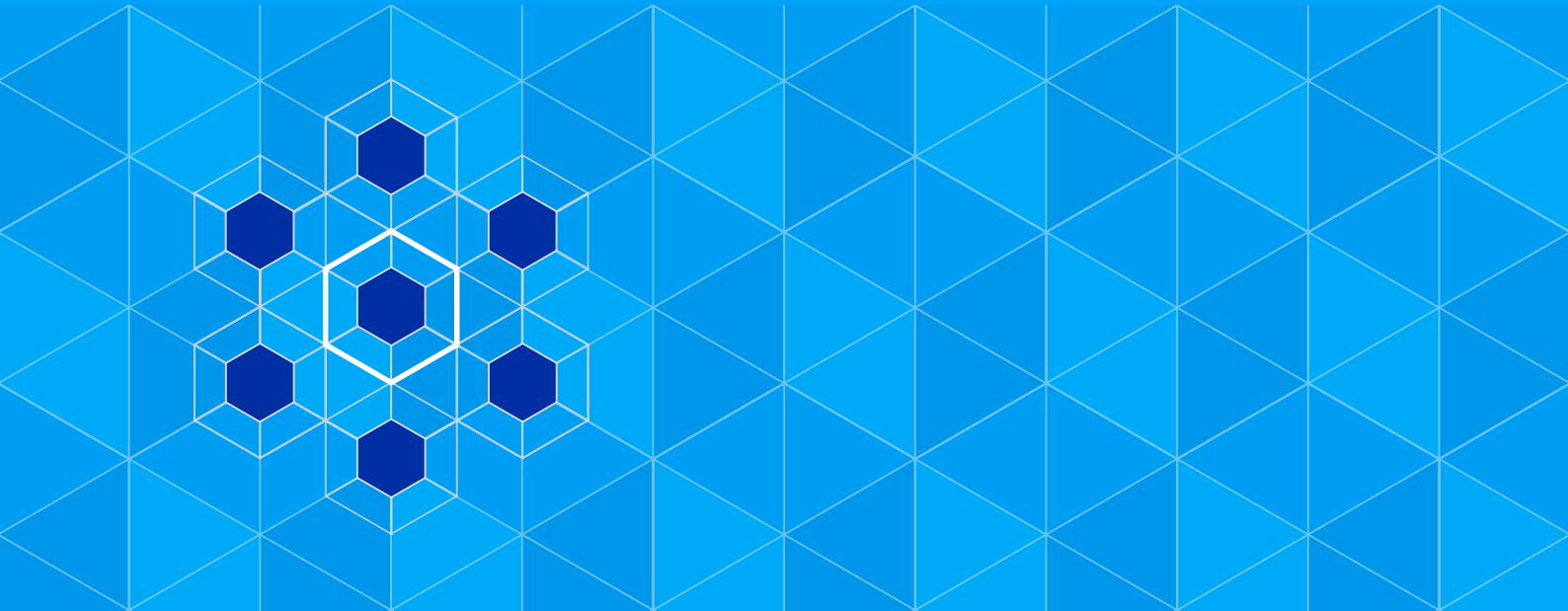




Rivor Ability Tools®

Service Hub



A tried and tested framework for building and operating service-centric support functions.

We make it work

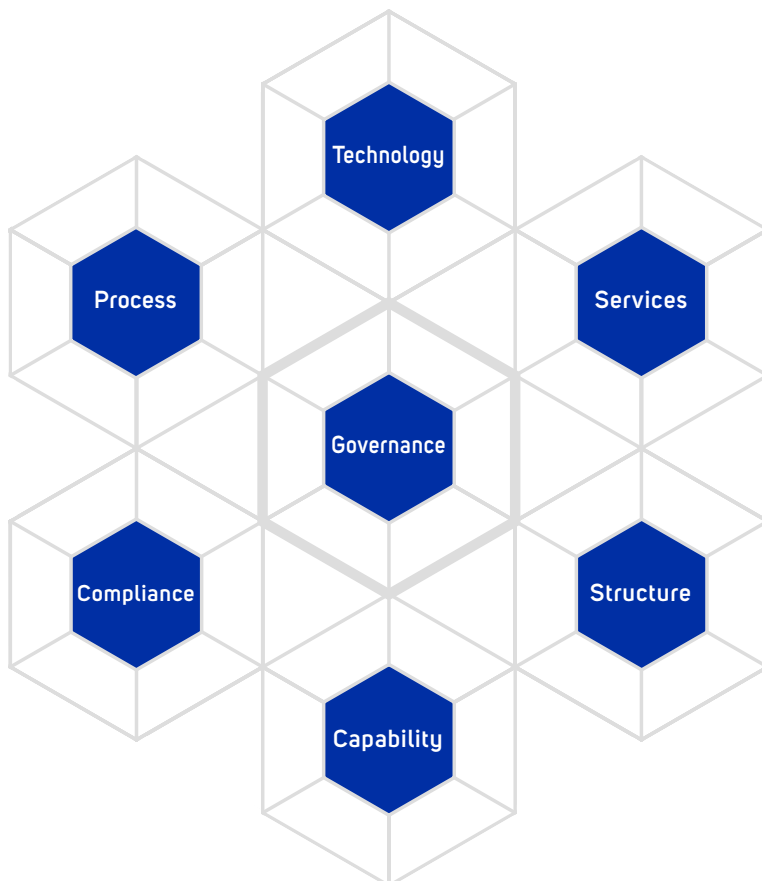
RIVOR
Advisory

A proven and reliable support services solution

Service Hub offers a proven and reliable blueprint for constructing and managing service-oriented support functions within organisations. This framework serves as a solid foundation, drawing upon established methodologies and accumulated wisdom to enhance the efficiency and effectiveness of service delivery.

A structured approach to service delivery

At the heart of Service Hub is a carefully constructed service model that encapsulates best practices garnered from diverse industries and contexts. This model serves as a guiding light, providing a structured approach to service delivery that is both resilient and adaptable.



Governance

- Business Purpose
- Value Proposition
- Guiding Principles
- Joint Operating Committee

Services

- Performance outcomes
- Service Contract & Catalogue
- Service Level Agreement & KPIs
- Rise & Fall Price Structure
- Customer Service Query & Resolution

Structure & Capability

- Structure & Roles
- Skills & Training
- Joint RACI linked to processes

Processes & Compliance

- Delivery Methodology/Process Maps
- Policies & Procedures
- Work Instructions
- Controls Architecture
- Quality Assurance Accreditation
- Technology

Applications & Security

- Business Continuity
- Mobility & Connectivity
- Integrations
- Data Ownership
- Business Intelligence

Enhanced service performance

By adopting the Service Hub framework, organisations can significantly enhance the performance of their support services, fostering a work environment where individuals feel supported, empowered, and equipped to excel in their roles. Through the incorporation of leading-edge methodologies and continuous refinement, the framework remains dynamic, evolving in tandem with emerging trends and innovations in service management.

Central to Service Hub's efficacy is its focus on optimising the service experience. By streamlining processes, clarifying roles and responsibilities, and promoting a culture of service excellence, the framework empowers support service employees to deliver exceptional support to customers and colleagues alike. Moreover, Service Hub fosters a sense of ownership and accountability among team members, nurturing a collaborative environment where individuals are motivated to contribute their best efforts.

Service Hub represents a paradigm shift in how organisations approach service-centric support functions. By providing a robust framework grounded in best practices and adaptable to change, Service Hub empowers organisations to elevate the service experience, drive service excellence, and stay ahead of the competition.

Achieves high-quality service outcomes

Service Hub establishes systematic approaches to understanding, meeting, and exceeding business expectations. By leveraging the right mix of tools and technology, the support service can anticipate and fulfill those expectations more effectively, delivering a high level of performance transparency and high-quality service outcomes within agreed timeframes and budgets.

Aligns with business objectives and goals

Service Hub establishes a comprehensive framework that includes a service catalogue, deliverables, scope, service levels, and responsibilities to define service activities and how they will be delivered. It ensures that the team's composition, roles, and responsibilities are closely aligned with the objectives and functions of the service model.

Ensures high-quality service outcomes

Service Hub identifies the specific competencies, knowledge, and expertise needed to successfully carry out each task or aspect of the service to ensure that the individuals involved possess the necessary skills to deliver high-quality outcomes. It also establishes a structured set of controls, policies, and procedures to ensure that your organisation adheres to external quality, security, and audit certification requirements.

Drives employee satisfaction and loyalty

Service Hub establishes systematic approaches to understanding, meeting, and exceeding the customer expectations while leveraging the right mix of tools and technology to anticipate and fulfill those expectations more effectively, drive employee satisfaction and loyalty, and differentiate from other employers.

Contact us

For an obligation-free conversation about how you can use Service Hub to enhance your employee experience, please contact me.

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