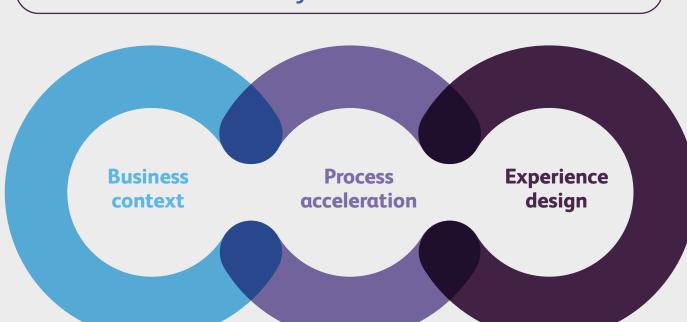


What is service design?

A collaborative reimagining of business processes and operational models to create optimal service experiences

Key elements



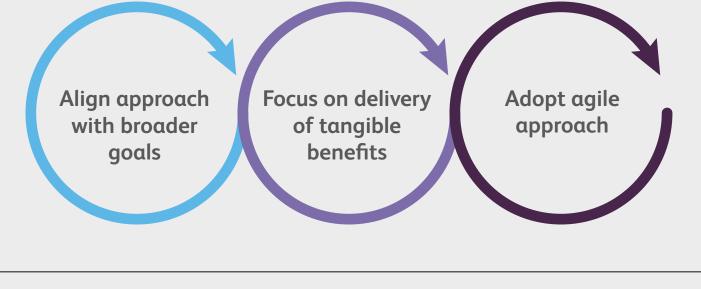
- Current process flow
- Key pain points and their impact
- Ideal KPIs
- Compliance checks needed
- Innovate and optimize delivery
- Identify repetitive and low-complexity tasks
- Centralize content and data
- Use analytics to enhance insights
- Streamline processes to achieve targeted outcomes
- Comprehensive service design
- Last-mile focus
- User experience sought
- Ease of interaction and intuitiveness

needed

Process for executing service design initiatives Re-engineer processes through a bottom-up service design approach for meaningful long-term delivery benefits



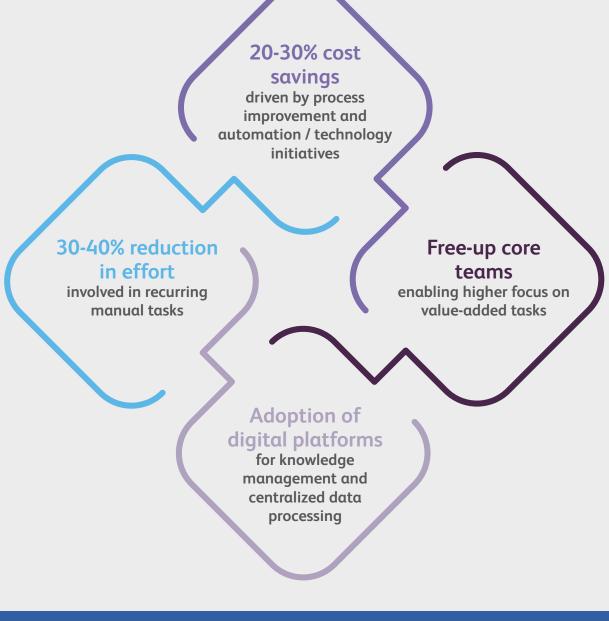
Fundamentals of bottom-up service design Start small and quickly scale up to business functions that have a direct or indirect impact on client interactions



A well-implemented service design engagement can lead

Potential benefits

to several benefits



For details on how you can optimize your processes though a

bottom-up service design approach, contact us at:

fs-solutions@evalueserve.com

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