Service Delivery Manager

Transforming Global Communications

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WHAT DOES A SPEARLINE LABS SERVICE DELIVERY MANAGER (SDM) OFFER?

We decided we'd take a look at a case study where one of our clients, a global technology brand, opted for a fully managed testing service from Spearline. This means that in addition to having Spearline testing, the client decided to avail of our fully managed service.

As part of this service, the customer is assigned a dedicated Service Delivery Manager (SDM) by Spearline. This is a full time post dedicated to the client. The SDM takes the customer through the entire testing process from first engagement through to live testing and delivery of reports and ongoing support and diagnosis.

The SDM is the single point of contact for all matters relating to set-up, testing, reporting, fault finding, reporting and diagnosis. This allows the customer to concentrate on their core business while Spearline ensures they have quality testing tools to monitor their international toll and toll-free numbers 24 hours a day 7 days a week.

The following timeline highlights the onboarding process, to initiate testing while using our Service Delivery Manager, as part of a fully managed solution.

THE BENEFITS

① Outsource all investigation to Service Delivery Manager – allows the client company to focus on core priorities and tasks.

② Expert resource who can interact and communicate across all client departments.

③ Ensures your testing is not interrupted and avoids downtime.

④ Has direct access to the company network so all necessary information is accessible and the SDM can report directly into client tools/systems.

CASE STUDY SERVICE DELIVERY MANGER

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ROLE OF SERVICE DELIVERY MANAGER

STEP 01 PLANNING

STEP 02 TESTING

STEP 03 MONITORING/ REPORTING

01 // PLANNING

- Interactions with customer to define the testing plan
- Ensure focus is on the priority numbers
- Identify and include the correct associated data with each number - DDI, opening hours, business unit etc.
- Create the schedule
- Define the customer KPIs
- Create the SLAs with the customer and other internal stakeholders
- Define the metrics/reporting structure customer requires
- Work with the development team to tailor the user interface and customer reports
- Define how Spearline's systems interacts and reports to customer systems
- Demo the reports to the client at all stages of development until complete & signed off

02 // TESTING

- Identify the criteria for inclusion of numbers in testing
- Gathering the numbers and associated data to enable monitoring
- Loading audio test tracks on internal servers
- Working with internal stakeholders to provision numbers for monitoring

03 // MONITORING & REPORTING

- Daily/Weekly/Monthly report analysis
- Quality Analysis: Identify poor quality PESQ trends
- Corrective action on numbers with low quality PESQ scores
- Working with customer Telecom Carriers to drive quality improvement
- Identification and notification of connectivity failures
- Continual monitoring of number quality/connectivity to ensure performance stays within agreed limits
- Work with client to integrate connectivity/quality reporting into the client ticketing system
- Continual review of reports for process/report improvement
- Regular calls with customer to ensure testing is on track and to define upcoming goals/strategy
- Scheduled business reviews of the project
- Review the lessons learned so issues are not repeated