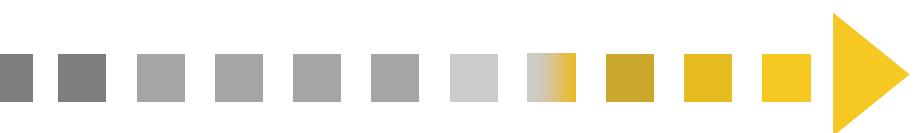


INTEGRATED PROCESS IMPROVEMENT



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 tasks. These manual work processes are often too costly or too complex to fully automate requiring people and systems to complete the process.

ServiceSPAN customers have found that the improvement we provided to their processes have been not only successful but have endured the test of time for 2 reasons:

The first, is because their process changes were clearly defined and documented by our consultants. We asked the pertinent questions and offered the most solid solutions based on ServiceSPAN's vast experience and knowledge of process workflow best practices.

The second, is that ServiceSPAN's purpose-built application, (WCM) Work Center Manager, provides both management and employees the visibility and control to administer, track and control all implemented changes, and the means to evolve them as necessary.

Low Risk

ServiceSPAN's Professional Services delivery team has received stellar reviews from customers:

"ServiceSPAN's team has the same focus and desire to achieve success as our own employees."

"ServiceSPAN's team listens well and is flexible in 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 20 years experience, ServiceSPAN understands office workflows and how to solve uncommon efficiency problems.

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



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

Our expert team listens carefully to clients, focused on gaining a solid understanding of your requirements in order to establish how Work Center Manager (WCM) can make the most positive impact. Our assessment and analyses enable us to recommend and demonstrate a solution powerful enough to drive down transaction complexity, reduce cycle time, improve the customer experience, reduce costs and prevent revenue leakage.

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

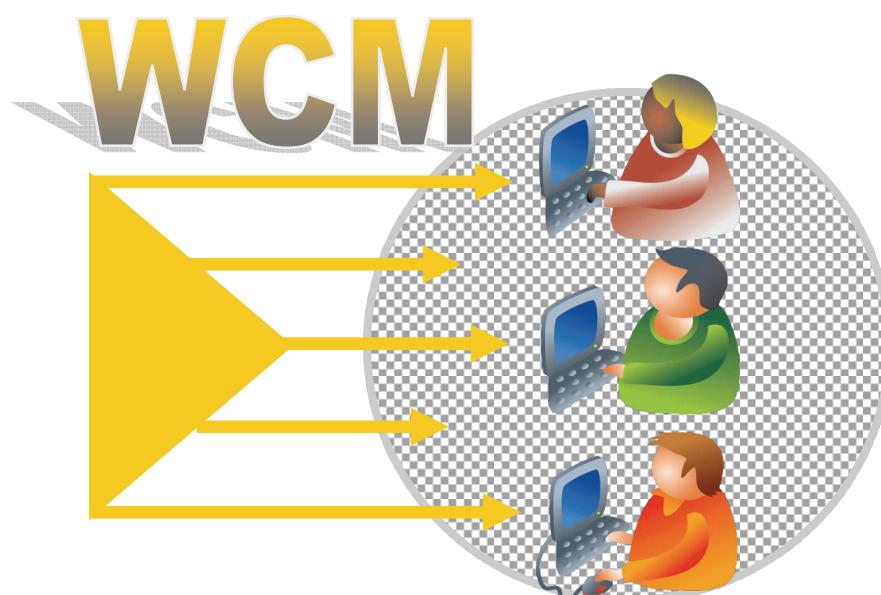
Other software companies typically work within the confines of existing systems, making it difficult for them to 'think outside the box'. However, Work Center Manager has a unique and expansive set of capabilities, that ServiceSPAN consultants configure to provide process improvements, clearly differentiating us from all other providers.

Measure...Then Change

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

Having visibility and control of workflow should be a given in the role of managing workflow and productivity. However, many software companies don't provide performance management capability. That deficiency strains operations over time, negatively impacting both management and staff. 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.

*The extensive knowledge of a process consultant,
coupled with the vast experience of a veteran IT team....
ServiceSPAN's Professional Services team delivers guaranteed results!!*



Direct Path To Implementation

ServiceSPAN brings you change that can be implemented, not just discussed. While most consulting companies suggest ideas and theorize on how to improve your process, we deliver measurable and enduring process change.

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

Enhanced Connectivity

Perhaps the most effective way to improve efficiency is to minimize the amount of time spent performing repetitive tasks and gathering data.

Work Center Manager will automatically aggregate, organize and present data for each task to help make solving problems faster and simpler. By having data available and at their fingertips, **users spend more of their time decision-making rather than searching for information**. This positively impacts productivity, including morale as employees gain confidence by controlling the outcome of their work efforts.

ServiceSPAN removes the 'grey areas' of your manual work process...

delivering VISIBILITY, EFFICIENCY and 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 that perform manual processes, these challenges can be even more difficult 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 workflow 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 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. Our 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 users and IT organizations, along with our flexible, purpose-built application, (WCM) Work Center Manager.

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, we structure ServiceSPAN's continued support based on the level deemed necessary by IT.

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

To learn more about Process Improvement please visit us at:

WWW.SERVICESPAN.NET

Or call us directly at 516-576-8000

