

Executive Summary

As a leading global supplier of Business Process as Service solutions in the supply chain, procurement, travel and customized product domains, eBuilder faces a unique set of challenges in the cloud computing industry. Technical support is an integral element of the product offering to the eBuilder customers. The technical support is contract bound and its performance is measured monthly and linked to financial measures. Technical support function which provides this service is a responsibility of the author as the “Head of the Global Support”.

The performance of the support function has faced problems in low operational efficiency and low customer satisfaction. A project to “Improve the eBuilder support function” had become an operational necessity and a corporate priority. The two pronged attack of the project was to improve the operational efficiency of the support team while measuring and improving the customer satisfaction levels. Project aimed at achieving 97% on time delivery commitment across all product verticals while improving operational efficiency via reducing issue back log by 50% compared to November 2013. Another objective of the project was to reduce the service penalties to zero after the project as a result of customer commitment compliance. Measuring customer satisfaction and maintaining it at 80% favourable level was set as an objective to the project as well.

After the conclusion of the project, results were calculated as at end of March 2014. On time delivery commitment of over 97% were achieved by two product teams while the procurement and travel teams achieved 93% and 96% respectively. Incident backlog reduction of 40% was achieved for two product teams. No service penalties were imposed by customers on the organization based on the evidence of constant service improvements. Initial customer satisfaction survey revealed 57% favourable satisfaction level among customers. A follow up survey is to be done within next six months to measure the satisfaction level changes as a result of the project.

Author as the manager responsible for the eBuilder support function initiated and drove the project with the help of support staff. The operational efficiency is poised to get better with the re-engineered business processes taking effect after the conclusion of the project. The senior management attention on the project has resulted in support functional goals being included in the company strategic plans which would result in more focus for the continuous improvements.