fusion
GLOBAL BUSINESS SOLUTIONS

Value Adoption Services CSI

Expectations are shifting. Employees want easier ways to work, customers expect faster, more personalised, and lower-cost service, and businesses need to scale, cut costs, and use data to make smarter decisions in real time.

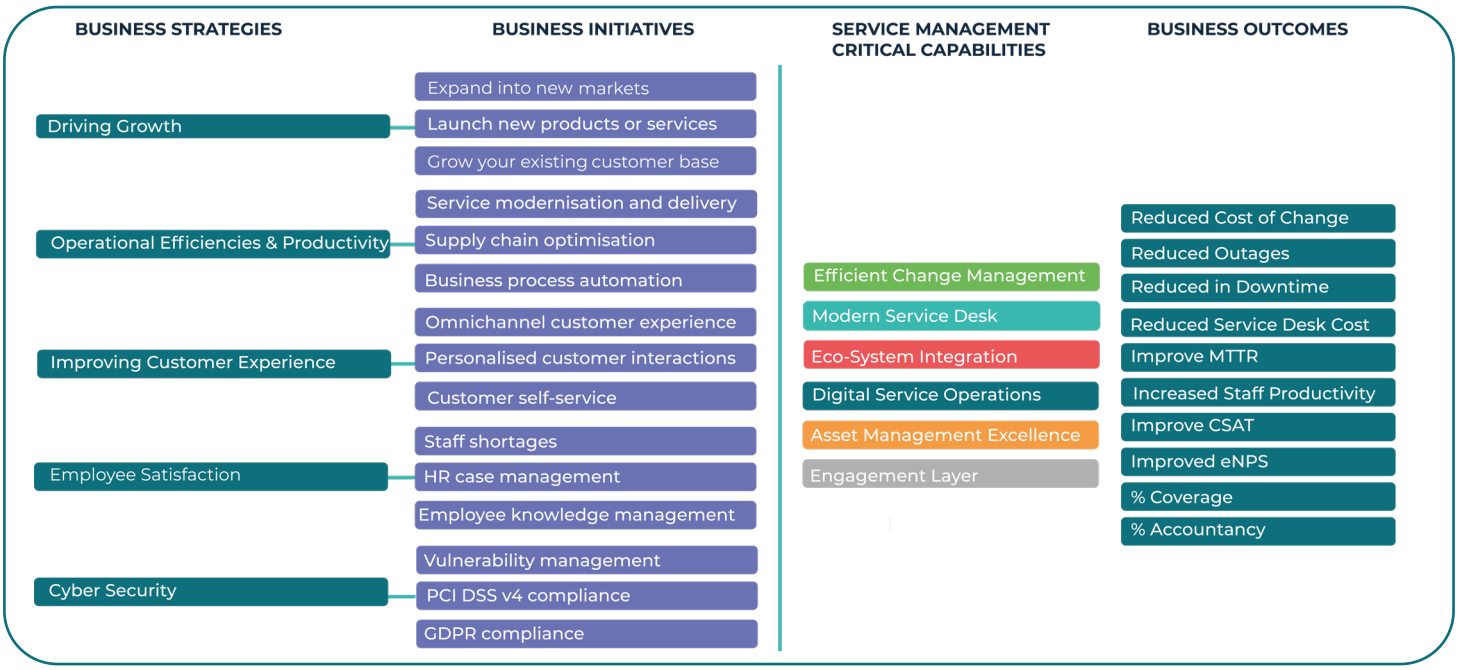
To meet these needs, companies must **connect service management directly to their business goals,** with cost reduction and operational efficiency at the forefront. Service management can no longer be just a back-office function—it must become a proactive engine that drives growth, agility, and measurable outcomes across the organisation.

But that connection is weakening. As AI, automation, and new engagement tools accelerate change, service management often falls behind. This misalignment leads to higher costs, reduced service quality, and inefficiencies that slow progress. Teams are pulled into firefighting mode, managing symptoms rather than solving root causes—wasting time and missing opportunities to improve value and performance.

And while the business pushes ahead, service management isn't always keeping up. This disconnect leads to delays, rising costs, and slower service. Teams get stuck firefighting problems instead of driving progress. Employees face manual processes, and customers experience inconsistent, slower support. With every shift, the gap between service management and business goals widens.

So how can businesses close that gap—and ensure service management drives change instead of trailing behind?

The answer is **Value Adoption Services (VAS)**: a clear, structured approach that links service management to digital business goals. VAS replaces reactive fixes with a data-led model using insights, structured scorecards, and best practices to pinpoint where to focus and how to drive growth, efficiency, and operational excellence. Every improvement is measurable, consistent, and aligned to business outcomes.



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HERE'S HOW IT WORKS:

Data-Driven Insights and AI Analysis: VAS uses AI to identify friction points, capability gaps, and maturity levels. This insight removes guesswork and pinpoints areas for improvement.

Align with Business Goals: Service initiatives are linked directly to business outcomes, such as cost reduction and customer experience.

Create a Clear Roadmap: A 12-month, data-informed roadmap outlines key improvements and ensures every effort is focused on driving business value.

Benchmark and Track Progress: AI-driven scorecards to track performance and measure maturity, ensuring continuous improvement.

Focused Execution: Each action is linked to measurable outcomes with clear accountability.

Ongoing Review: Regular reviews ensure alignment with business goals as priorities shift.

With VAS, businesses don't have to rely on guesswork. They know where to focus, how to improve, and how to measure success. Service management shifts from reactive support to a data-driven driver of growth and transformation. Companies reduce costs, increase efficiency, and ensure service management stays in lockstep with business priorities.

EXAMPLES OF SERVICE MANAGEMENT MATURITY BENCHMARKS:

Request Management Scorecard Overview

Incident Management Scorecard Overview

CUSTOMER OUTCOMES:

16,234

HOURS SAVED ACROSS 15 IT PROCESSES

A global oil field services company automated 15 IT processes, saving 16,234 hours.

15%

REDUCTION IN MISSED SLAS

A leading telecommunications company with 13 service providers implemented an optimisation plan to reduce excessive ticket bounces resulting in 15% reduction in missed SLAs.

8.4%

REDUCTION IN MTTR

A leading online betting company reduced MTTR for key services by 8.4% through automation of 14 IT processes.

85%

ERADICATED NON-COMPLIANT ITEMS

The top car manufacturer implemented a GDPR related service improvement programme resulting in 85% reduction of non-compliant items.

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