SERVICE LEVEL MANAGEMENT

Managing People and Technology Together

INTRODUCTION

An international pharmaceutical organization with $12 billion in U.S. sales contacted Veris-Visalign for help with IT Service Management to manage targets and Service Level Agreements for third-party vendors, reporting customer satisfaction and implementing service improvement plans.

OBJECTIVE & SOLUTION

The objective was to provide service level management expertise to enable:

– Ensuring that service level agreement (SLA) targets for third party venders and KPIs were met
– Documenting and reporting IT Services customer satisfaction
– Collaborating with third-party vendors to implement service improvement plans

Veris reinforced the importance of Service Level Management in the client's organization through the following:

– Service Reviews:
  • Worked with third-party team leads to gather monthly SLA and KPI reporting, positive and negative trending, and any impacts or enhancements to services.
  • Engaged both the client's Service Performance Managers and the third-party team leads to identify action plans and owners for negative trends or failed targets.

– Data Source Reviews:
  • Developed a data source review process to meet audit documentation and data source verification requirements.
  • Conducted third-party data source reviews on randomly-selected services on a quarterly basis. As part of the process, produced a report which included data source information versus what was reported, variances between the two, and action items to reconcile the information if discrepancies were identified.

VerisVisalign provided an ITIL® certified subject matter expert in IT Service Management, Project Management and process development.

– Customer Satisfaction Reporting:
  • Gathered information from IT Services U.S. management and executive leadership on third-party positive activities and improvement opportunities.
  • Collaborated with the Director of the IT Services U.S. Service Management Group and the third-party account management teams on identifying and documenting action plans and owners to improve customer satisfaction.

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Service Level Management

RESULTS

- **Improved Communications:** Service Reviews and Customer Satisfaction Reporting allowed the IT Services U.S. Service Management Group to have better communication with its third-party vendors and an improved communication vehicle with their counterparts in the UK and in Sweden.

- **Increase in Third-Party Responsiveness:** Action plan and service improvement plan management, along with continual communication, resulted in a better working relationship between the client and its third-party vendors. Customer satisfaction has increased, and the third-party vendor has demonstrated willingness to step up and take action where improvements are needed.

- **Model for Global Process Improvements:** The client's IT Services U.S. Service Level Management processes are viewed as best practice standards by their global counterparts. Global counterparts in the UK and have reached out to the U.S. group to observe, understand and implement these processes. The Head of IT Services specifically engaged Veris consultant in collaborating with UK counterparts to develop a new, global customer satisfaction reporting process in line with the client's upcoming new contract with its third-party vendor.

SERVICES

IT Service Management planning and consulting
- Metrics Analysis and Validation
- Service Level and KPI creation

WHAT MADE THE DIFFERENCE?

- VerisVisalign provided an ITIL® certified subject matter expert with more than ten years' experience in IT Service Management, project management and process development.

ITIL® BEST PRACTICES

Using the principles of ITIL® and other best practices, our process experts assist in the alignment of strategy and execution between the business and IT.

VerisVisalign

We are IT consultants and ITIL® experts, specializing in IT process, optimization, Microsoft Technology Projects, Service Desk, and Training. VerisVisalign is a certified WBE (Woman-Owned Business Enterprise.)

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