



## Service Maturity Assessment

## Optimize customer experience and reduce asset downtime with predictive service

In today's fast-paced and competitive landscape, reducing unplanned asset downtime is crucial for maintaining a seamless customer experience and meeting service level agreements. However, achieving this goal can be challenging without a clear understanding of where your company stands on the Service Maturity Continuum and where you want to be in the future.

The Argano Service Maturity Assessment is a four-week, fixed-budget engagement that evaluates your current service operations and provides a high-level roadmap for transformation. Utilizing the Service Maturity Continuum, we help you identify where your customer service model falls on the reactive-predictive spectrum.

Our dedicated team of experts works closely with your organization to align your goals and vision for the future to guide your service operations towards a more mature and predictive approach. Leveraging our service expertise and industry best practices, we empower you to optimize your service operations and the experience you provide to your customers.

- Improved customer experience
- Reduced asset downtime
- Maximized asset lifespan
- Reduced total cost of ownership
- Improved safety (plan vs.

"48% of customers have switched brands for better customer service, and 94% say good customer service makes them more likely to make another purchase."

Source: Salesforce "State of the Connected Customer," May 2022

### The Service Maturity Continuum

# Level 1

#### Reactive Fix when broken

- Case Creation
- Case Classification & Routing
- Inventory Tracking
- Manual Work Order Management
- Shipping & Receiving
- Complaint Handling
- **Customer Communication**
- Service reports

#### Level 2



#### Planned

Prevent issue through scheduled maintenance

- Scheduling & Dispatch
- Warranty & Entitlements
- Installed Base Management
- Parts Management
- Tools Management
- Installation Coordination

#### Level 3



#### Proactive

Elimination of issue before reported by customer

- Omni-channel Support
- IoT Enabled Devices and Signal Detection
- Live Single Device Data & Analytics
- Automated Work Order Creation Based on Thresholds
- Knowledge Enabled Operations
- Customer Satisfaction Survey

#### Level 4



#### Predictive Service

Predict issues through Forecasting, Advance Analytics & Al

- Automated Maintenance Schedule Creation
- Historical Data + Live Data Across Devices
- Advanced Algorithms and Analytics