



Mobile Fieldforce Health Check

> Services

Real Partner. Real Solutions. Real Value.



As organizations turn to technology to drive efficiency in the field, the challenge as always is to achieve more for less, maximizing operational benefits and return on investment.

About ABeam Consulting

ABeam Consulting provides business transformation services that create strategic advantage, improve business processes, leverage technology innovation, and enhance organizational performance for leading multinational and domestic companies worldwide. We serve as a real partner to our clients, building enduring relationships by delivering real solutions that create real value.

For more information about ABeam Consulting's capabilities, services and industry expertise, visit www.abeam.com.

INTRODUCTION

The efficiency of mobile field operations is becoming ever more important for organizations that rely on dispersed workforces to remotely deliver service to their customers.

Service organizations are under pressure to balance the need to maintain the highest levels of service with the challenge of reducing operational budgets. Investment in sophisticated technology to transform operations in the field is often seen as the answer, however fieldforce transformation programs are complex, requiring more than the implementation of technology solutions to create efficiencies.

ABeam has accumulated extensive experience and knowledge of fieldforce transformation programs through years of successful implementation. Through our "Mobile Fieldforce Health Check," we can help ensure expected benefits are realized where they matter.

WHAT IS THE FIELDFORCE HEALTH CHECK?

The ABeam Mobile Fieldforce Health Check is a fixed priced review of your company's field operations. It delivers a detailed assessment of the specific challenges and opportunities in terms of operational efficiency and service excellence. The health check can add value at any point in the Fieldforce Transformation lifecycle.

"ABeam brought knowledge and pragmatism to our business efficiency program, which has really helped us deliver rapid results."

Steve Stenson, Business Development Manager, Centrica

Mobile Fieldforce Health Check

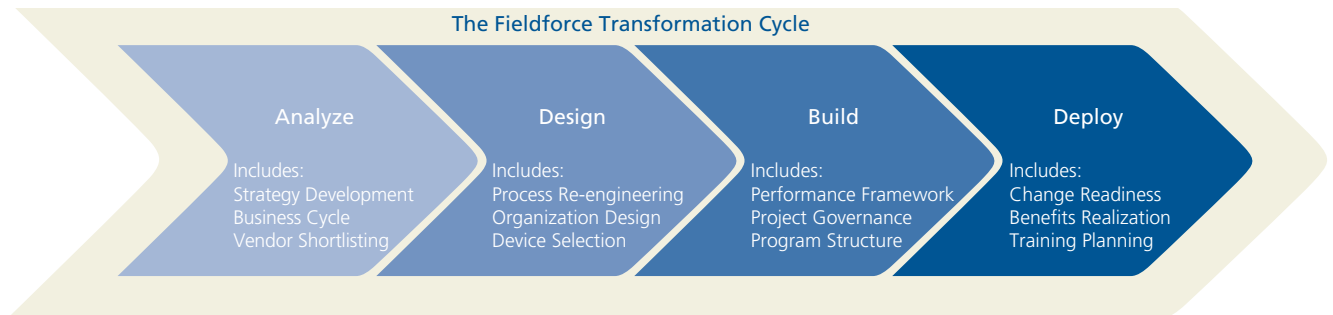


Figure 1. Fieldforce Transformation Cycle

As a result of the Health Check, ABeam can provide your company with objective technology and business process advice to prevent potentially large and costly mistakes in the future.

HEALTH CHECK APPROACH

Our multi-dimensional approach across People, Process and Technology ensures that the Health Check is much more than just ticking the boxes. We recognize that technology is only one element of the overall solution; our experience shows us there are many other aspects to delivering these programs.

"As a water company, we're feeling the pressure from all angles with regulators demanding more effective capital investment and customers, better prices. Through our work with ABeam we were able to squeeze out any unnecessary costs from our operations, while providing better services to our customers."

Allan MacMaster, Information Change Delivery Manager, Scottish Water

Therefore, our Health Check is designed to be a catalyst for change, providing real solutions to support organizations in taking a proactive approach to transforming their field organization.

Features of the Mobile Fieldforce Health Check

- **Cost-effective.** Our health check is competitively priced and will save you wasted time, effort and money.

- **Inclusive.** Consultation across key business areas such as call center, field operations, and planning functions ensures an accurate assessment.
- **Wide-ranging.** Analysis of performance against benchmarks and best practices across a spectrum of industry sectors.
- **Proven.** Field-tested tools and techniques provide an "at-a-glance" assessment of findings and suggest solid improvements.
- **Flexible.** Our approach is tailored to suit the specific needs of both the size and lifecycle stage of the program, saving time and cost.
- **Comprehensive.** Delivery of objective feedback that is thorough and totally independent and makes a real difference to an organization's business performance.

Our Health Check outputs are customized to your specific areas of focus, e.g. business case evaluation, program assurance, technology assessment, or even the business's change readiness.

What are the Benefits?

- **Reduce risks for Fieldforce transformation initiatives,** providing an early warning of potential pitfalls and costs.
- **Uncover hidden ROI potential,** discovering areas where your existing investment can be leveraged to further benefit your organization.
- **Address the most pressing issues,** identifying key challenges and providing associated recommendations that will tackle the greatest barriers to success.
- **Prioritize business effort,** structuring valuable resources to focus activity against the areas that deliver the most benefit.
- **Establish a realistic roadmap,** to offer clarity of direction with a complete business strategy and action plan.