

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. The buildings are arranged in a way that they appear to converge towards the top of the frame. The sky is a clear, light blue with some faint clouds visible near the bottom. The overall color palette is dominated by the blue of the sky and the glass, with some white structural elements of the buildings.

# Operational Excellence Services

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# Introduction

Startups and businesses across industries are digitizing their systems and processes to set the standards for customer experience and efficiency. Operational excellence consultants help these organizations unleash the full potential of their service operations leveraging technology and matured processes bringing timely growth and value.

Nothing underscores the vital role of service and support operations more than the downside of neglecting these functions. Inadequate focus results in waste of resources, poor speed and quality of service, and low customer satisfaction.

By taking a comprehensive view of end-to-end processes within both service and support operations, I help startups, businesses take transformative moves necessary to achieve the increased yield, renewals, and retention.

## Operational Excellence Services

### Key Services\*:

- ❖ Interim COO services
- ❖ Support Operations (ASM\* & Service Desk)
- ❖ CRM Operations
- ❖ Organizational Operations
- ❖ Training and Development
- ❖ Management Information System (KPIs and reporting)
- ❖ Custom Services

*\* Refer separate document for details.*

*\* ASM: End-to-End Application Support and Maintenance*



# Benefits

## **Maximize execution capacity:**

Ensure sustainable customer value and new revenues for your company.

## **Transform your business:**

Organizational culture is infused with structured processes to showcase your expertise.

## **Improve customer experience and operations:**

Create value in service operations (Support, CRM) and transform customer experiences across traditional and digital touchpoints throughout the customer journey.

## **Digitize operations:**

With industry-accepted processes, implementation of operating models that bring increased experiences for both internal staff and customers.

## **Improve enterprise productivity:**

Improve your organization's performance and health across all business functions and back-office operations.

# Why Choose Me

Clients choose me as their operational excellence consultant for:

**Unlocking new value** — by adopting the most industry-accepted processes and frameworks to address business problems.

**Data-backed decision making** — seamless processes provide analytical data and KPIs to assist in decision making.

**Linking operational excellence to business strategy** — by aligning operational models and performance to key business strategies.

**Sustaining success** — by working with leaders across the organization to make sure that operational gains persist for the long term.

**Strengthening capabilities of people** — equipping people with needed digital tools, skills, and knowledge to tackle the toughest operational challenges on their own.