

## Customer Satisfaction Dilemmas:

- Not meeting customer expectations?
- Evidence of inconsistency in operations and processing?
- Are **business processes** hindering the workforce from meeting customer service and satisfaction goals?

*If any of these issues related to business process sound familiar, you're not alone. But how do you achieve high satisfaction ratings such as those from J. D. Power and other reputable audit companies, while juggling organizational deadlines, quotas, quality goals and performance expectations?*

Quality metrics such as **information, communication and customer service** can be influenced by a company's **business processes** – and impact satisfaction rankings.

### Current State:

Complex and convoluted operations and processing, resulting in low customer satisfaction.

Companies build processes that enable them to provide quality services for customers, but over time, new rules, products, regulations, staff turnover, undocumented changes and anomalies cause those once-streamlined business processes to become unnecessarily complex and convoluted. At the same time, empowering staff to submit problem tickets gets in the way of meeting their daily/weekly metrics.

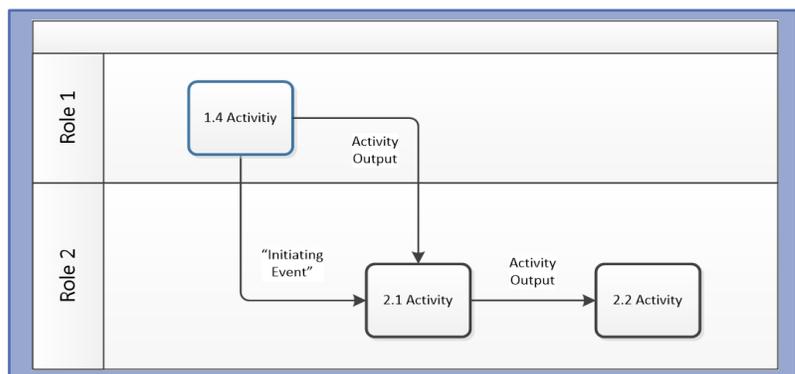
*Where do you start to unwind and revamp the business process to improve the satisfaction of your customers?*

### Goal State:

Business processes that are simplified, consistent, and drive higher customer satisfaction.

Leveraging Technology has proven, scalable Business Process solutions to untangle your current state and move the company toward delivering the value expected by customers. We utilize frameworks with flexible approaches to impact results quickly without a significant time investment by the organization.

**Step 1:** We start with an initial **assessment** to swiftly identify the most common pain points. Working with your management team and workforce, the assessment paints a picture of your current state. It will point out the low-hanging-fruit where simple changes can have **immediate positive impact**.



**Step 2:** Here we scale based on the degree of process depth desired. Whether it's a Root Cause Analysis (RCA), an improved customer value end-to-end process overhaul, or a full-blown Lean Project, Leveraging Technology has a solution that will fit your timeline and budget, **focusing on the key business processes from the eye of the business customer**. Our approach is to **collaborate** with your team on a new model that puts a greater emphasis on customer value while keeping sight of strategic business objectives.

**Step 3:** Streamlined business processes. **Improved customer (and employee) satisfaction**.

### Want to learn more?

Contact [Sandy Kleinberg](#), Business Architect, 585.454.4250 x145 to talk about an approach that may make sense for your organization.

### About Leveraging Technology

We are a business consulting firm founded in 1998. We employ a practical, partnering approach to transforming the design and architecture of your business and information technology environment to drive business performance.

Working with Leveraging Technology is different than with other consulting firms because we look at each client's organization and not just the technology. We partner with clients in unique ways to help them design and build internal capabilities and sustain them in the most cost-effective way.