SERVICESPAN'S EXTENSIVE DOMAIN KNOWLEDGE ADDRESSES EVEN THE MOST CHALLENGING WORKFLOW PROBLEMS

DECIDE WHICH WAY TO TAKE THE MOST ADVANTAGE OF SERVICESPAN'S EXPERIENCED TEAM AND FLEXIBLE OPTIONS

ANALYSIS & CONSULTATION:

ServiceSPAN has the domain knowledge to identify the source of the next 30% productivity improvement you need on top of your already successful six sigma, lean process, and automation effort.

ANALYSIS, CONSULTATION, EXECUTION:

Powerful process improvement requires software implementation. We can consult, write requirements, and deliver a technical solution without burdening your busy IT resources.

EXECUTION ON OTHER CONSULTATION:

If you already have recommendations from six sigma or lean process teams, but are facing implementation barriers that are not time or ROI effective, we can find you a path forward using use another consultant's results.

WORK CENTER MANAGER™

- UNIT COST REDUCTION
- DECREASED CYCLE TIME
- FUNCTIONALIZED WORKFLOW
- GLOBAL WORKFORCE
- PROCESS CONSOLIDATION
- REDUCED COMPLEXITY
- STAFF ACCOUNTABILITY
- PERFORMANCE ANALYTICS
- DATA MASKING
- VIRTUALIZATION

SERVICESPAN OVERLAYS YOUR EXISTING APPLICATIONS AND PROVIDES POWERFUL CAPABILTIES AS AN OPTION TO MAKING COSTLY ENHANCEMENTS

ServiceSPAN achieves success with a combination of domain knowledge in improving operational efficiency of people performing manual tasks, and converting consultative advice into action using a purpose built application that enables six difficult areas of process improvement to occur without modification to your existing infrastructure of software and supporting IT user tools.

ServiceSPAN's domain knowledge in complex human business process and use of software to implement change enables us to identify productivity improvements to even the most challenging human decision processes and workflow issues. For example , we can provide solutions that remove complexity and consolidate manual and automated processes, enabling your staff to perform work at a much higher level of productivity. We can also enable employees in multiple locations and with many different skill levels, to work together in ways that your existing applications make impossible.

We offer a **20/20 Work Center Analysis** where we visit your work center to determine how far you've come with automation, identify areas of improvement and demonstrate how to further accomplish the kind of work transformation that will escalate the productivity of your work center. Let our team at ServiceSPAN empower your team to change the way work is done and position you to achieve your next big productivity jump.

THE BENEFITS AND VALUE OF SERVICESPAN BEGIN WITH OUR 20/20 WORK CENTER ANALYSIS

SERVICESPAN EMPOWERS MANAGERS TO BE MORE SUCCESSFUL AND WORK CENTERS TO OPERATE MORE COST EFFECTIVELY

ORDER EXCEPTION

INVENTORY EXCEPTION

CIRCUIT DESIGN

TRANSPORT PROVISIONING

CUSTOMER PROVISIONING

JEOPARDY MANAGEMENT

CONSTRUCTION

CUSTOMER TEST & TURN UP

NETWORK RELIABILITY

ALARM PROCESS MANAGEMENT

REPAIR DIAGNOSIS

DISPATCH SUPPORT

CUSTOMER CARE FOLLOW UP

Our Work Center Manager (WCM) software enables your people to receive the technical support they need to succeed with each new manual process, without the cost and risk of changing your existing software applications. Work Center Manager (WCM) overlays and integrates with existing applications and automation to add capabilities to your applications at a cost less expensive than direct modification. It is configurable and flexible to address even the most overwhelming productivity challenges while providing supervisors increased levels of visibility, efficiency and control over their work.

WCM also adds to your existing applications, a platform of communication, connectivity and cross correlation over your entire operation. Managers can effectively share and coordinate information and work activities with other organizations and systems, creating a foundation for employees to have greater accountability for their work and waste less time.

An intuitive browser-based environment enables users to make productive decisions and not waste valuable time searching and gathering, cutting, pasting and emailing information. On a single screen, users access and utilize information from multiple sources, eliminating the need to 'swivel-chair' between various applications. With our data overlay technology, users can be limited in what they see, so that organizations can meet customers limitations on what data appears to users outside the USA. After employees make decisions on screen, WCM moves the user to their next piece of work, while in the background, WCM automates the low value tasks that follow each decision.

Browser based dashboards, reports and control panels allow managers to control work distribution to employees so work is prioritized and distributed to the right person, in the right place, at the right time. This achieves great efficiency and assures balanced workloads even when a variety of work types and operational SLA's are pulling your staff in multiple directions. All the while, WCM effectively measures employee output, performance and productivity.

SERVICESPAN CONSOLIDATES WORK PROCESSES SO YOUR COMPANY GETS THE MOST OUT OF EVERY WORK HOUR

WHAT CAN SERVICESPAN DO FOR YOU?

ServiceSPAN has the domain knowledge, experience and innovation to provide initial and continuous Process Improvement that enables businesses to optimize their operational efficiencies and focus on growth and revenue.

Work Center Manager (WCM) is a powerful software product that overlays and integrates with existing automation. It is flexible and can be configured to address even the most overwhelming productivity challenges. WCM provides increased levels of visibility, efficiency and control over all aspects of the work and operation.

For more than 25 years, ServiceSPAN has successfully helped some of the largest telecom companies achieve shorter cycle times, staff accountability and measurable cost savings. Our positive impact on productivity enables businesses to concentrate their efforts on gaining a competitive advantage and increasing profits.

Please visit our website and learn about our **20/20 Work Center Analysis** where our team works with yours, looking beyond your recent improvement success and identifying even more opportunities to consolidate processes and gain greater efficiency.

WWW.SERVICESPAN.NET

Please contact us at **516-576-8000** to learn more about workflow solutions and our **20/20 Work Center Analysis**.

ServiceSPAN®
Making Work Centers Work Better