

# Improve your client service or help desk processes



## Your partner in Change

Welcome to Advisory Beavers, a Dutch limited company!

We are an European operating business consulting company and support our clients with operationalizing their strategy. Work more efficient and effective at lower cost and therefore higher profit.

Advisory Beavers is a no nonsense company. We tell like it is and do what we stand for. Only in this way we add value to our clients. We focus on truly realizing results for our clients and feel responsible for success even after completion of the assignment. We strive for sustainable solutions and offer value for money.

## Increase client service

We support setup and strategic positioning of client service and help-desk solutions.

Clients today expect timely, efficient and high quality service whether in product support, IT service, or call center.

However, this often poses a problem for service organizations as they lack the transparency and IT support to actively control the quality of service they provide.

Consequently, efficient, high quality, low cost service is in increasingly high demand across all industry sectors.

Our solution makes the communication with your clients more transparent and easier. From incidents to service requests, with the web-based Open Source help desk software no communication is lost and customer requests are routed automatically to the right service team.

Our solution delivers high quality service at minimal operational cost.

## Deliverables

We help you out with the following duties:

- ➔ Execute interviews with board of directors, management and staff
- ➔ Record current way of working (A)
- ➔ Record future way of working (B)
- ➔ Execute fit-gap analysis between current (A) and future way of working (B)
- ➔ Install client service software
- ➔ Setup pilot based on future way of working (B)
- ➔ Prepare decision paper for board of directors
- ➔ Setup implementation plan for implementation of client service software and processes
- ➔ Execute implementation of client service software and processes
- ➔ Support client service software and processes testing
- ➔ Support Go-Live and aftercare
- ➔ Handover to maintenance organization

## How can we support you?

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- ➔ Program and project management
- ➔ Management of large and complex programs and projects
- ➔ Interim management
- ➔ Project Portfolio Management
- ➔ Program and project offices
- ➔ Software selection & implementation
- ➔ Data audit, analysis and migration
- ➔ Process (re)design
- ➔ Process optimization
- ➔ Business Consultancy

## Product and service information

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Do you want to know more about improving your client service or helpdesk processes?

Please contact us open-ended for a presentation about improving your client service or helpdesk processes.

## Advisory Beavers

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