IT Service Management and Help Desks

Safe hands for successful execution of Service Management initiatives

When your IT Service Management or Help Desk projects fail to deliver, you jeopardise larger IT initiatives and your organisation's business success. I can get your critical-change projects on track, delivering quality outcomes on time, within budget, with no surprises when you are:

- feeling vulnerable changing suppliers, out-sourcing, or in-sourcing
- struggling to implement ITIL Processes
- eager to leverage the full technology capability out in the market
- anxious to mitigate risks
- needing assistance to manage stakeholder expectations.

Turn customer complaints into compliments

Has customer dissatisfaction increased, risking your organisation's business success? I can help remove the pain points and turn things around for you. I am one of the few who applies Lean Principles to IT, and with project management leadership I am able to:

- regain the confidence of your internal and external customers
- fix broken or ineffective processes, and make sense out of chaos
- optimise service management performance cost-effectively
- develop and implement a strategy to fulfil your long-term organisational goals.

You can find out more, including case studies of my successful projects plus my recent publications and upcoming presentations.

Lean Management

Find the hidden wastage in processes causing customer dissatisfaction and needless operating costs

In a tough economy, that is the last thing you will want. I can help you find those hidden costly areas of wastage and unnecessary complexity in your processes. The negative impact on productivity, customer satisfaction, and business profitability can be huge, and so is the potential for improvement.

Do more with less and add real value to your business

The aim with process improvement is to use less capital, space, time, materials, and people to deliver products or services in the most responsive and flexible way. These efficiency gains in process management allow your staff more time to add true value to your company. Let me assist you to achieve:

- business flexibility, agility, and velocity
- efficient and cost-effective operation
- higher quality products or services
- real returns on IT investments
- competitive advantage.

You can find out more, including how I took an organisation to **"best in class" for customer satisfaction** using Lean Management…