



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.

Benefits of Predictive Service:

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

"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

