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Move Your Support Model From Chaos to Control

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No one in a position to control the content of this educational activity have relevant financial relationships with ineligible companies.

Learning Objectives



- Explain how an enterprise service management platform can improve field support.
- Describe the three aspects of an enterprise service management platform.



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Topics



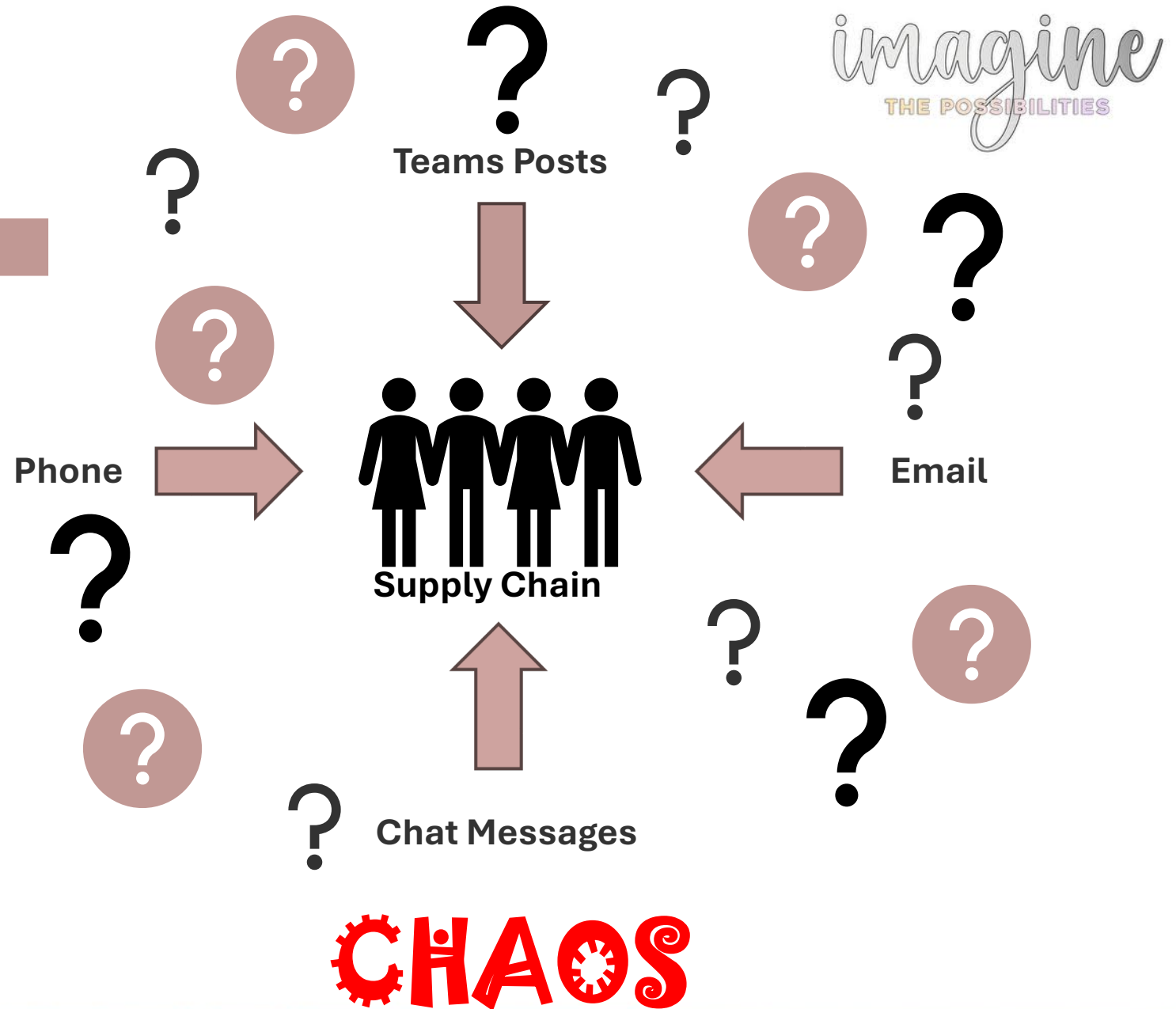
- **Background**
- **Enterprise Service Management**
- **Outcome**
- **Lessons Learned**
- **Key Takeaways**

Background

From 2016	To 2025
16 Locations	132 Locations
4 Regional Directors	16 Area Leaders
2 in Supply Chain	11 in Supply Chain

Field Support was CHAOTIC

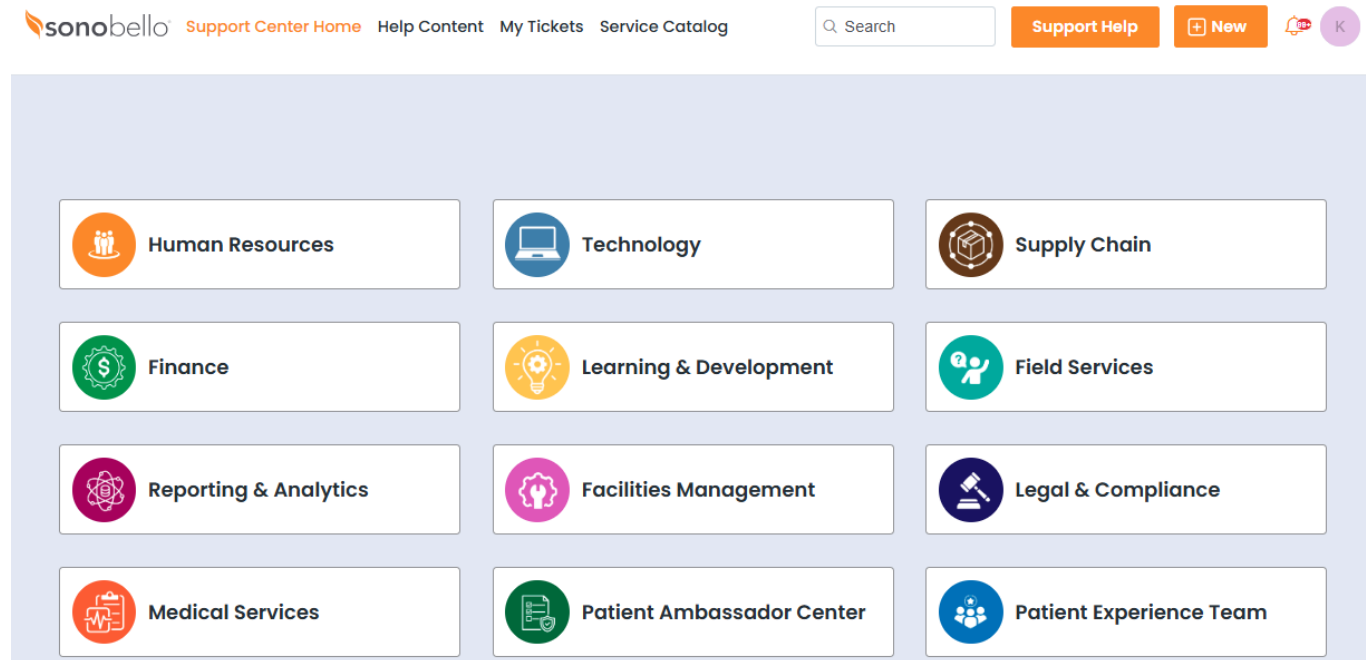
- Inefficient
- Inconsistent
- Ineffective
- Frustrating
- No Metrics
- No Management



Enterprise Service Management



- Selected by Technology Team in January 2024
- Implemented in July 2024
- ALL National Support departments including Supply Chain

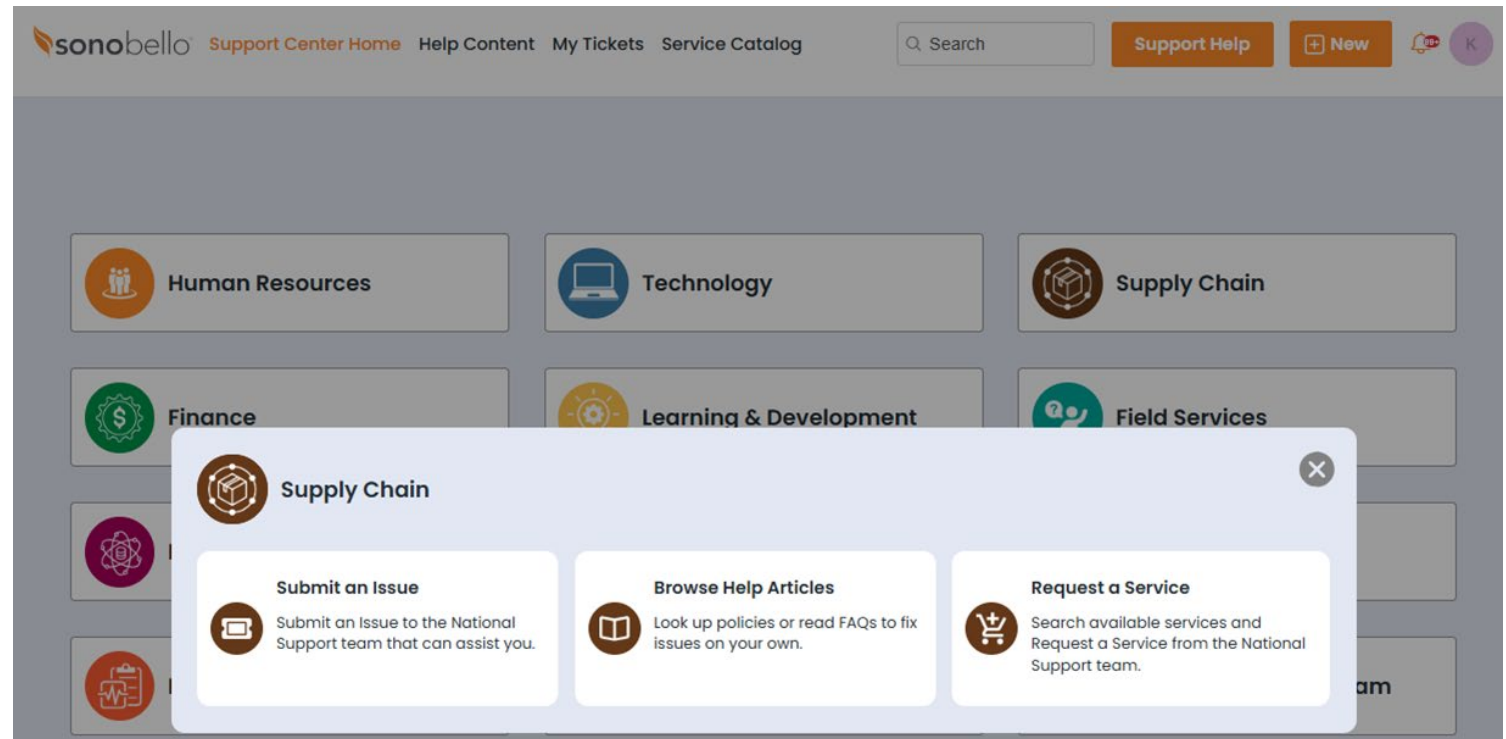


Source: ESM Platform

Enterprise Service Management



- Issue Tickets
 - 7 SPOCs (**S**ingle **P**oint of **C**ontact)
- Help Articles
 - 100 Field-Facing
 - 57 Internal Supply Chain
- Service Requests
 - 15 Field-Facing
 - 5 Internal Supply Chain



Source: ESM Platform

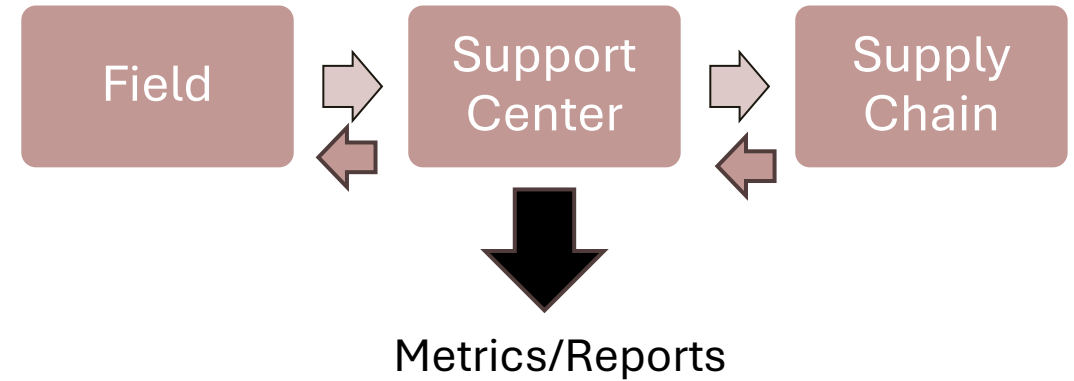
Outcome



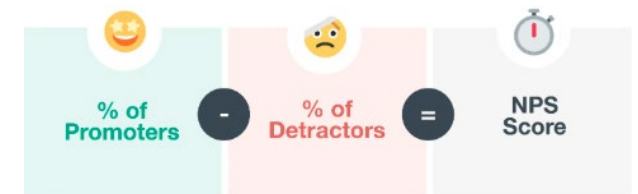
First year results for Supply Chain

- **2,048** Issue Tickets
- **72%** Resolved on First Contact
- **99.6%** Resolution SLA Compliance
- **3 hrs 21 min** Average Resolution Time
- **466** Service Requests – Field-Facing
- **439** Service Requests – Internal Supply Chain

CONTROL



Satisfaction survey for support from Supply Chain = NPS of 96



Lessons Learned



- Launch as an enterprise-wide standard for all departments
- Redirect emails, calls, chats to the ESM platform
- Create Help Articles that can be searched with key words
- Create Service Requests for commonly requested tasks

Key Takeaways



- Standardize your support model to reduce CHAOS
 - *Email*
 - *Phone*
 - *Teams Posts*
 - *Teams Chats*
 - ***ESM Platform***
- Involve your technology team in selecting an ESM platform
- Leverage metrics and reporting to continuously improve

Questions?



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