

# CASE STUDY

Helping a home services company  
improve service delivery

# We reimagined our client's customer experience supported by an ERP system

## CUSTOMER JOURNEY AND ERP PLANNING

- What is our target customer experience?
- What gaps exist that inhibit that experience?
- Would an ERP system improve customer experience and profitability?



## SATOV APPROACH

- Designed target experience to support new brand vision
- Facilitated workshops across organization
- Quantified benefits related to ERP implementation



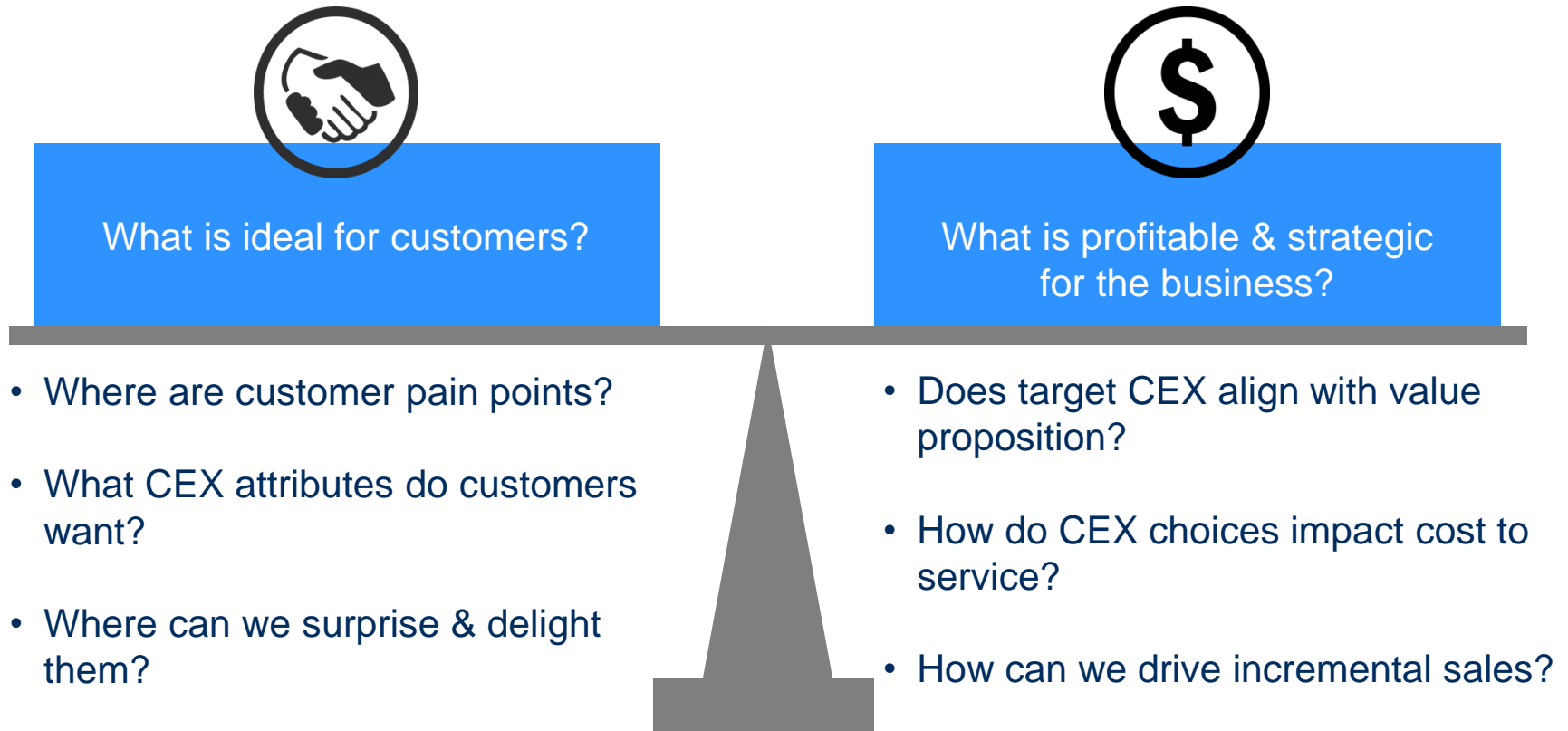
## WE HELPED THE CLIENT

- Articulate target customer interactions
- Design back-end process maps for delivering target experience
- Develop ERP business case with stakeholder sign-offs

Does this sound interesting? Email us to get more details.

# We helped our client make difficult trade-offs

We led facilitation sessions to define the target customer experience:

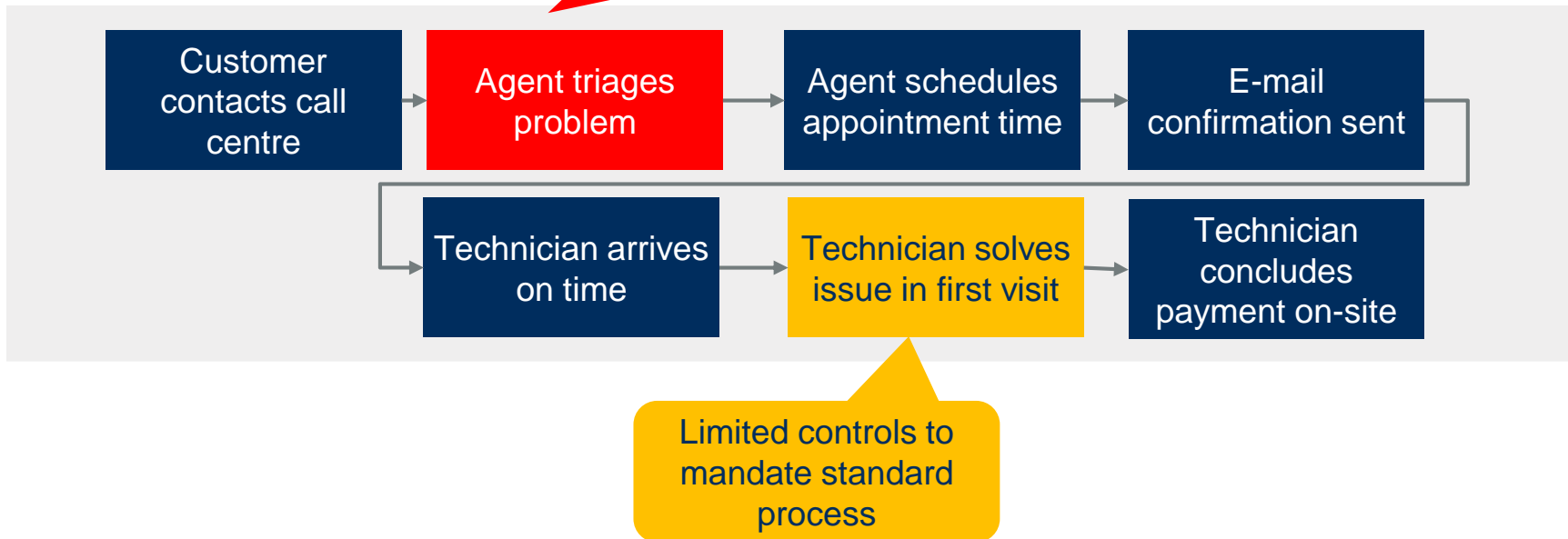


# We identified gaps to meeting the target experience

## Process map: call center technical issue

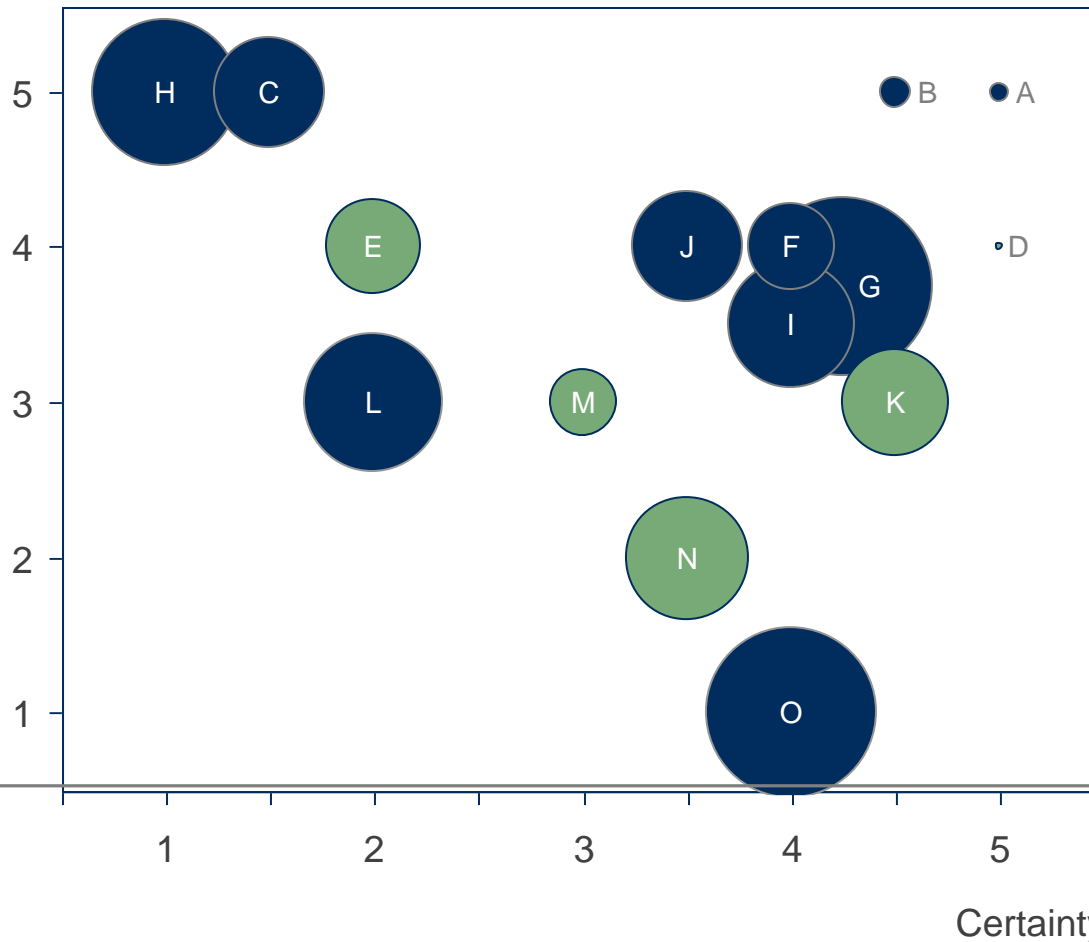
### Legend

- Process gap
- People gap
- Technology gap



# We identified, sized, and prioritized improvement opportunities

Ease of Implementation



Legend:

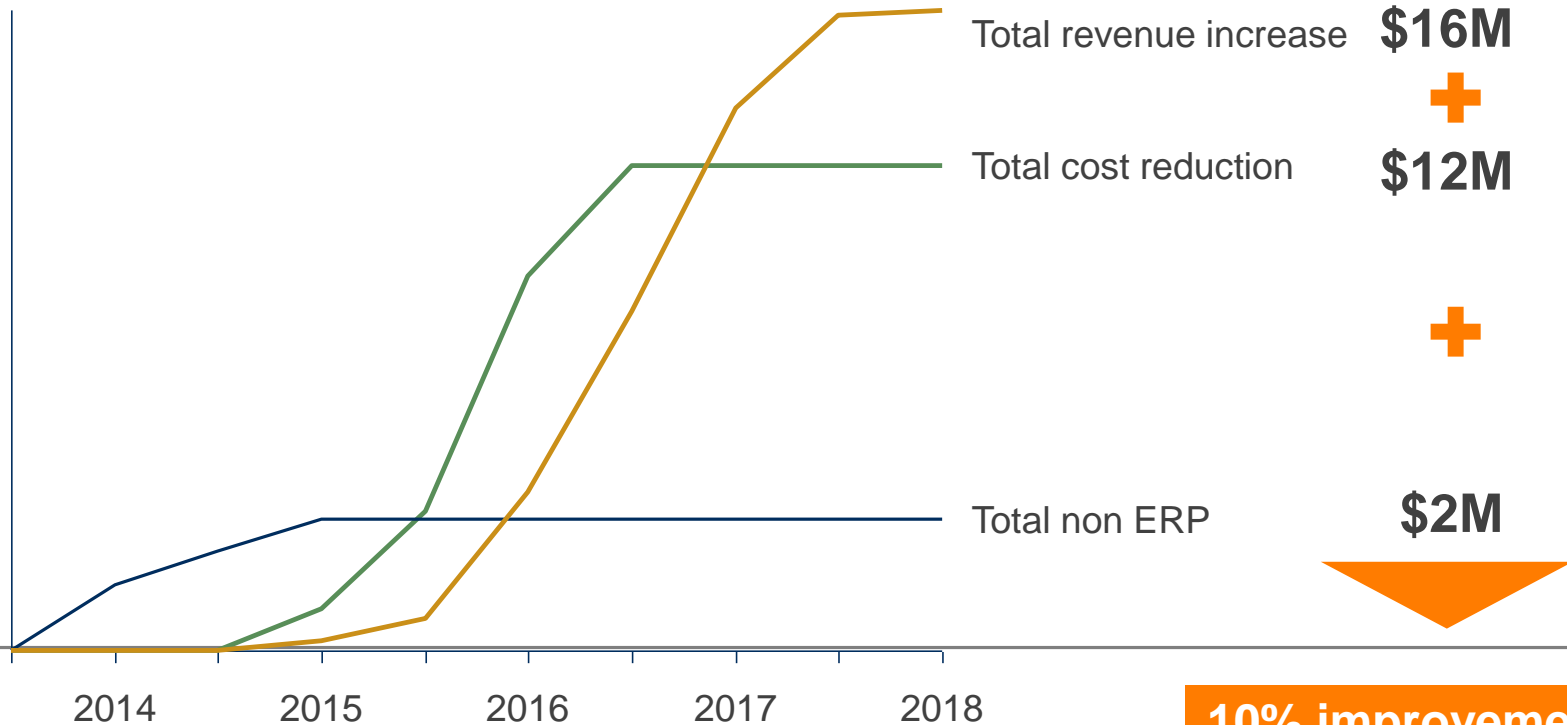
- ERP dependent
- Independent of ERP

Size of bubbles based on benefit value

# We identified \$28M in ERP-dependent opportunity

## Benefit realization over time

\$M OF TOTAL YEARLY BENEFIT



**10% improvement in gross profit**