

The One Year Path to World-Class Performance, a Continuous Improvement Initiative is designed for Service Desks, Desktop Support organizations and Call Centers. This proven MetricNet Certified solution includes annual benchmarking, an annual ROI calculation (return on investment), training sessions on metrics and key performance indicators, and the development of standardized reports that convey a simple yet compelling story of performance. The overall initiative for the first year is summarized below, but is designed as an ongoing program to be continued beyond year one.

## Project Kickoff

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MetricNet will schedule a project kickoff meeting with relevant stakeholders at your organization immediately after we receive notification of an award. The meeting is designed to introduce and familiarize the MetricNet project team with key personnel at your organization. The project plan will be discussed, and MetricNet will distribute the data collection documents to those who will be responsible for providing your organization's benchmarking data. MetricNet will discuss the data collection documents, and answer any questions that your stakeholders have about the benchmark.

## Data Collection

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MetricNet will be available to provide guidance and advice to your project manager on the data collection effort, and to answer any questions that you might have during the data collection process. More importantly, the completed data collection questionnaire will be reviewed with your stakeholders to ensure accuracy, and to discuss any data that appears to be inaccurate or inconsistent.

## Peer Group Selection

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Once MetricNet receives your completed data collection questionnaire, we will be in a position to select an appropriate peer group for benchmarking comparison. This process is described in detail in our whitepaper [Dynamic Peer Group Selection](#). These peers will be selected based upon scope, scale, complexity, and geography, to ensure a fair apples-to-apples comparison of benchmarking data.

## Benchmarking Comparison and Organizational Analysis

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Once the peer group has been selected, MetricNet will compare your organization's data to the benchmarking peer group. Any performance gaps, whether positive or negative, will be identified and evaluated to determine the source of the gap. It is as important to evaluate and understand the positive performance gaps as it is to understand and evaluate the negative performance gaps. In this way, MetricNet can advise how to sustain the positive performance, while taking measures to eliminate or mitigate any negative performance gaps.

## Process Maturity Assessment

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The performance of a Service Desk, Desktop Support function or Call Center is driven by the underlying processes employed by the organization. Another way of stating this is that process drives performance! As such, any credible benchmark must not only evaluate and compare the key performance indicators, but must also evaluate the underlying processes that *drive* the KPIs.

MetricNet has developed a proprietary database of more than 70 best practices that have been observed empirically from more than 3,000 benchmarks. These industry best practices are fully compliant with the ITIL framework, and have proven time and again to be associated with world-class performance.

MetricNet's process assessment involves comparing your organization's workflows, tools, processes and practices, and human resource management to the industry's best demonstrated practices, and assigning a numerical maturity ranking to your organization in each area. This, in turn, will enable MetricNet to identify and prioritize those processes and practices that must be modified or refined to support your migration to world-class performance.

## Interviews

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MetricNet will conduct phone interviews with a representative cross-section of personnel, including agents, supervisors/team leads, managers, workforce schedulers, trainers, and QA/QC personnel. These interviews provide additional context for the benchmark, and enable MetricNet to interpret the quantitative benchmarking data more accurately. When combined with the completed benchmarking data collection questionnaire, MetricNet will have a complete and comprehensive profile of the organization.

## Strategies for Improved Performance

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In the final module of the benchmark, MetricNet will develop recommendations to improve and optimize your performance. The action plan will address strategy, human resource management, technology, and performance measurement and management, and will communicate, in no uncertain terms, the steps that must be taken to achieve world-class performance.

## Implementation of Recommendations

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MetricNet will continue working with your organization following the initial benchmark in a consulting and coaching capacity to ensure that you make steady progress towards the goal of becoming world-class. Specifically, MetricNet will recommend and prioritize the action items that result from the benchmark. The action plan developed by MetricNet in conjunction with your organization will address six fundamental areas:

1. Customer Support Strategy
2. Human Resource Management
3. Process and Procedure
4. Technology
5. Performance Measurement and Management
6. Stakeholder Communication

Each major item on the action plan will be accompanied with the expected cost, benefit, and timeframe for implementation. In this way, MetricNet and your project manager can prioritize the action plan in such a way that you will realize immediate and ongoing improvements as a result of the benchmark.

During this phase of the project, MetricNet will work jointly with your project manager to implement the project recommendations. Some of these recommendations are likely to be very tactical in nature (e.g., establish a balanced scorecard to track overall performance in B to B service). Other recommendations are likely to be more strategic in nature, and therefore may require more time to implement (e.g., establish a process for updating and maintaining the solutions knowledge base). For the more tactical recommendations, MetricNet will implement the action plan with assistance from your project manager as needed. For the more strategic recommendations, MetricNet will begin the

implementation, and once established, will handoff the ongoing maintenance of the recommendations to your project manager.

MetricNet will schedule monthly meetings with your project manager to evaluate the progress, and make recommendations that will further advance your organization towards the goal of becoming world-class. The monthly consultation and coaching consists of the following:

- A two hour conference call to review the month's performance, discuss the updated scorecard, and review the improvement plan for the coming month
- Review of your organization's performance for the month
- Update the Scorecard
- Review your performance vs. the performance goals established during the initial benchmark
- Discussion of any problem areas
- Develop and discuss the improvement plan for the coming month

MetricNet will prepare for the monthly conference call by updating the scorecard, and preparing a formal improvement plan for each month. The monthly improvement plan is designed to provide focus and direction to your improvement efforts each month, and to ensure that your organization achieves world-class performance within 12 months of the initial benchmark.

## ROI Calculation

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As part of each benchmark, MetricNet will calculate the ROI of your service desk, desktop support or call center. The ROI calculation, originally developed by MetricNet, is still the only proven ROI methodology in the industry today. The ROI calculation will determine the net economic contribution made by the service desk, desktop support or call center each year (annual return ÷ annual operating expense). One measure of success for your organization will be demonstrated by the year-over-year increase in ROI.

## Second Benchmark

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The second benchmark will be completed approximately one year after the initial benchmark. The final benchmark will be subject to the same project schedule as that shown above for the first benchmark.

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## About MetricNet

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MetricNet is the leading source of benchmarks, scorecards, and performance metrics for Information Technology and Call Center Professionals worldwide. More than half of the FORTUNE 500 rely on MetricNet benchmarks to improve and optimize their performance. Our mission is to provide you with the benchmarks you need to run your business more effectively.

MetricNet has pioneered a number of innovative techniques to ensure that you receive fast, accurate benchmarks, with a minimum of time and effort.

In addition to our [One Year Path to World-Class Performance](#), MetricNet also offers:

- Instantly downloadable [industry benchmarks](#) on our website.
- [Benchmarking data files](#) for those who wish to conduct their own benchmarking analysis.
- Comprehensive [peer group benchmarks](#) that compare your performance to others in your vertical market.

Every month, MetricNet presents a live training webcast. Thousands of professionals attend each year and many of our clients have their entire teams attend. These events are a great way to boost Annual Agent Training Hours! Topics include Service Desk Best Practices and KPIs, Desktop Support Best Practices and KPIs, Call Center Best Practices and KPIs and more. Sign up for our [Free Webcasts](#).

We have developed an extensive resource library filled with free training materials for Information Technology and Call Center professionals. Each resource is available to download in PDF format. Browse our [Resource Library](#).

### Our Clients ▶

and benchmarking partners

