

ANALYTICS FOR SERVICE ORGANIZATIONS

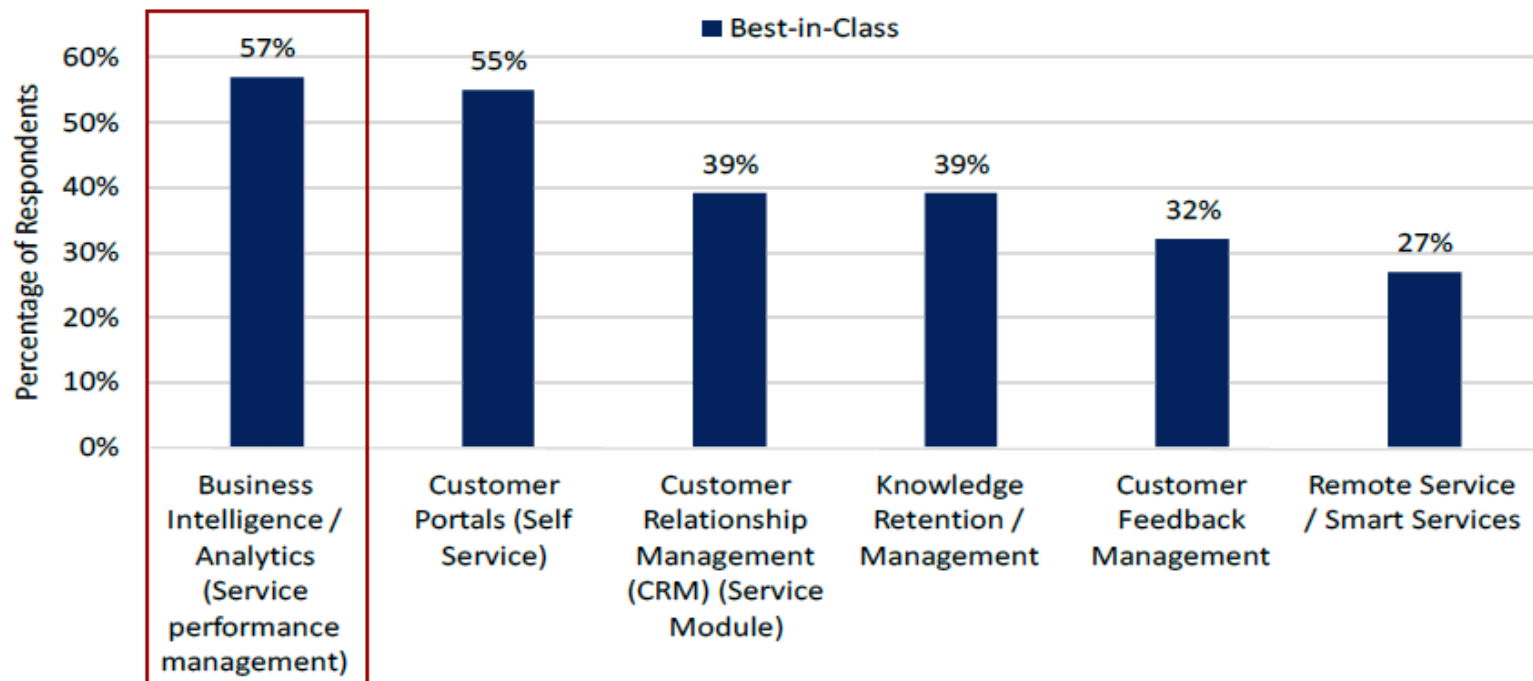


Presenter: Joni Girardi, DataSelf Founder & CEO

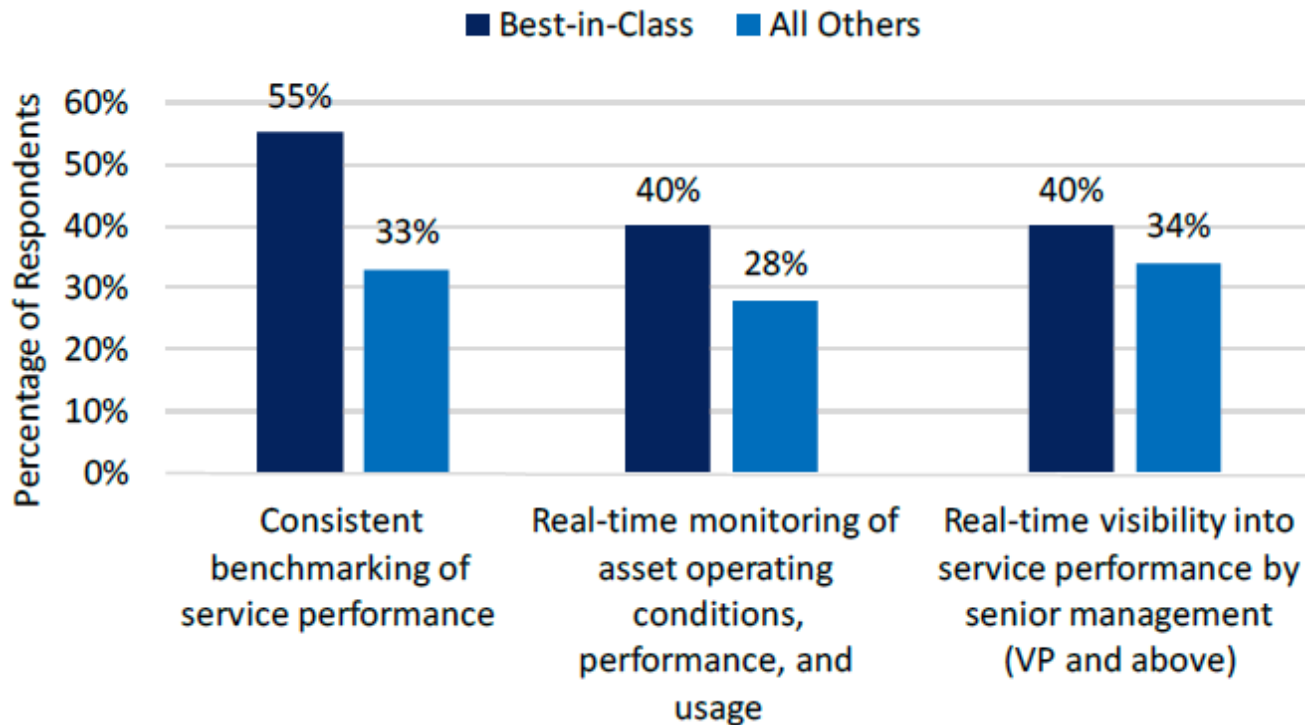
Agenda

- **Critical role of analytics**
- **3 Critical Service KPIs Concepts**
- **Engaging your team with analytics**

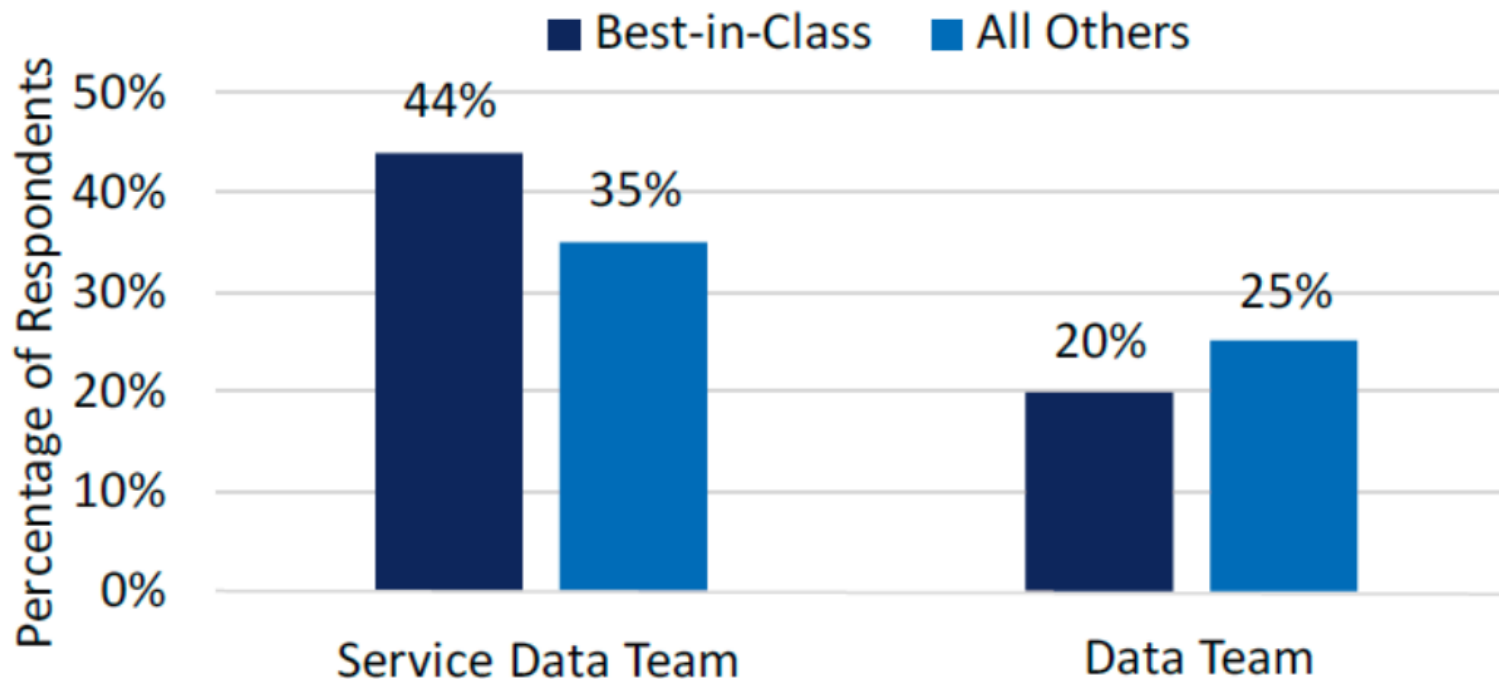
Investment to bring data to service excellence



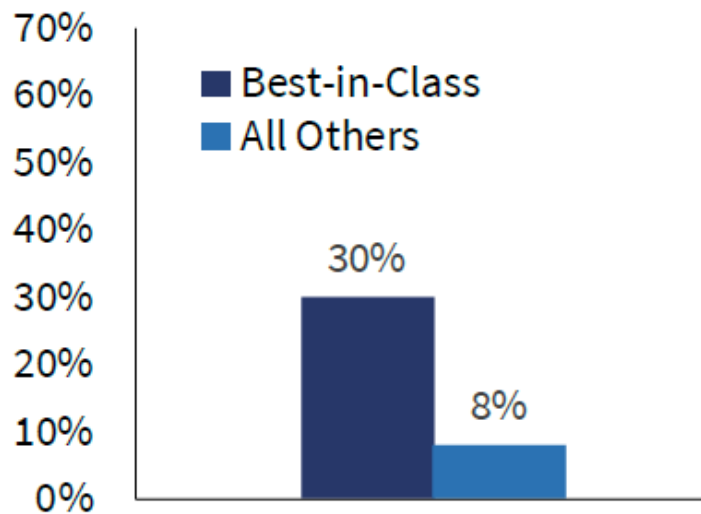
Use of Analytics



Analytics Teams



IT Compensation Strategy



Compensate IT team based
on achievement of objectives
related to better managing
customer data

Service Organization Stats

- **Top reasons for failed service visit?**
 - **Part unavailability**
 - **Customer/asset not available for service**

Popular Services KPIs

- **Busy times**
- **Contract leakage**
- **Customer satisfaction**
- **Dispatch efficiency**
- **Technician utilisation**
- **First-time fix rate**
- **Inventory visibility**
- **Inventory management**
- **Jobs completed**
- **Job location**
- **Jobs scheduled**
- **On site upselling**
- **On time arrivals**
- **Product uptime**
- **Profitability**
- **Repeat visit**
- **Response time**
- **Revenues**
- **Contract attach rate**
- **Service-to-cash cycle**
- **SLA compliance**
- **Team collaboration**
- **Time to repair**
- **Warranty leakage**

3 Critical Components of Service KPIs

- Busy times
 - Contract leakage
 - Customer satisfaction
 - Dispatch efficiency
 - Technician utilisation
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 - Contract attach rate
 - Service-to-cash cycle
 - Compliance
 - Team collaboration
 - Time to repair
 - Warranty leakage
- People**
- Processes**
- Technology**

3 Critical Variances of Service KPIs

- Busy times
 - Contract leakage
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 - SLA compliance
 - Team collaboration
 - Time to repair
 - Warranty leakage
- **Time**
 - **Segmentation**
 - **Averages and outliers**

Examples of KPIs

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Engaging your team with analytics

Who?

When?

Where?

How?

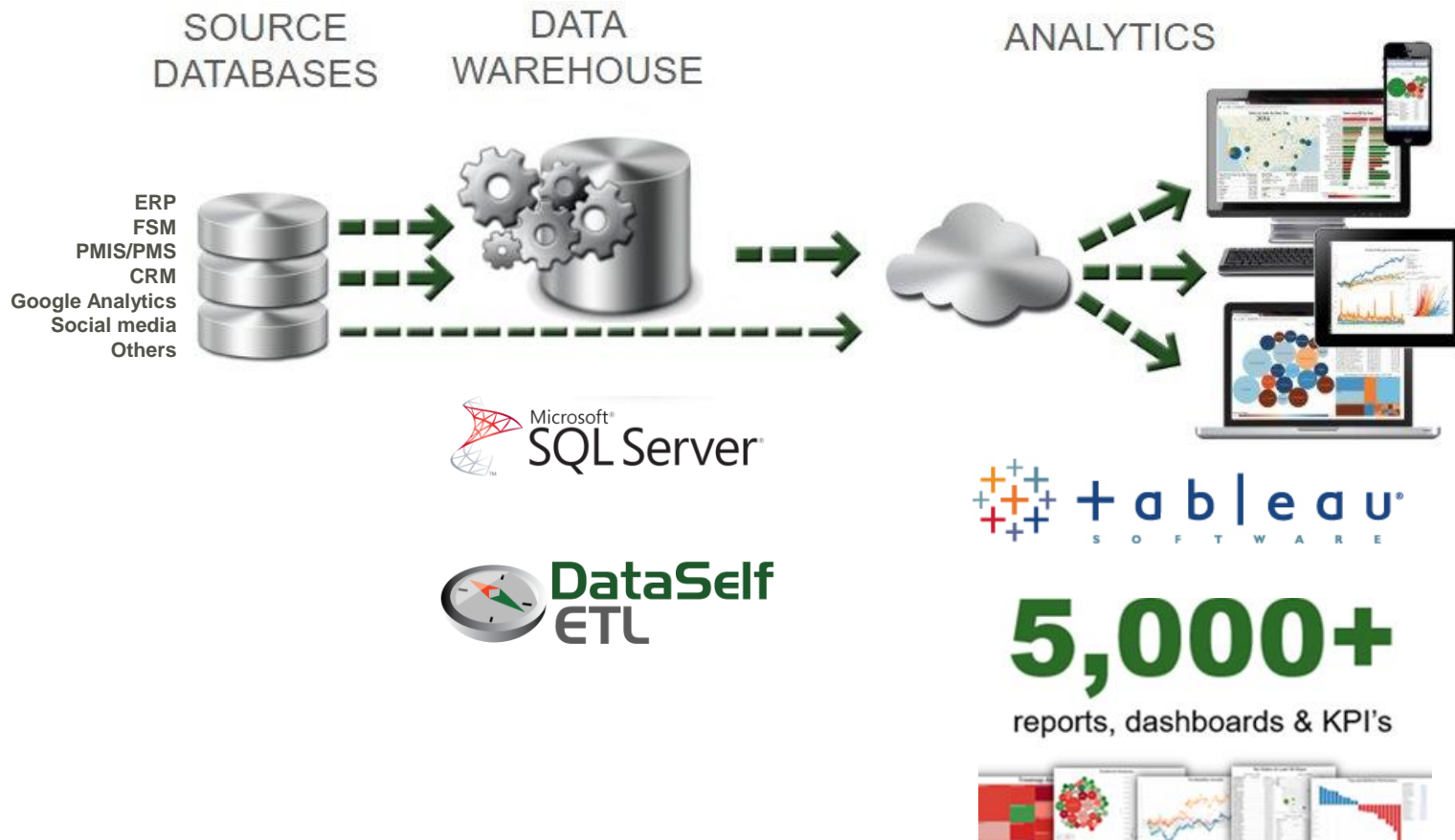
Analytics Journey

- **Start with data-driven people**
- **Find big-impact actionable metrics**
- **Promote/reward big-impact**
- **Extend analytics in phases**
- **Get feedback**
- **Monitor user traction**

Analytics Features

- **Access flexibility**
- **Easy, fast and dynamic**
- **Blends data from different systems**

DataSelf Analytics Architecture



DataSelf Analytics Demo

DataSelf Delivers:

- 1. Best-in-class enterprise-grade BI**
- 1. Comprehensive out-of-the-box solution**
- 1. Partnering with BI experts**



Q&A

Thank you!

Joni Girardi, DataSelf Corp. CEO & Founder

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5,000+ reports, dashboards and KPI's
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