



IT and Telecom Consulting Inc.

Architecting Innovation

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Dear Customer Service Director,

As a Customer Service Director, you are responsible for ensuring that your organization delivers the best customer service at a reasonable cost. You may rely on suppliers to learn what is available and to help form your requirements wish-list. This is unlikely to deliver the results that you need.

To support you in obtaining a vendor-neutral requirements assessment, TMC can work with you to develop a Customer Service Strategy based on best practices. We would:

- work with you and with stakeholders to identify the interactions that exist and those that are actually needed to achieve your customer service goals
- conduct customer satisfaction assessments, choosing techniques that work best for you
- identify where technology, or lack of technology, is hindering your goals
- identify where technology and process change can make dramatic improvements to customer service
- compare you to others:
 - What are similar organizations doing?
 - What are the leaders doing?
 - What are industry best practices?
 - What are the relevant technology trends?
- deliver a report including:
 - An assessment of how your customer service compares to others and to best practices
 - Short term improvement opportunities
 - Recommendations and roadmap, including phasing, to achieve peak performance

TMC is independent of all vendors, trusted by our clients to provide sound business advice to improve customer service through optimizing process and technology and has the skills and methodology to do the same for you.

We would be happy to meet with you, without obligation, to discuss how we've helped others and how we can help you to better meet your objectives.

Regards,

Ellen

Ellen Koskinen-Dodgson, P.Eng.
Managing Partner

Serving North America since 1988