

IBM Delivery and Service Scheduling

Significantly improve customer loyalty by providing superior delivery and service scheduling

**Watson
Customer
Engagement**



Benefits

- Increases revenue through additional service offerings
 - Improves the customer experience by scheduling product deliveries and associated services at time of sale
 - Improves the fulfillment of both products and services based on the order conditions and resource availability
 - Decreases the cost of providing services by outsourcing to a third party
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Provide additional service offerings at the time of order transaction

To maintain a competitive advantage as well as increase revenues, many businesses are pursuing service-oriented, revenue-generating strategies that require complex fulfillment processes for final delivery to the customer. These strategies include offering either one-time or ongoing additional services such as delivery, installation, and setup along with the sale of a product. IBM® Delivery and Service Scheduling gives you the tools to maintain a wide network of service specialists across various locations and provides a centralized, consolidated view of their calendars and schedules. These service specialists can be internal employees, external resources, or a combination of both depending on the geography. The availability of these resources can be viewed and scheduled when entering an order for physical goods or as a separate order transaction.

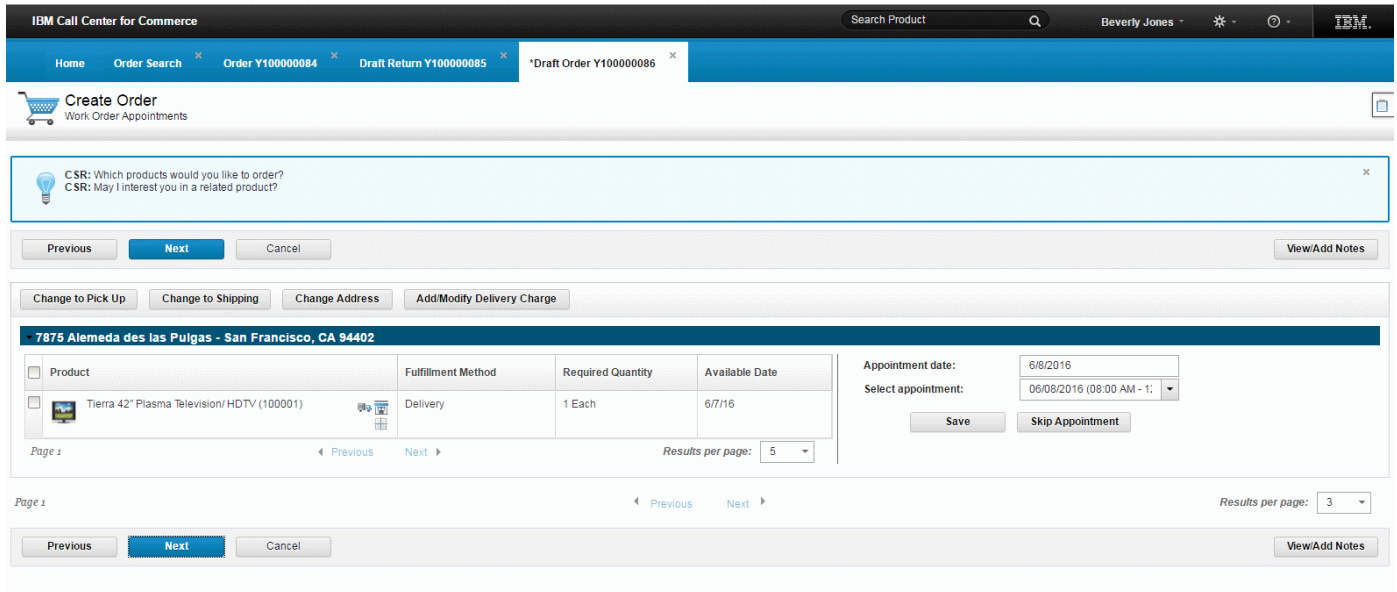
Model your service offerings network to efficiently execute on virtually all orders

IBM Delivery and Service Scheduling allows you to model and manage your extended services network, and present a comprehensive view of virtually all activities to internal and external participants. This network modeling helps ensure virtually all product delivery-related commitments match inventory and resource availability in real time. Relating product, delivery and service dependencies furthers your ability to provide customers with a better experience through a single interaction. Customers are guided during the order process for service needs, and are given options on the availability and preferred dates of execution. Both the seller and the buyer have the flexibility to specify their preferences for execution, at the lowest cost.

Intelligently fulfill orders and services across the entire supply chain

IBM Delivery and Service Scheduling facilitates rules-based promising to select an individual service provider or can allocate an entire crew at each individual step of the project. It also allows for the management of virtually all customer service-related questions to be addressed, and updates to be performed, from a central point. Tracking, executing and managing the relationships between product fulfillment and service appointments as part of 'the perfect order' is no longer a disjointed set of operations. Even when outsourcing service to a third party, using IBM Delivery and Service Scheduling, a seller or call center agent can execute and manage across its service network to help ensure that customer expectations are met, and any scheduling issues are proactively managed.

Capabilities Overview



IBM Delivery and Service Scheduling

Capability

Description

Order capture coordination

- Provide date and time as part of delivery and shipment milestones on each order line
- Provide a list of services available for sale based on the ordered product
- Provide a quote for the total product, delivery and service being sold
- Generate a single view of the order, complete with product, delivery and service information
- Offer promotions for both products and services across all channels

Service appointment tracking and execution

- Record actual service parameters (start/end date and time) as well as comments and instructions during the fulfillment process
- Monitor the execution of the service and receive alerts for exceptions
- Proactive management of exceptions by monitoring the execution of the service
- Track service providers performance even if outsourcing service

Model service offerings

- Define skill pools; crew capacity and availability within the business calendar for each service organization
- Geographically define delivery, service, and shipping areas
- Manage and define internal and external service organizations and resources

Managing delivery and installation services

- Schedule related services as part of the product order or as a separate order
- View resource capacity and schedule based on type of service
- Rules-based promising to help ensure accurate available-to-promise dates
- Schedule multiple resources to a project and sequence them based on requirements

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