

## Service Management as practiced at ServiceFactum

With the specific requirements of start-ups and software companies, agencies and IT service providers in mind, we leveraged our many years of experience in outsourcing and offshoring to define and implement globally distributed software development. We call it “BestShoring by Experts”.

We realized, that the offshoring of our software development tasks to other countries and regions would require the implementation of a “link” to ensure contracts are performed with consistently high quality. It would be necessary to thoroughly oversee this important and broad spectrum between customer loyalty in collaboration with diverse people from other countries and cultures.

A proactive Management Function provided by ServiceFactum to ensure that all parties involved are working towards a common goal. A Function that both our clients and our developers can always access. Today’s buzzword in the rapidly changing IT technology and software development landscape is „Engagement“.

We call this Function: Service Management

Service Management presents diverse challenges. It starts with building a success-oriented communication and relationship management. It is responsible for operational management during Service Integration, as well as for continuing strategic project controlling. This contribution to all “levels of leadership and management” is accompanied by extensive expertise (among others, IT & business thinking and activities, key performance indicators, decision-making...)

Sociability and an understanding of our client’s needs are the hallmarks of our Service Management. The service manager is a dedicated individual with a deep understanding of the client’s needs. He takes ownership of customer care, customer retention, contract fulfillment and customer satisfaction. He has the ability to incorporate the client’s thinking into our own corporate thinking. He has an empathic personality!

A Service Management that coordinates and operates internationally requires comprehensive abilities to find solutions to even the most difficult situations to ensure successful implementation.

Of course Service Management makes use of “tools” such as the ITIL processes. It also

handles planning, coordinating reviews and report generation for projects and contracts. It is familiar with and utilizes all established software tools necessary to enable successful distributed software development.

In day-to-day operations, our business is diverse. Projects always include risk assessment, risk monitoring and escalation.

In light of this extensive expertise, the decisions involved in preselecting the Best Shore location and the team tasked with implementation, as well as an experienced project management, are crucial to the success of a project.

Empathic interaction with people from diverse countries and cultural backgrounds is always a challenge when it comes to implementing an effective and successful Service Management. We love this challenge!