

## ITIL Service Management



Managing your services to meet customer requirements.

Customer services that are not cohesive or consistent can cost you customers. If your service provision is patchy, less than prompt and cannot be counted on to deliver the essential quality, your customers will lose confidence and go elsewhere. The signs of poorly managed services are:

- Ownership Issues. Multiple customer contact points, and the resulting confusion affects service levels.
- Low Productivity. Inefficient systems management affects delivery.
- Poor Customer Relationship Management. Reactive, inadequate communication with customers at irregular intervals. The processes to resolve problems are not good enough.
- Lack of standards. Inability to meet Best Practice in providing consistent quality.

### Impact of failure to act

Your customers cannot afford a service that lets them down. And you cannot afford to lose their business. Fail to take steps to organise your customer service and raise standards and you'll fail to maintain valuable customers. A disjointed, unprofessional service will lead to:

- Escalating problems and reduced availability due to no central control.
- Service Level Agreements not being met, because your resources are inadequate or not being properly utilised.

- Dissatisfied customers/users, putting your business at risk.
- Lower standards. If you are unable to monitor the standard of service on a regular basis, you cannot implement Best Practice to achieve and demonstrate continuous improvement.

### Business Requirements

Delivering a high quality IT Service with single point responsibility requires you to:

- Set realistic and agreed targets between yourself and your customer and be able to measure these effectively. This assures improved formalised control of ongoing services.
- Manage proactively through the application of Industry Standards. Rigorous resolution processes must be in place to ensure improved consistency and quality.
- Apply Best Practice design and management using ITIL Principles.

### The Capita Service Management Solution

Capita Managed IT Solutions can bring together all the aspects of your customer service provision into a single dedicated unit that can deliver prompt, professional and high quality services. Our comprehensive solution gives you:

- A true Client Engagement model owned by a central point of contact for account and service queries, updates and reports. To ensure this service is in line with your business strategy, Northgate will conduct a proactive review of your current service and your business needs.
- Service and system monitoring to maintain availability and meet the SLA. Constant monitoring and review means continual service improvement during the lifetime of your contract.
- Regular meetings with the Capita team to review levels of service, system availability, SLA, change requests and business developments. We'll develop a documented escalation path and procedures to monitor and measure your success.
- Management based on an ITIL framework applying the ITIL Service Management Practices of : Service Strategy, Service Design, Service Transition, Service Operation and Continuous Service Improvement.

"It is critical to us to have service, project and system information available proactively and reactively. Capita provide a dedicated Service Delivery Manager who not only ensures day to day operations are carefully monitored and controlled, but also provides service information for review on a monthly basis or on-demand if the situation requires it. This is particularly important when the systems and services are hosted and managed outside of our own premises".

Public Sector Agency, Northern Ireland.

## Benefits of the Capita Service Management Solution

When your customers' business benefits, so does yours. All parties will enjoy the advantages of:

- Enhanced customer relationship and improved communications through one central contact point.
- A strong focus on productivity, producing the best results for you and your customers. This new system will make optimum use of skills and experience, both Capita's and your in-house resource. Through consistent monitoring of services and systems against SLAs, availability of key systems is maintained, increasing confidence in your IT services.
- Increased customer satisfaction when supplying IT services which meet their needs. The risk of not being able to meet the business requirements for IT Services is greatly reduced.
- Demonstrable Value for Money by increasing resource utilisation and effectiveness. You will also lower the costs of developing procedures and practices within your company.
- Improved staff performance and morale, establishing a better perception of your IT among customers.

