ServiceXRG

Who We Are & How We Help You

INTRODUCTION

Who We Are

Since 2004, ServiceXRG has guided the world's leading technology companies in their strategic efforts to retain customers, grow recurring revenue, and achieve cost efficiencies through the delivery of high-quality services.

ServiceXRG's Approach

- More than a consultant, we provide personalized hands-on engagement.

- ServiceXRG delivers tailored research-based insights with experience-based guidance.

- We apply proven methods and project planning capabilities to get things DONE.

- We guide businesses through transformation of operational and commercial processes to optimize performance and maximize recurring revenues.

- We know you are busy, we'll help you get more done, faster.

ServiceXRG's Capabilities

- **Current State Assessments And Recommendations**

- **Customer Needs Analysis**

- **Monetization Opportunity Assessment**

- **Best Practices And Industry Trends**

- **Competitive Analysis**

- **Customer Studies & Interviews**

- **Framework Building Workshops**

How We Deliver Results

Our process creates a roadmap to your service success.

ServiceXRG

1. Assess

Assess your goals, benchmark current capabilities, establish your maturity to execute

2. Plan

Formulate recommendations to optimize, accelerate, and transform your services

3. Execute

Deliver expert coaching to implement your custom roadmap

4. Success

Provide insights to enable further success with your services

Core Capabilities are Critical to Success

Strategy	Service strategy and plan
Programs	Portfolio of programs
Team	Team roles and organization
Process	Activities and actions
Technology	Enabling tools
Insights	Data, metrics, and analytics

How to Be Successful with Service

Core service capabilities enable activities and outcomes.

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The path to Service Outcomes

Your Roadmap to Service Success will help prioritize and achieve your most important outcomes

Outcomes
Success, Support, Scale, Retain, Grow, Transform

Service Activities
Marketing, Sales, Delivery, Metrics, Training, and More

Core Capabilities
Strategy, Programs, Team, Process, Technology, Insights

How to Engage

Go Forward, Faster, and Farther with our membership.

Through our Service Success Base Membership, we give you expert coaching and ongoing research insights to help you along your journey to Service Success.

ServiceXRG membership programs provide you and your service teams access to the following:

- Guided Assessments
- ServiceXRG Roadmap™ to Service Success
- Coaching / Advisory
- Research and ServiceXRG Playbooks™ with unlimited access and distribution within your company
- Success Roadmap Extensions

Success Roadmap Extensions

Add-on services aligned to your needs to accelerate your service outcomes.

Assess, Benchmark, and Plan

- **Current State Capability Maturity Assessment** – An inventory and benchmark of your current service capability maturity.

- **Guided Assessment** – In-depth assessment to define needs and expected outcome for a specific initiative.

- **Benchmarking** – Conduct benchmark of key performance metrics.

- **Opportunities and Risks** – Identification of strengths, weaknesses, opportunities, and threats.

- **Service Outcome Potential** – Analysis of your potential to achieve service outcomes and performance based on capability and activities assessment.

- **Custom Roadmap** – Develop custom ServiceXRG Roadmap for specific areas of the business.

Success Roadmap Extensions

Add-on services aligned to your needs to accelerate your service outcomes.

Execute

- **Expert Coaching** – Access to more hours per month of expert coaching.

- **Executive Leadership** – Coaching and guidance for executive leadership to help develop skills, awareness, and refine service plans and initiatives.

- **Executive Briefings** – Targeted sessions for your executive team.

- **Service Leadership Workshops** – In-depth sessions for service management teams.

- **Bootcamp** – In-depth sessions for teams.

Don't see it on the list? Just ask.

About ServiceXRG

We believe that great services are the key to great business outcomes.

Since 2004, we have guided Service and CX leaders in their pursuit to optimize delivery strategies, deliver customer value, improve organizational effectiveness, adopt technology and automation, and maximize the role and impact of services.

We help Chief Customer Officers, Customer Success leaders, and Support leaders succeed with services by improving capabilities that enhance their maturity to execute and achieve service outcomes.

We accomplish this by applying the ServiceXRG Framework™ for Service Success.

Our process creates your roadmap to service success.

We use our comprehensive research-based methodology for service assessment and planning to provide you with a customized ServiceXRG Roadmap™ with a pathway and expert guidance for ongoing success with services.

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