

Outsourcing the Service Request Management Lifecycle

Companies often over-spend because highly paid technical professionals devote too much time to relatively routine queries instead of tasks that add value to the organization.

In addition, resolving an incident requires one service provider whereas a request can require multiple service providers. Incident management helpdesks are proficient at tracking overall closure metrics and determining if the team is complying with their service level agreements.

It is for this reason that many large companies turn to CoreTech who has specific expertise in request management. By deploying people, processes and technology in a cost-effective manner, CoreTech can handle the lifecycle of a request to the full satisfaction of its customers. At the same time, the customer retains control by dictating the terms of the service level agreement (SLA).

Step-By-Step Request Fulfillment

To illustrate this point, let's consider the lifecycle of a request and the steps CoreTech uses to navigate through the process.

Submission

Customers can use an automated Service Request Tool to electronically submit a request to a Service Order Coordinator (SOC).

Alternatively, customers can email or telephone a request to the SOC, who then enters it into the automated tool on their behalf. The SOC generates an email notification to confirm an SRM request has been entered for the customer, as well as to communicate status updates and close requests.

Approval

Most requests require approval before any of the tasks are initiated, and it is the SOC's responsibility to ensure the approval is obtained in a timely manner. If the SOC does not receive approval within two business days of the request submission, they will contact the manager responsible for authorizing the job. In a large company, the SOCs might have 500 pending approvals on any given day.



Verification

Once the request is approved, it releases to an SOC Check Task. This team reviews the request in its entirety to ensure the service providers have all the correct information. Once the SOC has all the correct information, the task is closed and the request releases to the service provider.

The SOC team captures as much detail as possible and tries to detect any inaccuracies early on in the process to prevent the request from being returned to the SOC. The team continually monitors the queue for new requests that need to be verified as well as returned requests that need additional information.

Monitoring

Sometimes the request goes through the SOC Check Task to the service provider level but then sits there for a few days without any activity. To this end, the SOCs run reports to monitor aging tickets. When a delay occurs in fulfilling the request, the SOCs regularly communicate the latest status to client.

The SOCs also reach out to the technology service provider for an update, amend the ticket and escalate the request if necessary. Let's say the service provider informs an SOC that the calendar is full until next Thursday. The SOC informs the customer, who in turn responds that the request must be fulfilled by Tuesday. The SOC then goes back to the service delivery manager or the technology service provider to negotiate a solution.

Completion

The SOC's review the customer feedback surveys and follow up on all negative responses. In addition, the SOC's randomly check completed SRM tickets because not everyone who is dissatisfied actually complains. This post-fulfillment follow up allows SOC's to find ways to refine the process and increase efficiency.

Efficiency, Productivity and Cost Improvements

By outsourcing this process to CoreTech, companies can meet their internal needs more efficiently and cost effectively as well as improve customer satisfaction. SOC's focus on the request from the time it is received through completion. They monitor all the steps in between to ensure approvals and verifications are received in a timely manner and delays are minimized. SOC's also communicate with service providers and customers to manage expectations and follow up with customers to ensure the job was done correctly.

Productivity is improved through accelerated request cycle times. Customers do not have to lose valuable work time because of technical issues. SOC's are the liaison between the client and the service providers. They increase customer productivity by monitoring and assisting with the request, and save the service provider time by getting the request right the first time.

Finally, the company can project a positive image to internal stakeholders and new hires.

Fulfilling requests promptly and efficiently shows respect for existing employees. Moreover, an employee is up and running in a minimal amount of time. New employees will get off to a good start when a computer, network ID and facilities are available from day one. Ultimately, that saves money and improves productivity for the company.



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