PIVOT
TECHNOLOGY SOLUTIONS

CLIENT CARE FRAMEWORK

Centralizes management of IT resources, contracts and finances to optimize costs

PIVOT'S UNIFIED PORTFOLIO OFFERING

Through our Unified Portfolio, we deliver solutions across the full life-cycle of our customer's technology investments.

SERVICE CHANNELS

- Fulfillment
- Professional
- Deployment
- Workforce
- Managed

SOLUTION DISCIPLINES

- End User
- Network
- Data Center
- Collaboration

SERVICES VALUE STREAM

Assess → Design → Implement → Manage → Optimize

ENHANCE QUALITY AND ENSURE ALIGNMENT

In order to transform technology from a collection of hardware and software to a strategic corporate asset, organizations must align IT with business objectives. This has given rise to a concept known as IT Business Management, which helps organizations map IT resources and costs to business services and demonstrate the value of IT investments. However, siloed IT processes and a lack of metrics and reporting make it difficult to implement the IT Business Management model.

Pivot Technology Solutions has developed a Client Care Framework to help organizations better manage IT resources to meet business demands. Based upon multiple industry-standard methodologies, the Client Care Framework provides a foundation for IT governance and operational excellence. It is implemented by a Client Success Manager (CSM) with the business and technology acumen to help drive performance improvements throughout the IT environment.

The CSM serves as a single point of management between Pivot and the client and across internal and external shared teams. By assuming overarching responsibility for all areas of engagement, the CSM helps identify opportunities to reduce costs and improve efficiencies while maintaining quality and customer satisfaction. Standardized templates and preapproved reporting formats provide visibility into key performance indicators (KPIs), enabling business leaders to track the progress of IT initiatives.

PIVOT DELIVERY FRAMEWORKS

The Pivot Delivery Frameworks are part of an initiative to standardize delivery methodologies to better serve our customers.

- **AIM** - transformation framework focused on analyzing and improving our methodologies
- **Center of Excellence Program (COEP)** - created to evaluate and design Next Gen services and solutions
- **Client Care** - dedicated to governance and operational excellence
- **Project Management (PMO)** - created to deliver best-in-class project management
- **Pivot Ready** - focused on on-boarding customers to better their Managed Services experience

FOUNDATION FOR SUCCESS

In many organizations, IT operations are designed to facilitate the management of traditional data center architectures. As a result, IT teams are segmented based upon hardware-specific expertise and application ownership. Poor communication among the various projects and groups makes it difficult to implement repeatable processes and fully leverage automation. Costs are not understood or measured.

Business users are often dissatisfied with the existing set of IT services and the quality of service delivery. Lacking standardized policies and agreed metrics, however, IT teams struggle to improve performance and meet business needs. IT is slow to introduce new products and services, and the business views technology as a cost center rather than a source of competitive advantages.

Pivot's Client Care Framework is an IT governance model that leverages Six Sigma, ITIL and other quality-management standards to help improve IT service management. It is designed to connect the needs of key stakeholders and develop a unified strategy with transparent communications. All work is controlled and coordinated using a customer-first approach based upon measurable outcomes. Quarterly executive reviews, monthly leadership meetings, and weekly performance meetings and reports help maintain adherence to contractual and financial requirements.

The Framework also ensures the accountability of Pivot teams working in partnership with the client. KPIs and other metrics are tracked to ensure that performance requirements are met and invoices are accurate. Processes are benchmarked for reporting against goals and objectives, helping to drive improvements and enhance business alignment.

THE ROLE OF THE CSM

The CSM is responsible for understanding the client's business objectives and ensuring the desired business results are achieved. Working in a trusted relationship with the client, the CSM coordinates day-to-day operations, change management, billing and invoicing, and serves as an advisor for strategic initiatives.

Internal and external teams can funnel their questions, issues and escalations through the CSM, who tracks them in an organized manner and ensures they are expedited. In addition, the CSM tracks and reports contractual SLAs as well as any cost reductions that can be included in multiyear contracts.

CSMs also work with Pivot's teams to drive process improvements and proper execution of services. They leverage the client's ITSM tools extensively to drive best practices in order to reduce service costs, touch time and user downtime.

Pivot's CSMs have the industry experience and leadership skills to consult and collaborate with the client on IT process maturity and digital transformation. They also understand industry trends and can aid in the development of technology roadmaps to meet short- and long-term business goals.