



Professional Services Delivery

High Value

At ServiceSPAN we combine our process improvement services with our purpose built software; to streamline work processes for a wide range of office based manual work processes. These manual work processes are often the result of processes that were too costly, or too complex, to fully automate, and as such require people, along with systems to complete the processes.

Our customers have found that improvements to their processes have endured the test of time, primarily for two reasons.

The first reason is that the process changes were clearly defined and documented by our process consultants. The correct questions were asked, and the right suggestions were made, based on ServiceSPAN's knowledge of process/workflow best practices. The second reason is that ServiceSPAN's purpose built application called Work Center Manager (WCM), provides management and employees the visibility and control to manage all implemented changes, and the means to evolve them as necessary.

Low Risk

ServiceSPAN's Professional Services Delivery team has received stellar reviews from our customers. Here is a sampling of what our customers have said:

- *"ServiceSPAN's team has the same focus and desire to achieve success as our own employees"*
- *"ServiceSPAN's team listens well and is flexible to making changes during solution delivery"*
- *"...risk was constantly mitigated by ServiceSPAN's best practices approach"*
- *"...we feel we were able to realize every deliverable of the project without chasing your team"*

With over twenty years experience, we understand office workflows and how to solve uncommon efficiency problems.

Since we deliver both the process consultancy and the software implementation, we can uniquely guarantee the combination is effective.

Gathering the **RIGHT REQUIREMENTS** Leads to the **BEST SOLUTION**

We ask the questions that lead to real results; like driving down transaction complexity, reducing cycle time, improving customer experience, reducing costs, and preventing revenue leakage. We ask the right questions by first carefully listening to our clients and then framing our questions in the context of how Work Center Manager will help them.

ServiceSPAN's ability to evaluate your processes at multiple levels such as between systems, between organizations and even within cubicles, is a key to our success. We don't just look at the process from a generic industry or vertical perspective; we dive deeply into the process looking for tracking, decision making and execution impacts.

Other development organizations, both internal and external, typically work within the confines of existing systems, making it difficult for them to think out-of-the-box. However, Work Center Manager has a unique set of capabilities, with no limitations, that ServiceSPAN process consultants configure to provide process improvements—clearly

differentiating ServiceSPAN from all other development organizations.

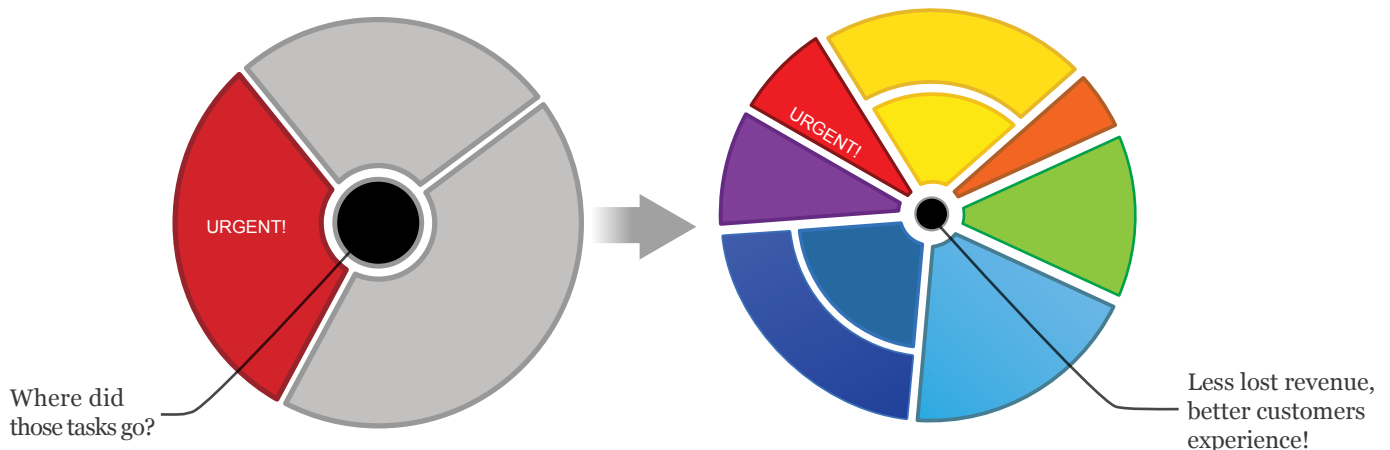
Measure...Then Change

In addition to enabling process change, one of the most important features of Work Center Manager is that it enables supervisors to understand and manage their employees' workload and productivity.

Having visibility and control of workflow might seem obvious when you need to manage the productivity and efficiency of those workflows. However, many development organizations that create systems don't provide supervisors with performance management capabilities. This deficiency tends to strain the operation over time, ultimately impacting the effectiveness of the manager and the employees.

The key is to measure what matters most, not just what is easy to measure; and then provide managers direct and real-time desktop control of their resources.

DIVIDE AND CONQUER YOUR WORKLOAD



As part of process improvement, we can divide and distribute your tasks to better address them. Inside each, we dive deeply, looking for tracking, decision and execution upgrades to conquer the of challenges in your operation.

All the *benefits of a process consultant,*
All the *benefits of a veteran IT team*
...with guaranteed results!



A DIRECT PATH TO IMPLEMENTATION

We're bringing you change that can be implemented, not just discussed. While most consulting companies give you ideas and theories on how to improve your workflow and processes, ServiceSPAN delivers tangible and enduring process change through Work Center Manager.

The value of Work Center Manager is not only in the purpose-built software for optimizing processes, but also in the ability to integrate with existing systems and minimize interface change.

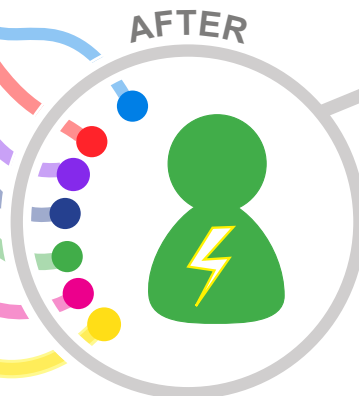


INTRODUCING MORE CONNECTIVITY

There are many ways to improve the efficiency of your employees. Perhaps one of the most effective is to minimize the amount of time spent performing repetitive tasks or gathering data.

For example, employees often need to make decisions that require them to hunt for information across many systems.

Work Center Manager will automatically aggregate, organize, and present data for each task to help make solving problems faster and simpler. By having the data available and organized at their finger tips, more of their day is spent making decisions rather than gathering data. This is not only good for productivity, but also for employee morale as employees feel empowered and in control.

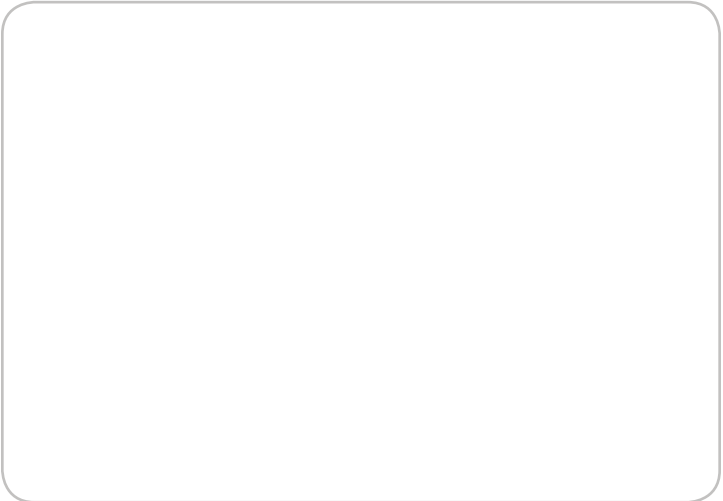


The ServiceSPAN Difference

If you are an IT professional reading this brochure, you are probably all too familiar with the challenges of meeting end user expectations—even when you do everything right. When working with business units performing manual processes, these challenges can be even larger, as these types of groups typically request local functionality that the core business applications cannot natively provide at a reasonable cost.

For example, a business unit may request a graphical user interface be added to an existing core application. More than just a pretty screen, they need a composite view of data spanning multiple applications, work quality and quantity measurements, and work flow functionality in support of new work processes. Their goal is to save time and be more efficient. The ensuing process of gathering detailed requirements, as you know, can be painful. Even when sign-offs are secured and deliverables are met, end user feedback can be less than positive as their expected benefits are not realized. They may even report a decrease in efficiency as their work processes take more time, not less. Inevitably, additional requirements are forced into the initial scope of the project.

This is where ServiceSPAN makes a difference. The ServiceSPAN team specializes in understanding the requirements of business units that perform manual processes and the software functionality needed to make many types of process improvements successful. ServiceSPAN's effectiveness is the result of



our vast experience working together with end-user and IT organizations, along with our flexible, purpose built application, Work Center Manager (WCM).

ServiceSPAN works with IT organizations to ensure the best solution is delivered to the business unit; and that all security, technology and data storage standards are met. Post-implementation, ServiceSPAN flexibly works with IT organizations to structure a relationship that involves ServiceSPAN at a level IT deems necessary.

Whether you are an IT professional or a business unit manager, contact ServiceSPAN today to find out more about how we work with IT to deliver solutions that increase visibility, efficiency, and control of manual work processes.



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