

Service Oriented Organization iTalent Delivers *Seamless* Experience

Summary

Operating from a Services View: iTalent delivers Service Oriented Organization (SOO) for consolidated operation functions helping to transform and deliver a seamless experience for customers, partners and the global field team.

Challenge

Inability to deliver seamless experience due to the fact various activities resided in different functional organizations. Began with the alignment and optimization of activities across the functional groups. However, at the end of the day, it was still trying to implement across multiple, disparate organizations.

Capability

Create the next generation customer, partner, and global field experience as it pertains to sales operations and support, transforming into a Shared Services Organization.

Deliverables

- Shared Services Assessment and Operational Design Review.
- Inventory organizational services using iTalent's proprietary Services Assessment Methodology
- Associated like and related capabilities into logical “services” groupings
- Developed hierarchical services structure (Service Catalog) representing all organizational offerings
- Mapped processes, identifying gaps, optimization opportunities, and process dependencies
- Created Services Metrics Framework that aligned and consolidated BI elements to a service structure
- Built out Service Costing Model that tracks and creates opportunity to thread service costs together
- Delivered quarterly service reviews on performance up and down, and across services stack

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...Within one quarter [iTalent] delivered more than the previous vendor did in the whole year, and we saved money...they brought a unique methodology that delivered results.

Senior Manager, Leading Networking Company

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The Results - One Happy Client

Improved interaction with customers, partners and the global field team, and increased functional productivity and delivered holistic services view of measures impacting the operation.



Who We Are

iTalent Digital

iTalent is an innovative, global technology firm that enables clients to achieve exceptional business outcomes through digital transformation, partnership, collaboration and communication.

Headquartered in San Jose, CA., iTalent helps companies such as Cisco, Veritas, and Sephora do what they do better through a wide variety of offerings such as:

- Digitizing Operations
- Increasing Collaboration
- Business Intelligence and Analytics
- Optimizing System Processes
- Change Management
- Cloud and Software Development
- Mobile Application Development
- Digital Transformation

All of these solutions and the diverse, unique, and effective team makes iTalent the best fit for businesses looking to streamline and improve business operations. The team has numerous awards to its name, including three APAC Stevie Awards, three Best in Biz Awards, six Stevie ABA Awards, four Stevie Awards for Women in Business, a WRMSDC Rising Star Award, and Cisco's 2016 Diversity Award.



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