

Benchmarking Solutions

⇒ Path to World Class Performance

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. able industry data for your organization.

⇒ Industry Benchmarks

MetricNet Industry Benchmarks provide valuable industry data for your organization. [Click here](#) to order and instantly download your industry benchmark or sample report.

⇒ Benchmarking Data

For those who wish to conduct their own custom benchmarking analysis, MetricNet offers benchmarking data files in Excel format. Please contact MetricNet for current pricing: call 703-992-8160, or email MetricNet with your request: info@metricnet.com

⇒ Peer Group Benchmarks

MetricNet's peer group benchmarks compare your performance to a unique peer group of similar organizations. These are our custom benchmarks, and they are the most comprehensive benchmarks in the industry. The peer groups are selected from our benchmarking database based upon your organization's scope, scale, complexity, and geography. Please contact MetricNet for current pricing: call 703-992-8160, or email MetricNet with your request: info@metricnet.com

About MetricNet

MetricNet's Mission is to be a trusted advisor, expert, and consultant to the Service and Support Industry. We will contribute to the industry by providing research, products, and services that enhance the community of Service and Support professionals. By providing benchmarks, performance metrics, scorecards and business data to Information Technology and Call Center Professionals, MetricNet enables you to:

- Benchmark your performance vs. other companies inside and outside of your industry
- Establish performance targets that are in line with industry averages or best practices
- Track and trend your organization's Performance
- Drive accountability for key personnel using metrics-based performance goals
- Improve your performance using diagnostic benchmarks
- Demonstrate measurable performance improvement over time

Contact Us

