

IBM Service and Warranty Rapid Launch Assessment

Contact Center and Field Service represent

over 50%

of an organization's cost of doing service

New Challenges for Customer Service organizations

- Brand Leadership
- The Demanding Customer
- Technology and Digital Convergence
- Social Impact
- Proliferation of Channels
- Intensified Competition
- Cloud vs. On-Premise vs. Hybrid

How can IBM solve the problem?



Jump-start your service transformation initiative... in weeks, not months



Our Service and Warranty Rapid Launch assessment can significantly jump-start the process to transformation

- Minimize cost of service
- Maximize service revenue
- Improve customer experience
- Increase usability of data

Service Lifecycle Management

Establish

Service Vision & Roadmap

Perform

A Transformation Readiness Assessment

Execute

The Service Transformation implementation initiative

Stages of Transformation

Industry subject matter experts

Business & technical consulting experts

Industry specific models

Strategic consulting methods & tools

Globally harvested project assets

Learn more about IBM's Service and Warranty Rapid Launch Assessment

Contacts: Dan Eybergen eybergen@us.ibm.com
Simon Goodman simon.goodman@us.ibm.com

ibm.com/gbs/oracle

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