

Customer Perspective on Service Maturity

- Are you ready for a cloud enabled future for your ERP?

About Me



“Having spent 20+ years in technology tackling ever larger problems and enabling innovation through the delivery of IT strategies, I've been privileged to have taken part in and led the delivery of large scale cloud and compliance solutions across Higher Education, Telecoms and Banking Sectors for customers as broad as Heriot Watt University, Birmingham City University, British Telecom, BGC Partners and Bank of China.”

Sub Optimal Process Adoption Pain

- Confusing process experiences from the user and operator perspective
- No consistent design logic or visibility of user feedback
- No sharing of resources at the centre
- Lots of sharing of resources within the schools and other divisions, but all doing different things
- Senior Leaders drawn away from strategic output, instead dealing with process complaints and dissatisfied internal business stakeholders
- Paper based culture with lots of workarounds
- Inconsistent hours of operation
- Unsustainable in a global institution



Creating Powerful Business Processes

- A coherent user journey that offers transparency of the task being performed
- Consistent design logic with iterative feedback from the user throughout the process
- Permitting of resource agility and role sharing/location diversity
- Senior Leaders focussed on strategic output, with process complaints and internal business stakeholders satisfaction managed by internal leads (alongside third party suppliers)
- Digital at source – less paper
- Consistent hours of operation
- Supporting Strategy 2025



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Service Centric Structure by Design

Multi Channel Contact Centre Technology with Pipeline Process Capability

Helpdesk Service Team(s) Utilising Customer Relationship Management Practices

ERP Suite with Highly Configurable Business Process Integration & Automation Capability

Hire to Retire

Core Finance

Learning &
Progression

Purchase to Pay

Resource
Management

Reporting &
Support

Change and Adoption Method

Technology Implementation

Step 1

Business
Process
Mapping

Step 2

Service
Experience
Mapping

Step 3

Maturity Self
Assessment

Step 4

Business
Readiness
Workshops

Outcomes

Roadmap of deliverables

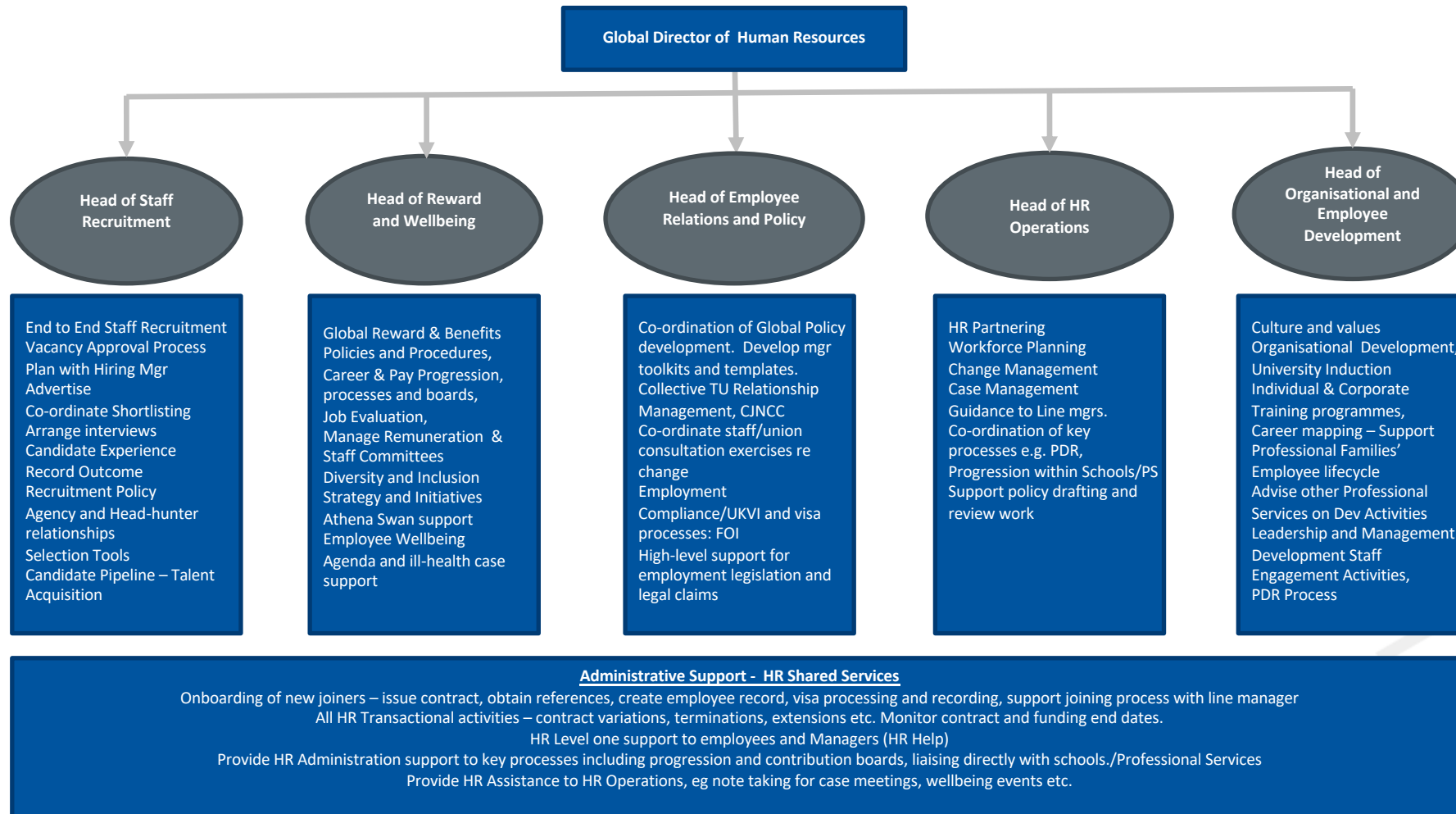
Business readiness strategies
function by function

KPI's for Achievement of
Deliverables

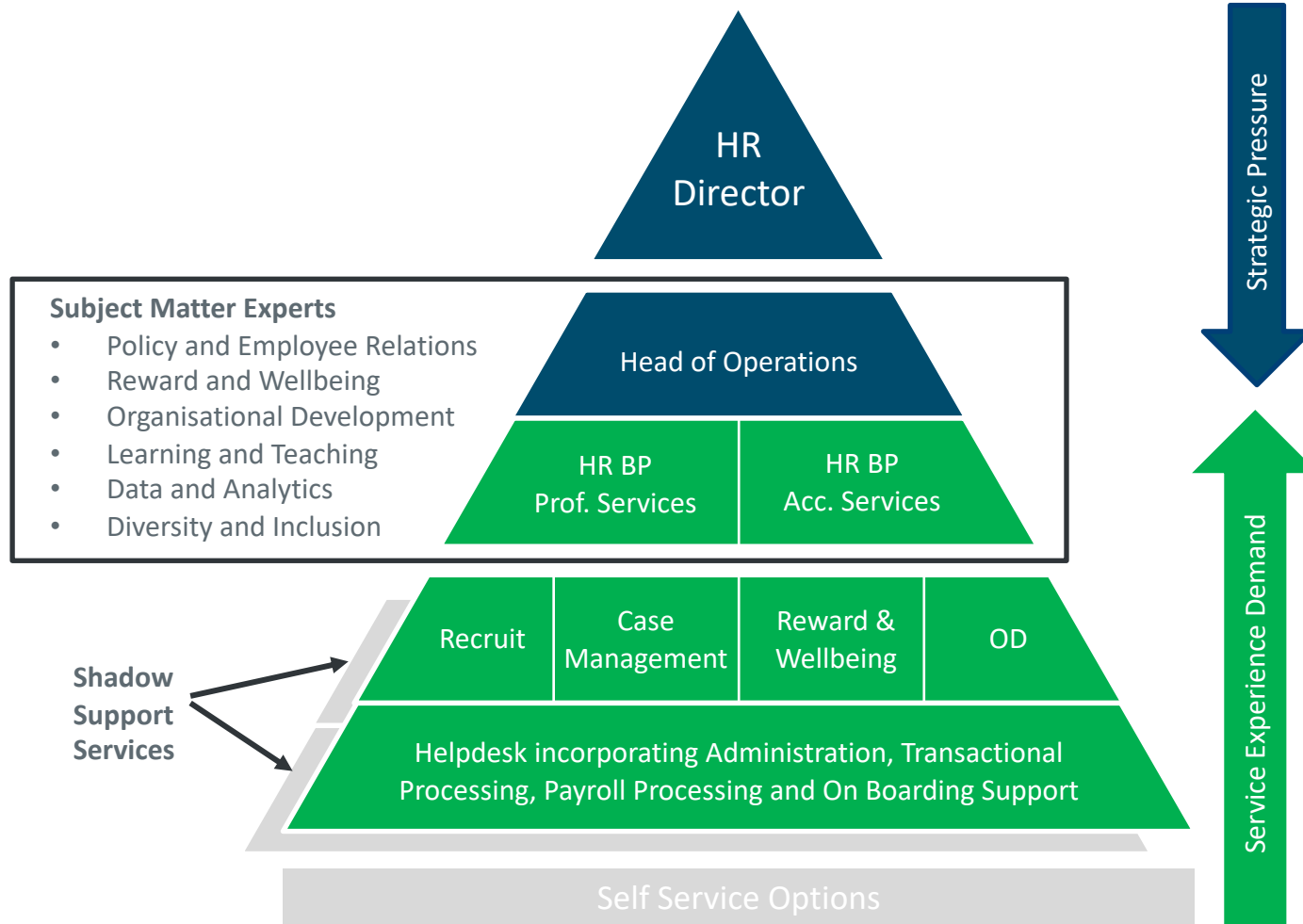
Outline resource and schedules
for achievement of business
readiness

Benefit Timeline Assurance

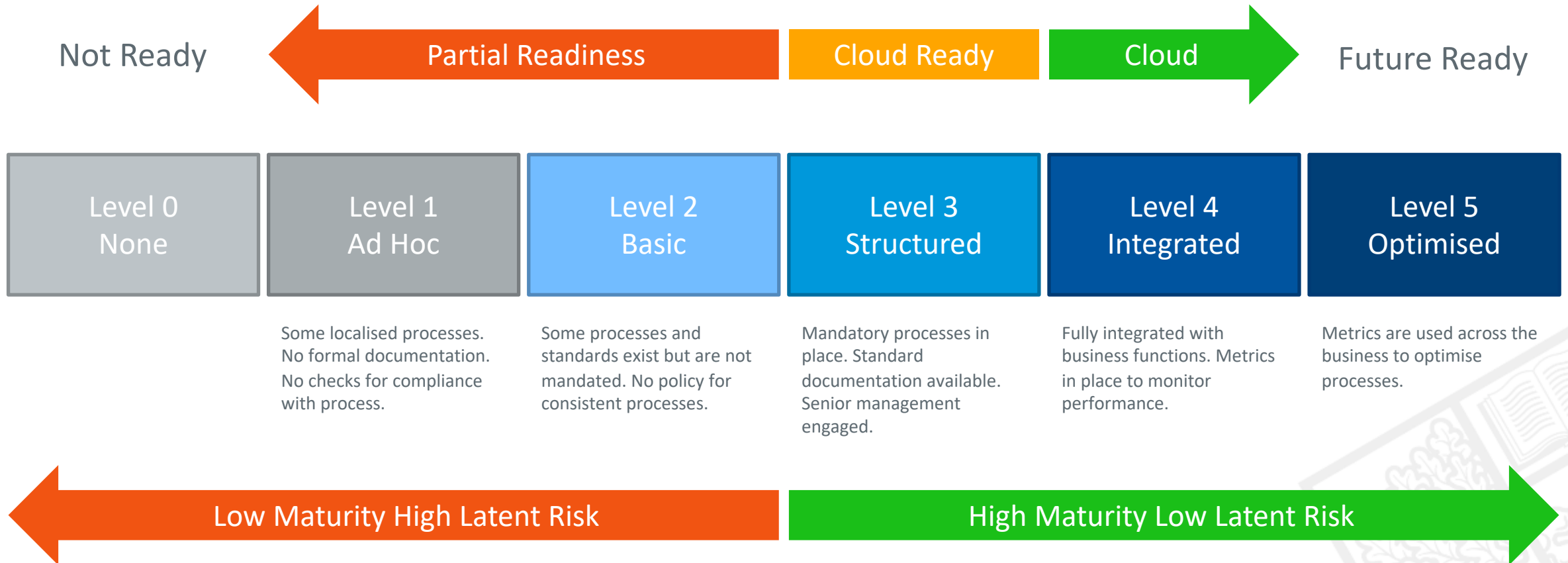
Example HR Structure Chart



Example HR Service Experience Structure



Process Maturity Model



Example: HR Admin Helpdesk Maturity

Level 2 Basic

“Fewer aged tickets without activity, understanding and application of the SLA's. Better use of the system by the individuals in the various specialist areas”

Level 5 Optimised

“All the behaviours of L4 with a Quarter on Quarter reduction of tickets, global use of the platform with cross skilling across region. Enhanced hours of coverage. Direct connection of strategy with user requirement. Reduction of resource required to manage tickets”

Level 1 Ad Hoc

“Many aged tickets without users having clear communication of where their tickets are. Nobody responsible for the overarching service experience”

Level 4 Integrated

“Tickets created from the process so that users have an integrated experience of using the service. Qualitative metrics for the resolution and experience of logging the ticket. Reflexive feedback post closure to assess how well the service was delivered. KPI's for Team Leaders, Middle Managers and Senior management on SLA adherence and customer feedback”

Level 0 None

“We don't have one”

Level 3 Structured

“All tickets are systematically checked and user experience and satisfaction is maintained for the majority of requests in line with SLA. Senior Management users are aware on a weekly basis of the core statistics for both number of tickets and level of outstanding aged tickets”

Immature Practice

Best Practice

Foundational Design Decisions Need Extra Care...



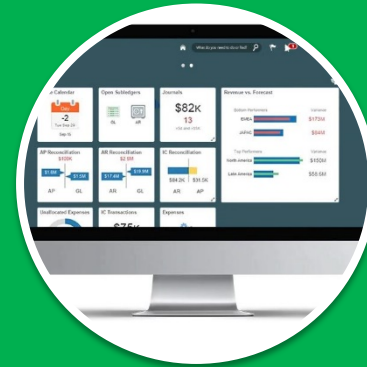
Initial workshop to discuss how we work

- These sessions will allow Oracle to confirm what they know about how we work
- They allow us to discuss a broad range of foundational topics related to organizational setup, data and how our departments are structured



Follow On Session to Discuss Recommendations and Scenarios Specific to your areas

- Here we discuss the pain points specific to your area or the area that you represent
- We'll pay direct reference to the best practice guidance that Oracle supply



Developing the content and Linking those recommendations and scenarios to the emerging strategic objectives for the programme

- We'll link what you do in your respective areas to the strategic objectives and create some high level walkthroughs



Approval of the recommendations to the programme governance board based on a walkthrough of how the recommendations will meet our strategic objectives

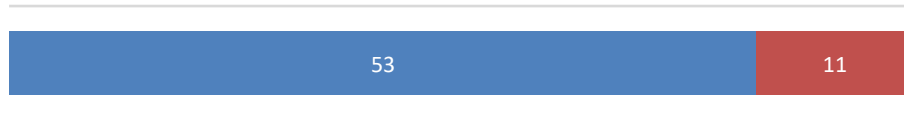
- This will allow us to start the build process for our first deliverable – HR
- This will help to ensure that we're aligned as a programme



Keep asking your community how they feel?

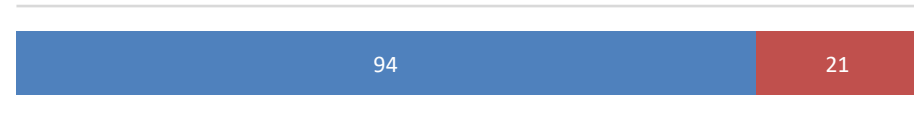
COMMUNICATION

■ Positive ■ Negative



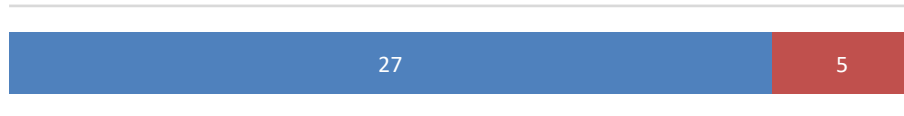
FACILITATION

■ Positive ■ Negative



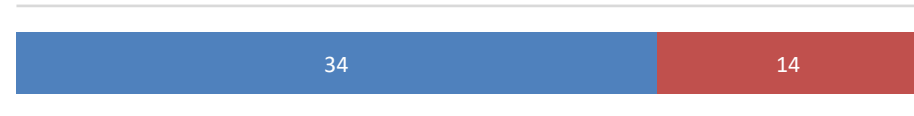
LEADERSHIP SUPPORT

■ Positive ■ Negative



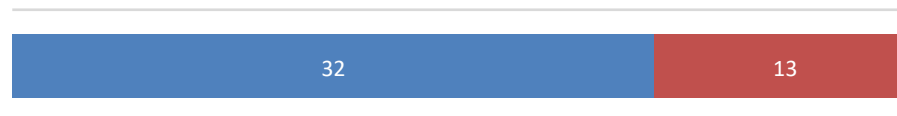
PERCEIVED BENEFIT TO ATTENDEE

■ Positive ■ Negative



POSITIVE ADOPTION

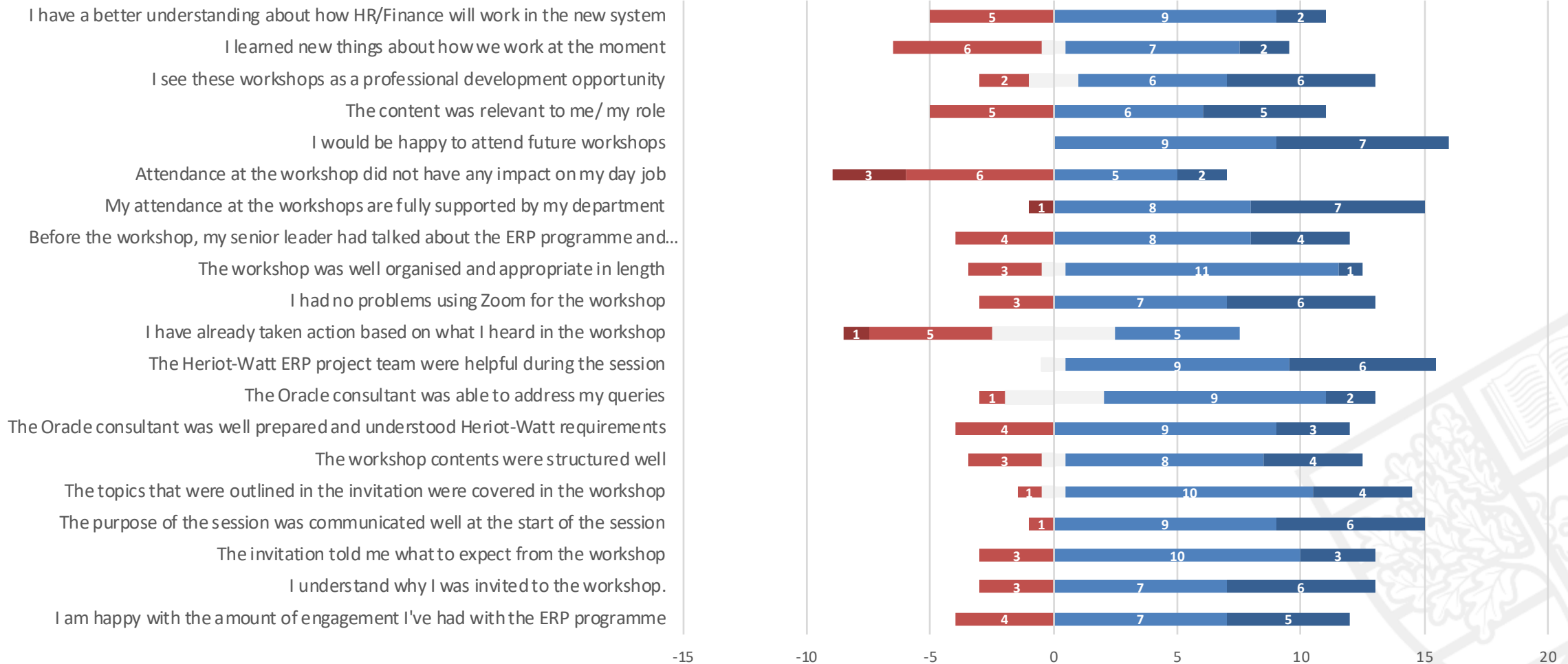
■ Positive ■ Negative



Keep asking your community how they feel?

DETAILED RESULTS

■ Strongly Disagree
 ■ Disagree
 ■ Not Applicable
 ■ Agree
 ■ Strongly Agree



Mind the gap....



Questions

