



## Some references

**New service organization set up** for an energy distribution company including customer oriented SLA's / new service organization / BSM roles / Issue management / RFP specifications for outsourcing ...

**Future proof strategy** for a Belgian air navigation service provider including new service strategy / business and technical service catalogue / improved IT management processes / Business & ICT Change Advisory Board ...

**Better service – less calls** for a large international HR service provider including set up of scalable support model / performant central helpdesk / standard service catalogue / self-service portal / concrete SLA's ...

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# BUSINESS SERVICE MANAGEMENT

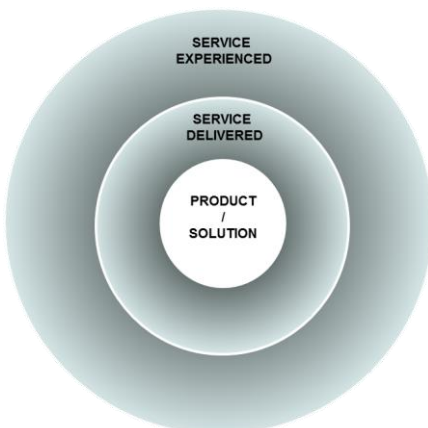
## Addressing business challenges through BSM

BSM is a set of management and governance practices around the delivery of business services, with the objective of providing extra added value to customers, in order to **meet or even exceed their expectations**.

BSM helps you to set up and implement a coherent strategy to address business challenges like:

- Innovating towards digital
- Changing customer demands (faster, cheaper, ...)
- Customer retention
- Pressure to reduce costs
- Pressure for growth and pressure due to growth
- Changing competitive landscape
- Changing rules & regulations

## The results



### Xedis BSM measurable impact:

- Reduced "cost of non-Quality"
- Business Agility
- Higher Customer Experience and Net Promotor Score (NPS)
- Committed Service Levels
- Service offerings Transparency
- Controlled Outsourcing
- Increased first-call resolution of your Service Desk

## Contact us for more information

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Harmonizing Technology Delivery with Business Challenges

## Our BSM capabilities for your customer facing services

**Service Strategy:** Define the strategy to deliver the service your customer expects

**Issue & Request Management:** Deal with customer requests & issues and treat these effectively by resolving the underlying cause

**Service Catalogue:** Bring transparency in your service offering and show what extra added value you can bring to your customers

**Committed Service Levels:** Stick to your promises via end-to-end, transversal SLA's & agree performance indicators on customer satisfaction

## Our BSM capabilities for your internal organization

**Support Organization:** Set up a professional support organization (People, Process, Technology)

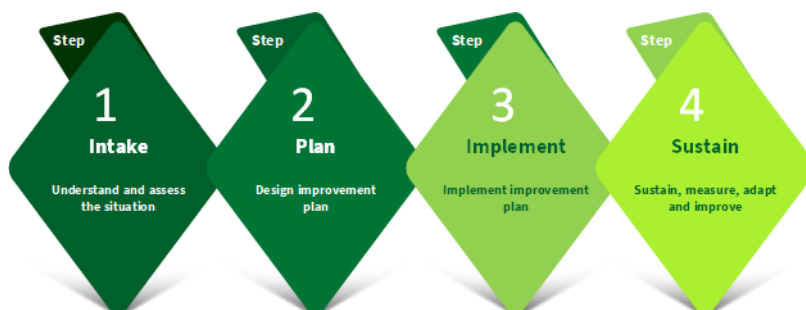
**Staffing BSM Roles:** Coach internal staff in new BSM roles. If you don't have them, we can staff these roles ad interim for you

**Managing Suppliers:** Prepare for and transition to outsourcing of non-core activities and manage the suppliers afterwards

**Change Management:** Get your people to support the new way of working

## Our approach

We offer you a modular and flexible 4-step approach to exceed your customers' expectations

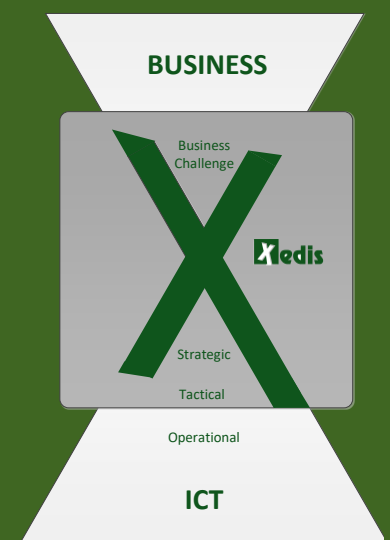


Ask our BSM team for more insights: [bsm@xedis.be](mailto:bsm@xedis.be)

We increase your management & strategy capabilities through consultancy, coaching and people focused management of change.

We exceed your expectations through our:

- Overall industry and business knowledge
- Client-oriented attitude
- Value-driven
- Performance-oriented
- Customer delight
- Quality
- Expertise
- Dedicated people



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