

# Harmonize your support functions and empower your users with our Service Delivery Model.



## 6 signs you can benefit from our Service Delivery Model.

- 1 Low user adoption and disconnected user experiences.
- 2 Uneven service delivery and unclear roles/responsibilities.
- 3 Poor governance and escalation processes.
- 4 Service-level agreements not being met.
- 5 Lack of confidence in your applications.
- 6 Costly maintenance and delayed enhancements.

## Shift from reaction mode to a better customer experience.

When your service delivery team is drowning in tickets and providing inefficient customer support, it's time to address what your customers' needs are and how your HR, financial, and IT support professionals can provide timely, quality service while reducing headcount and maintenance costs.

## Transform service delivery to enhance efficiency and empower your team.

Our Service Delivery Model investigates your current support structure and analyzes how your team members spend their time by process area. We also meet with your stakeholders to understand their needs and capabilities.

Based on this assessment, we can help redesign your service delivery model, clarify roles, and look for ways your users can self-solve and become more self-reliant. We will also look at data governance and where to leverage artificial intelligence.

## Key deliverables

### Current service delivery assessment

- Review the types of tickets and problems your support team is assigned.
- Analyze process trouble areas and the time to resolve and close cases.
- Access a proposed SDM organizational framework that redefines roles and the escalation process.
- Receive sample role cards to support your production governance model.
- Get a stakeholder analysis to document your users' needs by functional area, with recommendations for self-service and improved training.

### Workforce transition planning (optional)

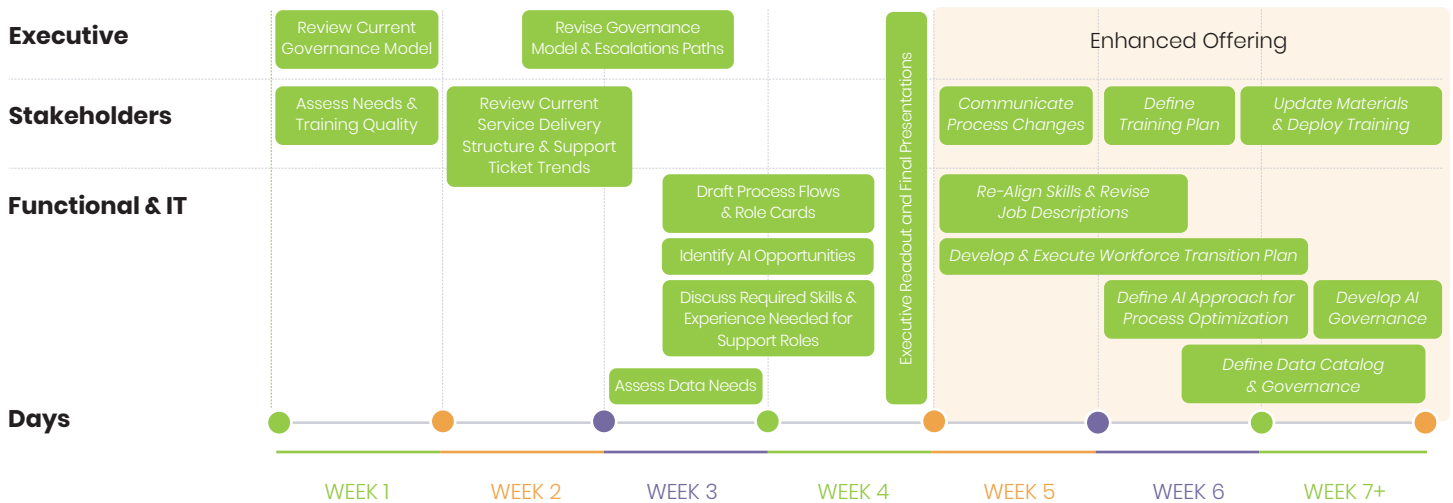
- Partake in a change management program for impacted stakeholders to facilitate the transition.
- Receive a communications and training plan, plus updated training materials as directed by process changes or revised roles.
- Obtain devised job descriptions based on impacted SDM roles and functions.

### Data governance and AI approach (optional)

- Receive a proposed alignment of your data elements through a data governance workshop.
- Gain recommendations where AI can be applied to service delivery and a suggested AI governance model.

## Assessment timeline

The Groove's Service Delivery Model workshop is a four-week engagement as defined by the services below (excluding optional offerings).



## Why The Groove

**30+ years**

of ERP deployments

**20+ years**

of change management experience

**Holistic**

adoption approach

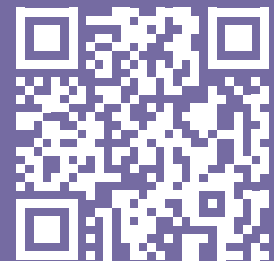
**1,000+ clients**

with proven success

At The Groove, we're not just consultants—we're partners in your success journey.

**Let us help you unlock your business potential and achieve your goals.**

Contact us today to find your groove.



## About The Groove

The Groove specializes in post-production solutions, harnessing cutting-edge technologies and deep industry expertise to address our clients' most pressing challenges. Founded by seasoned consultants with more than 20 years of experience in deploying cloud technologies and driving high-impact user experiences across diverse industries, we are dedicated to empowering organizations and their people to excel in today's competitive business landscape.



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