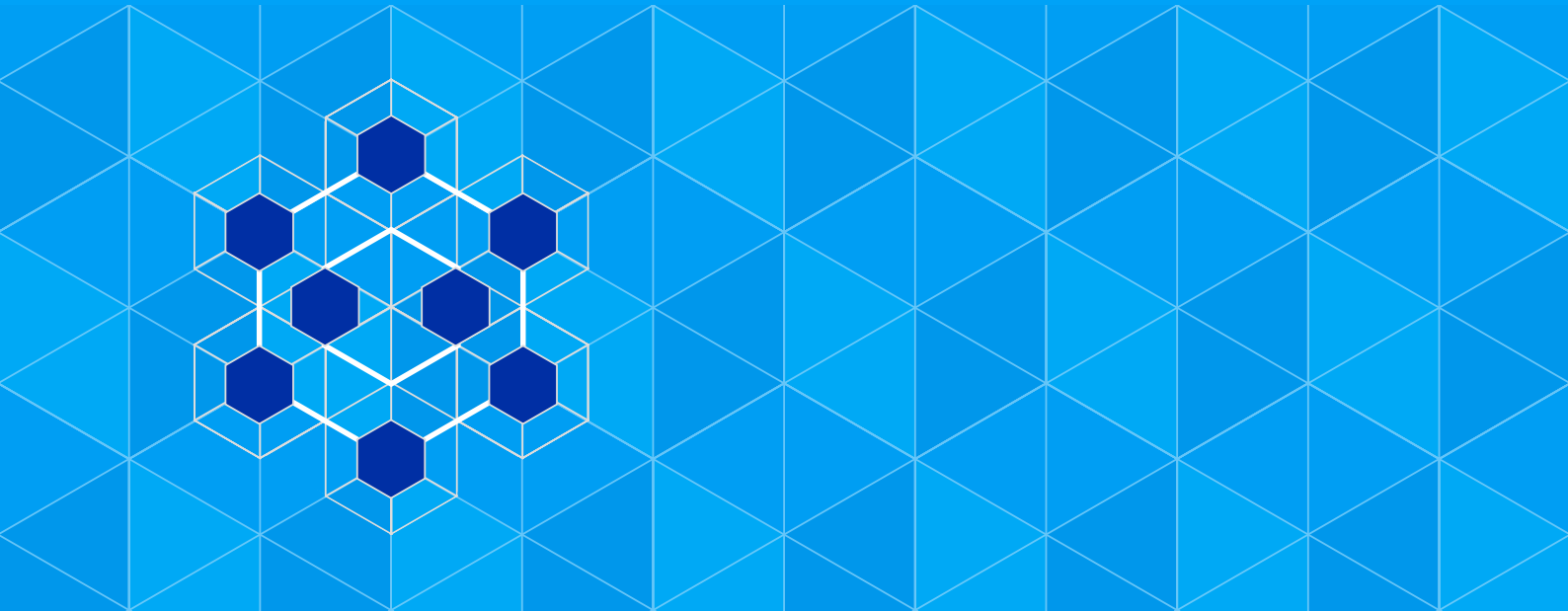




Rivor Ability Tools®

## Service Alignment



A tried and tested framework for building and operating business support functions.

We make it work

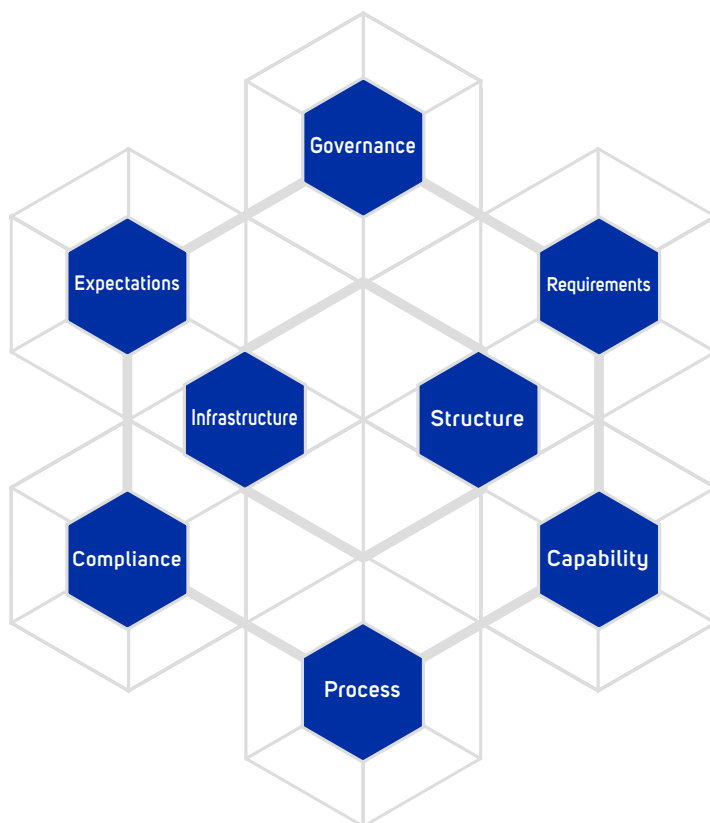
**RIVOR**  
Advisory

# A proven and reliable support services solution

Service Alignment offers a proven and reliable blueprint for constructing and managing business 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 Alignment 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

Determines the frameworks, policies, and guiding principles required to support strategic objectives.

### Structure

Determines the roles, responsibilities, hierarchies, and service model required to ensure effective service delivery.

### Requirements

Identifies and aligns the service activities required to meet customer needs.

### Capability

Ensures workforce skills, knowledge, and competencies are aligned to and support service delivery.

### Infrastructure

Ensures tools and systems adequately support service delivery.

### Process

Eliminates inefficiencies and redundancies in workflows and processes.

### Compliance

Ensures service delivery practices comply with relevant regulations and standards.

### Expectations

Ensures service delivery expectations are agreed upon, understood, managed, and met.

## Enhanced service performance

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By adopting the Service Alignment framework, organisations can significantly enhance the performance of their business support functions, 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 Alignment'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 business support function employees to deliver exceptional service to customers and colleagues alike. Moreover, Service Alignment fosters a sense of ownership and accountability among team members, nurturing a collaborative environment where individuals are motivated to contribute their best efforts.

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

## Achieves high-quality service outcomes

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

### Aligns with business objectives and goals

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Service Alignment 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

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Service Alignment 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 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

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

## Contact us

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For an obligation-free conversation about how you can use Service Alignment to enhance your business support functions, please contact me.

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