

# Transform your Service Management Platform In 4-6 weeks!

Fusion GBS combine their capabilities to streamline and automate Service Management processes, enhance employee and customer experience, and consolidate fragmented services. These outcomes are uniquely achieved through a data-led approach and outcomes-based methodologies to transform your Service Management and Operations and let you focus on your customers. Rapid Service Management Transformation (RSMT) is specifically designed for organisations who want to rapidly improve their service management capability, ensuring accelerated and effective transformation.



## Create capacity on service desk

Significantly reduce workload directed to the service desk and deliver great customer experience by self-service with automated fulfilment workflows.



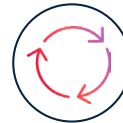
## Self-service first choice for users

Rapid improvement in self-service adoption, thereby deflecting calls and emails from the service desk and delivering great customer experience.



## Exceptional employee and customer experiences

Transformative contact strategy enabling employees and customers to access relevant services across any digital channel.



## Modern SaaS platform

Highly scalable agile platform for digital workflows across the enterprise, with upgrades applied automatically and new features available immediately.

## Rapid Service Management Transformation components:

Fusion GBS achieves these outcomes using unique Intellectual Property that we bring to the ITSM solution. This IP is in the form of accelerators such as:

- **Benchmarking** – Fusion GBS uses its unique AI Talos product to understand incoming load and process efficiency to guide the ITSM deployment.
- **Accelerated Service Catalog** – Over 100 common IT services to build a critical mass service catalog day 1 based on AI Talos analysis.
- **Best Practice Foundation and Process Data** – This data provides a consistent structured for service management allowing improved reporting, automated assignments, automation of common tasks exploitation of AI.
- **Scenario Training** – Walk through common tasks each job role to coach employees in best practices processes and tool usage.

Fusion GBS will continue to benchmark your operating model performance following the deployment. This tracks the benefit realisation and can form the basis of a Continue Service Improvement (CSI) initiative to drive the service management transformation and the roadmap.

## Customer Outcomes:

# 40%

### Reduction in manual activities

A global oil company reduced its Service Management manual activities by 40% in 3 months, resulting in \$3.9m savings per year.

# 25%

### Reduction in missed SLAs

A global telecoms operator reduced missed SLAs by 25% within 3 months.

# 30%

### Increase in self-service adoption

A global gaming company increased self-service adoption by 30% in 3 months.

# 60%

### Increase in service desk capacity

A healthcare provider increased service desk capacity by 60% through automating mundane activities.



Contact Us



Info@fusiongbs.com  
www.fusiongbs.com