



# Workgroup Research Subscription Service

*Research Services for Individuals and Workgroups.*

## A Unique Research Subscription Service

The ServiceXRG Workgroup Research Subscription Service provides you and your workgroup with the data you need, when you need it, backed by the expertise to help you apply it to your business. Unlike typical research subscriptions, ServiceXRG provides you with the flexibility to receive comprehensive published research reports, custom data cuts and access to ongoing inquiry support. As a research subscriber you will have online access to all our reports and articles. In addition, our search function will help you find the research publications that cover the topics you are interested in. We also provide online access to presentations we have made on a variety of support and service topics. ServiceXRG provides you with the ability to tap into the data you need, the way you need it on demand. The subscription is a 12 month program that provides you with access to the following:

- A printed copy of all published reports
- One account to servicexrg.com for exclusive use by the primary contact for online access to research
- One primary contact for the Data-on-Demand inquiry support.

The fee for this program is \$5,000 for a 12 month subscription. Each additional contact is \$2,500 which includes Data-on-Demand inquiry support, an additional online inquiry contact account and a printed copy of all published research.

## Access to a World of Information

ServiceXRG conducts on-going research of carefully selected target audiences to assure a representative and balanced perspective of the services marketplace. ServiceXRG interviews service executives from leading information technology vendors to establish industry best practices and performance benchmarks. ServiceXRG also studies the expectations and perceptions of your customers that rely on you for service and support. By conducting research of these two important communities ServiceXRG can provide a 360° view of the service marketplace.

## Flexible Data Access

ServiceXRG's unique data-on-demand capability provides flexible access to an extensive repository of service industry data. Let ServiceXRG know what data you are looking for, how you want it segmented and ServiceXRG will provide you with the results from the ServiceXRG database. Data segmentation provides in depth access to information based on company characteristics.

# Research Topics

ServiceXRG provides extensive coverage of critical areas of the service and support industry. ServiceXRG offers depth and breadth of industry coverage and continues to monitor industry trends and developments to assure that the topics covered are aligned with the needs of our clients.

## Support Financials

- ▶ Funding levels
- ▶ Financial Models
- ▶ Revenue contribution
- ▶ Margin performance

## Support Programs

- ▶ Portfolio types
- ▶ Service level agreements
- ▶ Program pricing

## Support Sales & Renewal

- ▶ Sales Channels
- ▶ Attach & Renewal rates
- ▶ Commission & Incentives
- ▶ Discounting practices

## Service Levels Performance

- ▶ Phone Service Levels
- ▶ E-Mail Service Levels
- ▶ Web Support Service Levels
- ▶ Live /Remote Service levels
- ▶ First Contact Close Rate & Cost

## Self-Service Effectiveness

- ▶ Live Support Rate
- ▶ Self-Service Rate
- ▶ Success Rate
- ▶ Deflection Rate
- ▶ Self-Service Transaction Cost

## Closure and Escalation Rates

- ▶ Case Closure Rates
- ▶ Escalation Model Used

## Outsourcing

- ▶ Use of Outsourcing
- ▶ Outsourcing Destinations
- ▶ Savings from Outsourcing
- ▶ Satisfaction with Outsourcing

## Customer Satisfaction

- ▶ Satisfaction Assessment Strategy
- ▶ Reasons for Dissatisfaction
- ▶ Scoring Methodology



## About ServiceXRG

ServiceXRG specializes in helping companies develop and execute service and support strategies that strengthen customer relationships and optimize financial performance from service operations. ServiceXRG's research provides a balanced perspective of the IT services industry with views from users, service professionals and suppliers. ServiceXRG combines years of real-world service industry expertise with a unique ability to collect, analyze and present high quality industry data. ServiceXRG provides custom benchmarking, competitive analysis, customer satisfaction assessment, and a series of reports on industry trends and best practices. For more information, visit [www.servicexrg.com](http://www.servicexrg.com).