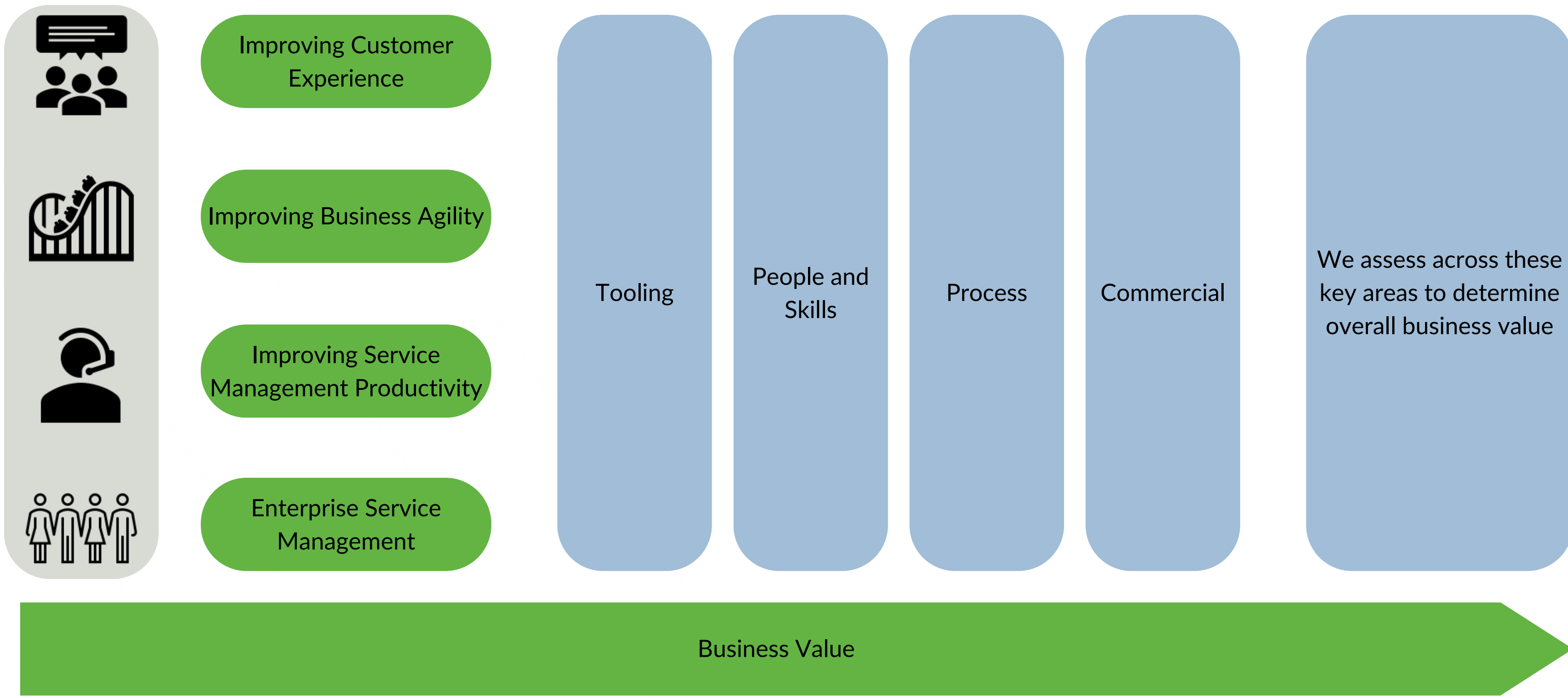
BUSINESS BENEFITS

Improving Customer Experience

Improving Business Agility

Improving Service Management Productivity

Enterprise Service Management

A clear analysis and scoring showing performance against Customer Experience, Business Agility, Productivity, ESM and Business Value

Giving you all the decision data you need to see areas for improvement

A modular approach - you can chose to focus on one, some, or all of these areas

Giving you the flexility you need to prioritise on your key outcomes

A vendor neutral analysis by partners who understand the ESM market

Giving you confidence in the toolset analysis and the datapoints to make the right decisions
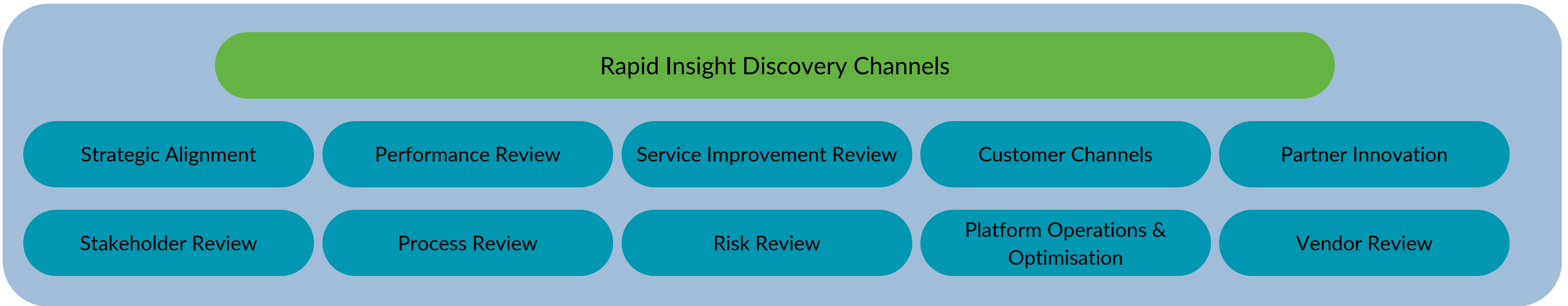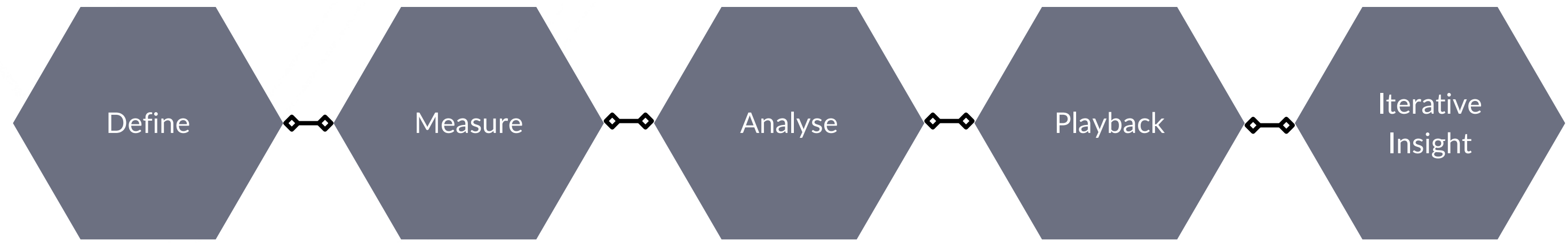
A roadmap for development

Showing you the best way to meet your future business needs

A recommendation on how to move forward with the underpinnings of a business case for change related activities

Saving you time and effort to set and justify spend levels

Business Case for Change

OUR PRICING

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.

Customer Experience Assessment

Stakeholder

- Senior customer review (platform/tool/service sponsor and owner) re strategic alignment and enabling of strategic roadmap (Business, Digital and Technology)
- Key stakeholder feedback (cross business feedback)

Performance

- Review attainment against contractual CSAT or NPS scores – (if not in contract capture end user feedback as part of stakeholder engagement)
- Carry out performance review against service levels in contract (attainment, failure, escalations, Cost to service) – review monthly service reports and system data
- Carry out a review of self-service component of platform/tool performance and benefits on tickets, zero touch fix/fulfil, user efficiencies – system data review and end user feedback – (core component of platform/tool customer digital engagement, service provision and overall experience)
- Analyse provision of data, information and knowledge to enable business insight and decision making (real time, periodic, ad-hoc) – how complete, accurate, timely, useful. Capture any system data information and stakeholder/user feedback.

Service Improvement

- Review any implementation (delivered or planned) of any customer experience improvements (CSIP) or platform functional upgrades - measure against any benefits/kpi's set out in business case/project delivery/upgrade scope
- Benefit realisation tracker - review against Platform/Service Business Case and success measures– efficiencies, resource management, working life
- Review the customer/end user feedback process to ensure ongoing, collaborative improvement

Channels

- Review the use of the platform enabled customer service channels to provision engagement, service and experience – customer and end user feedback

DETAILED DISCOVERY ACTIVITIES

Improving Business Agility

Stakeholder
- Review/stakeholder input regards the use of the 3rd party product/service on enabling and supporting hybrid working within the business
- Review stakeholder input regards the use of the 3rd party product to enable the business digital strategy, that underpins the wider business strategy
- Review with stakeholders the role the platform/3rd party have/will play in the development of product management

Performance
- Analyse increased end user uptime and benefits (efficiencies and productivity) as a result of platform/tool implementation and operation – system data, end user feedback
- Review benefits derived from the utilisation of the platform/tool within the change models/processes (Business, Programme, Project, Technology) – use system data, reporting, feedback (measure customer satisfaction, change management KPI's, change adoption & utilisation, benefits derived)
- Review success measures regards the use of the platform/tool to enable process improvement and maturity (standard and enterprise processes) – review via improvement benefit tracking and/or stakeholder feedback
- Review the success of data management in the platform/tool to provide information and insight into business decision making – measures/feedback

Service Improvement
- Review of implemented or planned capability within platform/tool to deliver digital and agile enablers inc. automation, AI, workflow management – review digital roadmap, benefits against implemented capability, stakeholder feedback
- Review implemented or planned activities to align the platform/tool to current or strategic agile delivery methodologies and the associated benefits – measure via benefit tracking (implemented) or transformation roadmap (strategic)
- Review the success of data management in the platform/tool to provide information and insight into business decision making – measures/feedback

Innovation
- Review 3rd party partners Innovation and R&D model – future technologies, platform strategy, AI strategy, Agile model

Improving Service Management Productivity

Performance

- Interview the team – platform/service core users/stakeholders – how has it improved their working life
- Performance review against service levels in contract (attainment, failure, escalations, COF)
- Review of 3rd party product alignment to business, CSM and IT processes (and process maturity)ensuring maximisation of benefit – track against success measures
- Analyse the utilisation of self-service capability with measured results against zero touch resolution, reduced tickets, end user efficiency
- Review how platform has been used to improve service, system and end user uptime and efficiency (event mgmt., auto logging, auto routing, problem management, CI mapping)

Service Improvement

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Process

- Utilisation of self-service capability with measured results against zero touch resolution, reduced tickets, end user efficiency
- Review how platform has been used to improve service, system and end user uptime and efficiency (event mgmt., auto logging, auto routing, problem management, CI mapping)
- Measure improvements against change/release/transition processes including delivery measures (success, fail), adoption (utilisation, defect) and operation (defect, functionality, benefit) – change and project reports, system data, end user and stakeholder feedback
- Measured success managing business assets through platform/tool – measures against discovery, procurement, real time tracking, increased visibility of assets, lifecycle mgmt. and associated costs – system data, feedback across CSM/ITSM/Procurement/Finance
- Review the implementation of knowledge management and any improvement in service, experience and efficiencies – measure zero touch fix, resolution times

Platform Operations

- Review any use of the platform to enable shift left within the service and operations model – stakeholder feedback, improvement planning
- Review how data is housed, managed and provisioned to enable insight and decision making within service teams and the wider business including system data review, dashboard and reporting provision, self service capability, knowledge management
- Understand platform/service role in DR/BC i.e., auto alert, pro-active incident management, configuration mgmt., problem mgmt., data and information

Risk

- Risk burn down – review RAID management measures in place to understand platform role in driving down risk (ops, service, customer, business, compliance)

Extend to ESM

Stakeholder

- Senior Lead and C level stakeholder feedback
- Review 3rd party partners role in the overall management of the product – leadership, architecture, technology lead, benefit management
- Does the business and 3rd party partner have a strategic plan for the rationalisation of systems/tools, using a single platform

Platform Operations

- Review business level utilisation of data held within platform/tool to enable insight and decision making – measure business value, cross function/processes utilisation and associated benefits, customer experience (internal and external), delivery improvement, efficiencies, cost saving – benefit tracker
- E2E business workflows enabled via the platform/tool spanning multi functions/processes and the benefits of integrated workflows (CSM, ITSM, Procurement, HR)
- Review of systems architecture and integration/dependency on platform/tool within wider technology eco system (inc platform consolidation and business continuity) – how embedded is the product
- Provision of services and data out of platform/tool in to multi functions within business i.e., sales and marketing, contracts, procurement, HR
- Has the initial, core product/service been further optimised, or capability exploited – what were the benefits/ROI and where they achieved (i.e., expansion of tool from core ITSM to include ITOM, ITAM or wider in to CSM)

Innovation

- Review Innovation and R&D enabling in collaboration between business and 3rd party (optimise and exploit the product)– benefits/value derived
- Review strategic plans to enable virtual agent, AI capability across multiple functions/processes and improve the E2E customer experience

Business Value (included in all areas)

Stakeholder

- Contract value review at senior/exec level – contract v product v performance v benefit v cost
- Review role played by 3rd party in wider operating model – stakeholder discussion
- Has the 3rd party actively enabled the business to improve revenue/profit/ebitda – stakeholder discussions
- Has the 3rd party provided the benefits realisation set out in the business case? – review with product owner/finance/procurement

Platform Operations

- Alignment of platform/product/service to digital, technology and business strategy
- 3rd party contract growth – has the platform/tool scope been extended or are 3rd party providing further services i.e., adoption, MSP within operating model

Vendor

- Opportunity to negotiate contract, schedule and commercial change in contract review period leading up to contract renewal rather than simple extension – stakeholder discussion (IT, CSM, Finance, Procurement)
- Review the cultural alignment of the business and 3rd party partner - relationship/values/behaviors
- What's the alternative to the current contract? – what work has been carried out to understand any alternatives

XCESSION

CONTACT

Phone: 01256 338 620

sales@xcession.co.uk

www.xcession.co.uk