SERVICE IMPROVEMENT REVIEW
DRIVING IT SERVICE IMPROVEMENT TOGETHER

Introduction

Some applications or IT services are absolutely critical, but the application vendor or service provider just isn't hitting the right mark. Rather than replacing them, why not aim for one final opportunity to turn things around? That's where the Viewpoint Analysis 'Service Improvement Review' comes in - and where our role as a Technology Matchmaker comes into its own!

What is the Service Improvement Review?

The Service Improvement Review is a short but comprehensive, independent assessment designed to help IT leaders optimize the performance and value of their key software vendors or service providers. Through structured interviews with senior leaders, product owners, and end users, we gather deep insights into vendor performance, user satisfaction, functionality gaps, future roadmap needs, and so much more - before sharing this with the vendor, and coming together as a group at a 'Fix Meeting'.

How it works:

The service is broken down into four key steps:

1) A comprehensive **'Service Improvement Review'** analyzing the current situation and producing a multiple-page report detailing the engagement's current status from the customer's perspective.

2) Viewpoint Analysis presents the **Service Improvement Report** to the vendor's account team so that they can get an unvarnished customer viewpoint.

3) We bring the customer and vendor teams together in a **'Fix Meeting'** - where Viewpoint Analysis acts as a mediator and allows the two teams to discuss the Service Improvement Review findings openly.

4) **Joint Service Improvement Plan** - we write up the agreed actions in a Joint Service Improvement Plan and gain buy-in from both vendor and customer teams. This forms the basis of a multiple-week action plan that the parties commit to.

Why Viewpoint Analysis?

Viewpoint Analysis is a unique business. We sit in the middle of the IT buyer and IT seller equation - it's a position that means we can help both parties get their relationship back on track. It's a much easier process to fix a relationship than to replace a relationship - it saves both parties considerable pain, cost, and time.

Want to learn more? Check out our Service Improvement area at:
https://www.viewpointanalysis.com/service-improvement

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WHO ARE WE?

Viewpoint Analysis is a **Technology Matchmaker** - we help business leaders quickly find and select new enterprise technology, and IT vendors research, target, and communicate with their customers. Our Service Improvement Review sits in our 'Find and Select' area - along with:

- **Technology Innovation Series**

Do you know that you need new technology to transform your business or department but need a guide to help you find the way? Our Technology Innovation Series sees us bring a range of technology vendors with ideas that can inspire you. Just sit back and listen to the options.

- **Technology Matchmaker Service**

If you have a business requirement that needs an IT solution, our Matchmaker Service is a super-quick way to assess the market and see what they can do to help you. Leading with a 'Problem Statement' approach, we pose the challenge and ask the vendors how they can help.

- **Rapid RFI (RRFI) Service**

If the Matchmaker isn't for you, our Rapid RFI (RRFI) is a more traditional approach, but where we speed up the stereotypical Request for Information and streamline the service so that it's super quick and easy.

- **Rapid RFP Service (RRFP)**

Where the Matchmaker and RRFI help move from a 'long-list' of options to a shortlist, the Rapid RFP is the final part of the jigsaw, a speedy way to go from the shortlist to a preferred vendor.

Where we are:
Viewpoint Analysis Ltd
3rd Floor, St Paul's House
23 Park Square South
Leeds
LS1 2ND

How to contact us:
Email: contactus@viewpointanalysis.com
Telephone: +44 113 5129252

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