



# Columbus Service Delivery Management

Delighted customers. Guaranteed growth

**76%** of B2B buyers expect their (business) partners to know their unique needs and expectations – a statistic that points towards how important it is to provide – and receive – excellent customer service.

At Columbus, we believe in putting our customers at the center of the story by prioritizing what they want done – and how they want them done – by placing ourselves in our customers’ shoes.

## As a result, Columbus’ service delivery is acknowledged for:

- Providing cost-effective and timely resolution to companies after understanding their businesses and existing challenges
- Pre-empting their future hurdles and implementing proactive preventive measures
- Engaging frontline employees of companies to deliver the ultimate customer experience

## Our industry-recognized service delivery management model is founded on:



Regular and transparent communication – to ensure our customers are constantly updated on Columbus’ performance on meeting obligations



Extending 24/7 support – through a one-service desk in 9 languages



Taking complete ownership – by a dedicated and experienced service delivery manager



Providing customizable services – irrespective of service-level agreements, scope of work or service hours



Continuous governance – through not one, but 3 meetings conducted by this service delivery manager



Offering flexible pricing models – to accommodate individual company budgets and requirements



# USPs of Columbus' brand of service delivery

## Dedicated, single point-of-contact service delivery manager:

- To manage all kinds of customer questions and escalations
- To facilitate customers' desired outcomes without they worrying about the associated costs and risks
- To handle customers'
  - Service Requests and Service-level Management
  - Incident Management
  - Problem Management
  - Change Management
  - Capacity Management
  - Availability Management
  - Contract Management

## Three types of governance meetings

### Strategic

- To review customers' strategic activities that may affect application/ infrastructure service delivery
- To discuss business architecture, add-ons and contractual changes to SLAs and charges

### Tactical

- To plan for upcoming projects, services and changes
- To discuss scope of work adjustments and improvements to tactical operations
- To review customers' performance reports and financial status

### Operational

- To review activities, SLA and service delivery status
- To conduct root cause analysis
- To define continuous improvement initiatives

At Columbus, we don't stop at gauging customer satisfaction through regular evaluations. Our service delivery managers go a step further and adjust the delivery process to ensure it is more seamless and hiccups-free, based on the feedback we receive.

Columbus is an IT service and consultancy with more than 2,000 employees worldwide. We bring digital transformation into your business and position you to thrive in the future. We are experts in designing, implementing and maintaining digital business applications to help your business succeed in the digital age. With over 30 years of experience serving more than 5,000 customers, we offer a comprehensive portfolio with deep industry knowledge and extensive technology experience to help modernize your business. Columbus has offices and partners all over the world and we can, therefore, deliver our solutions and services locally—on a global scale.

For more information about ColumbusCare services, please contact us at [us-marketing@columbusglobal.com](mailto:us-marketing@columbusglobal.com).