



## **It's All About Delivery: People, Tools and Processes**

Great philosophy and compelling models mean absolutely nothing without world-class execution. PerceptIS lives in execution mode 24x7 because we realize that execution connects plans to user satisfaction. We also believe that there are 3 key components in execution: people, tools, and processes.

**People.** PerceptIS realizes that people are the greatest variable in developing world-class support organizations. Get good people and keep them.

Proper selection using multiple screenings based upon our own set of key components is the starting point. We hire from a multitude of sources: local candidates get preference; we also hire from unusual sources and locations because our tools allow us to hire from a distance.

Next, make sure that they have the proper information and tools to do their job. And all employees deserve a good boss, so we evaluate our managers as well as our employees. Proper compensation, benefits and incentives motivate our people to “do what’s right to deliver on our promise.” Finally, we measure our performance on each interaction with a user. It’s all about delivery—and the user defines how well we did.

**Tools.** PerceptIS uses industry-recognized tools to give our employees the best resources for their job and to give our users the very best and most efficient resolution experience.

This is one area that is often minimized in creating a support center. Great tools are expensive and many organizations cannot invest the dollars that it takes to give their support teams the tools. Others think that they can build their own, but time and innovation pass them by because they are not able to update the tools on a timely and cost-efficient basis.

PerceptIS uses world-class commercial tools where they are available. Because we represent many institutions, we are able to distribute the cost of software, infrastructure and administration across multiple clients, giving them the benefit of the tools, without the high cost of individual implementations. We have also pioneered numerous tools that we have built and maintain where none exist on the commercial market.

The right tools provide our clients with timely, efficient support and provide a positive user experience by getting the user back to work quickly

**Processes.** Almost every support organization establishes a process for managing issues. Some are very formal and documented; some are as informal as being passed on by word of mouth.

PerceptIS believes that successful support requires time-proven processes. We borrow some processes from established best practices. And where best practices do not go far enough, we create our own processes, document them, and continually train our staff on their proper use.

Among the processes that we require is detailed data collection. This provides us with the information we need to track the quality of our services and to identify trends in the type of problem that is being experienced. When we see a trend, we analyze the root cause to determine if the problem can be addressed proactively. If it can and is a cost-effective solution, we partner with our client to “build the solution” and relieve the users of the problem.