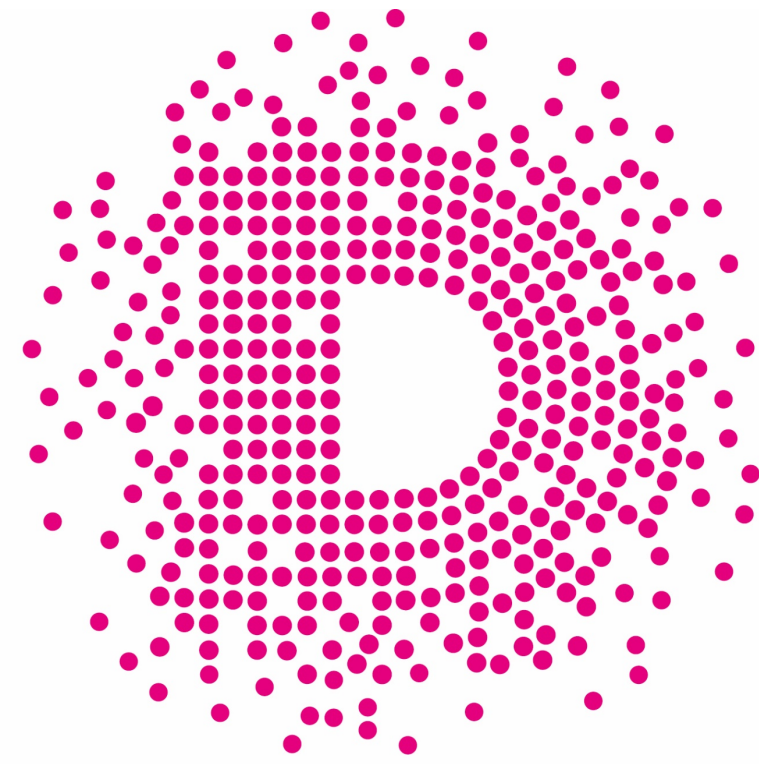


Creating a Customer-Centric Culture

Candy Candappa



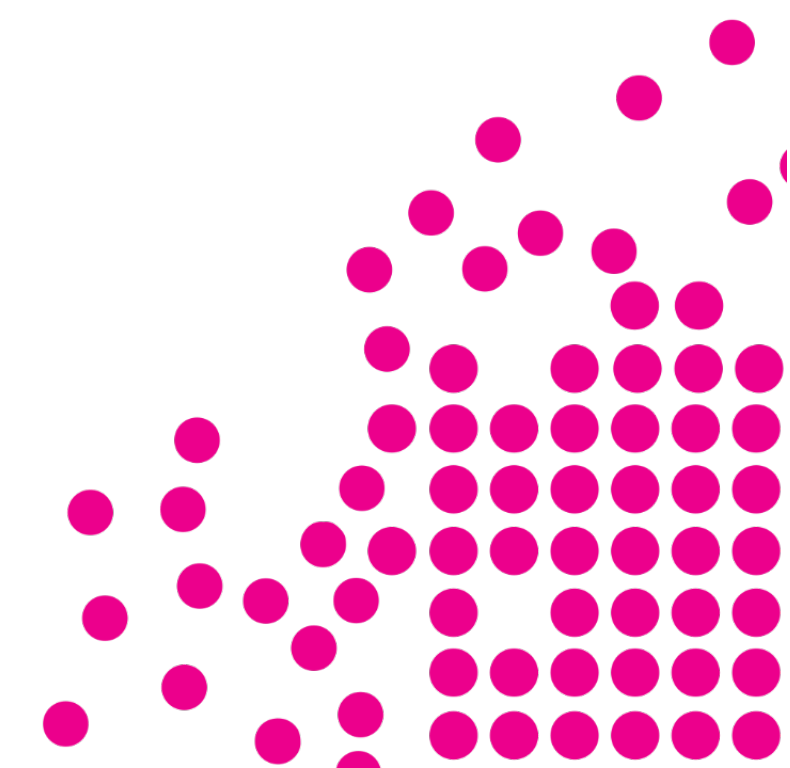
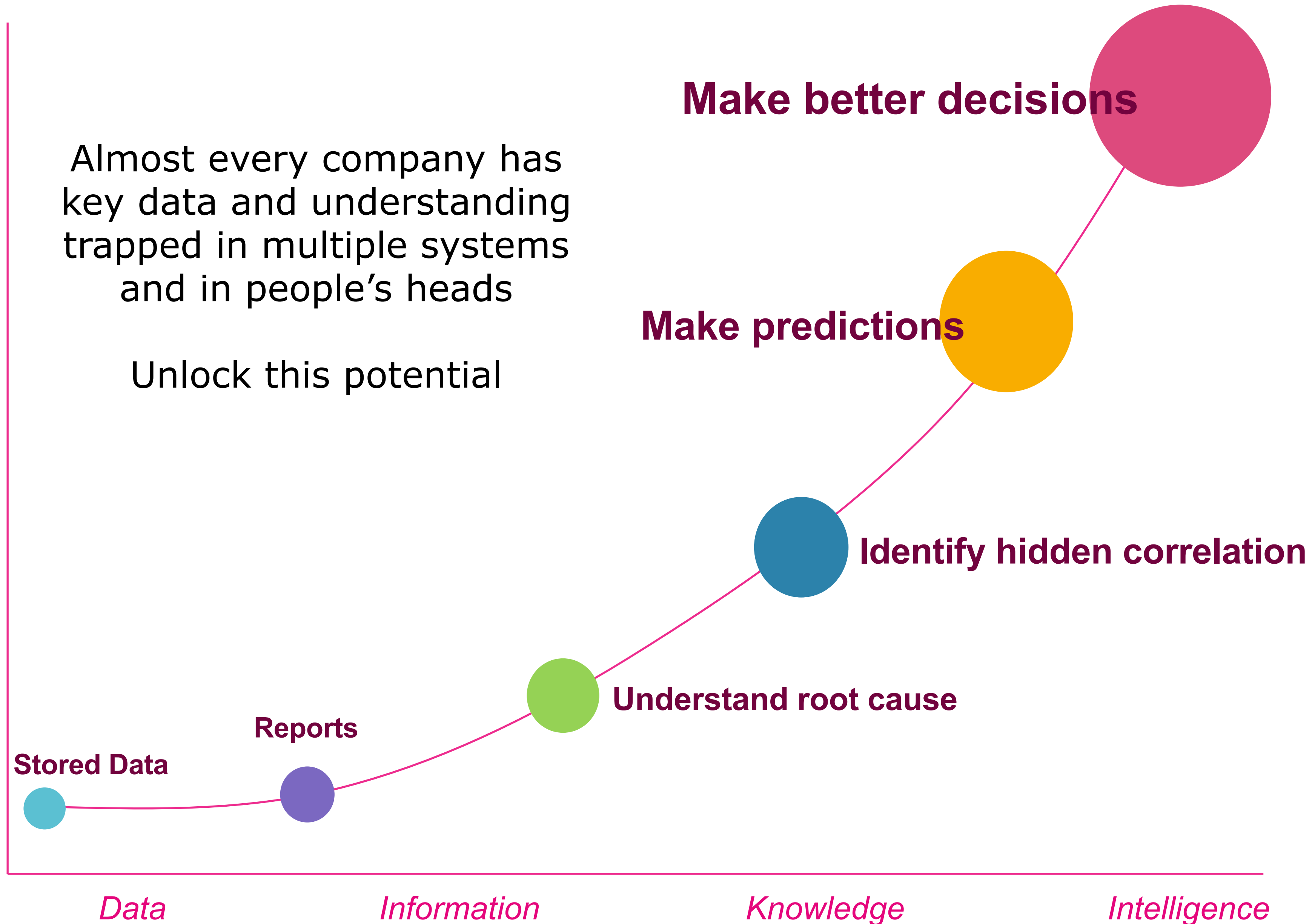
Data Wise
Intelligence

Supporting better business decisions for
growth and profitability

The Journey - from Data to Insights to Better Decisions

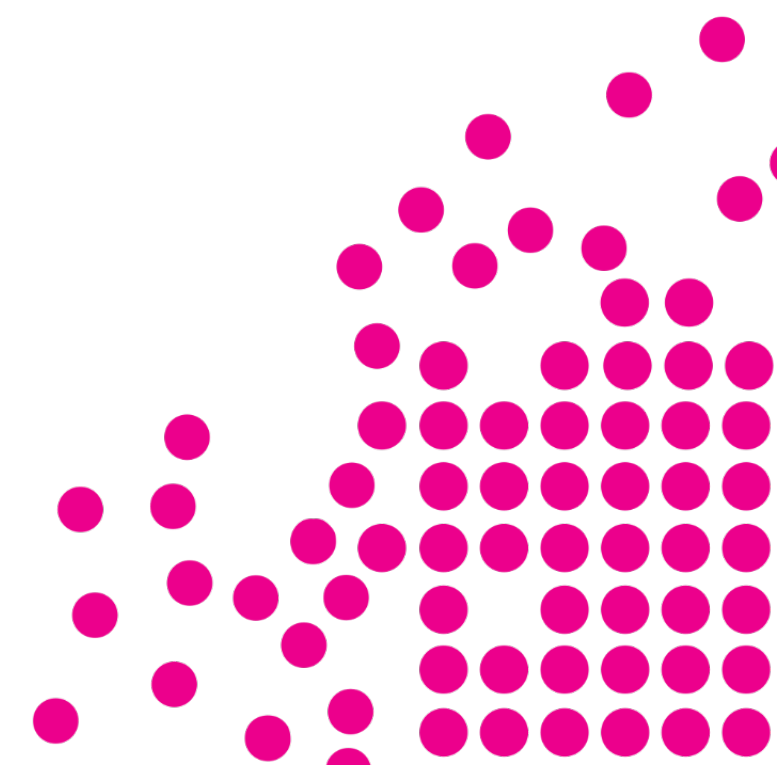
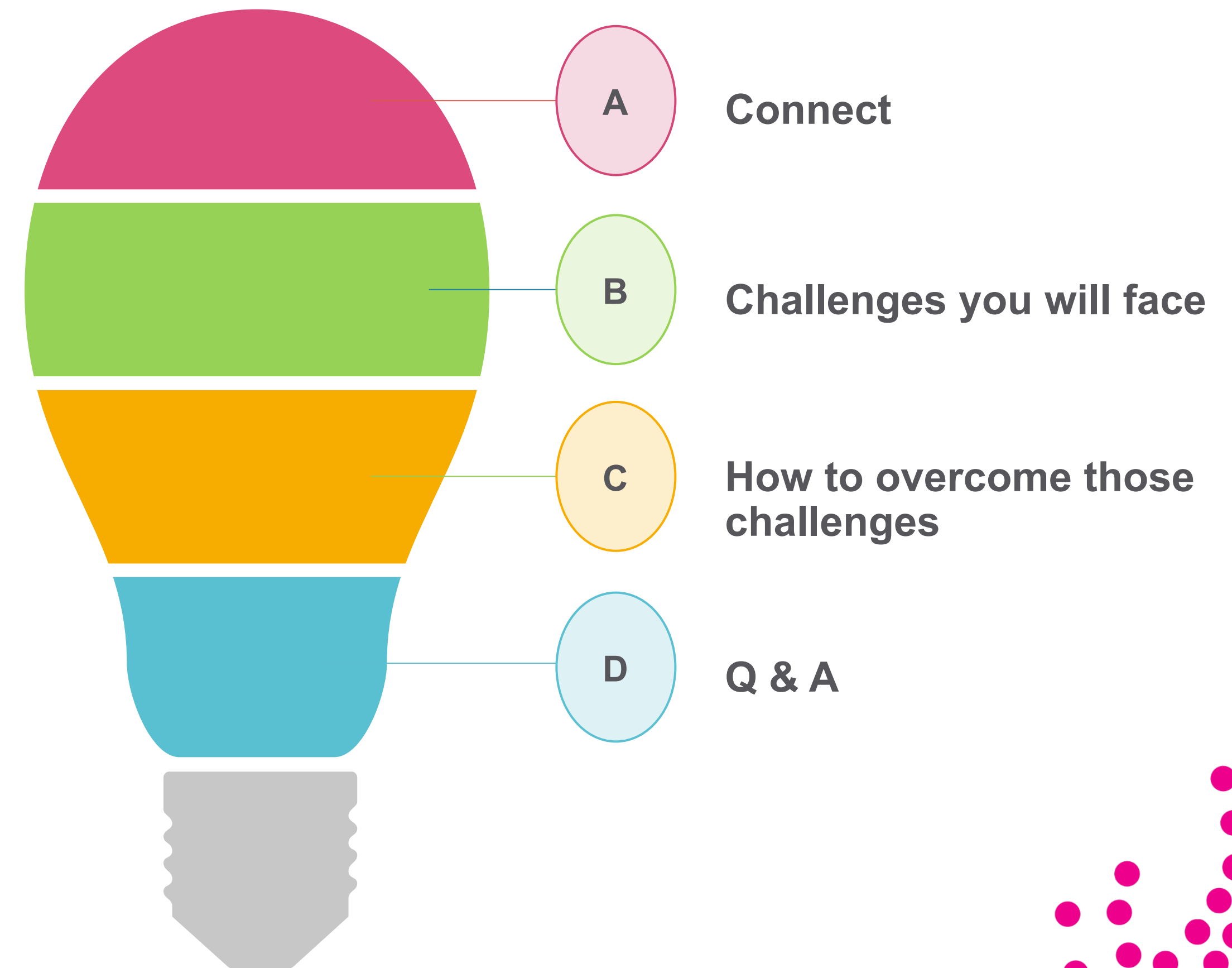


Value £££
Competitive
Advantage



Creating a Customer-Centric Culture

Focus on the People



Revenue



Reporting



Service



Cost



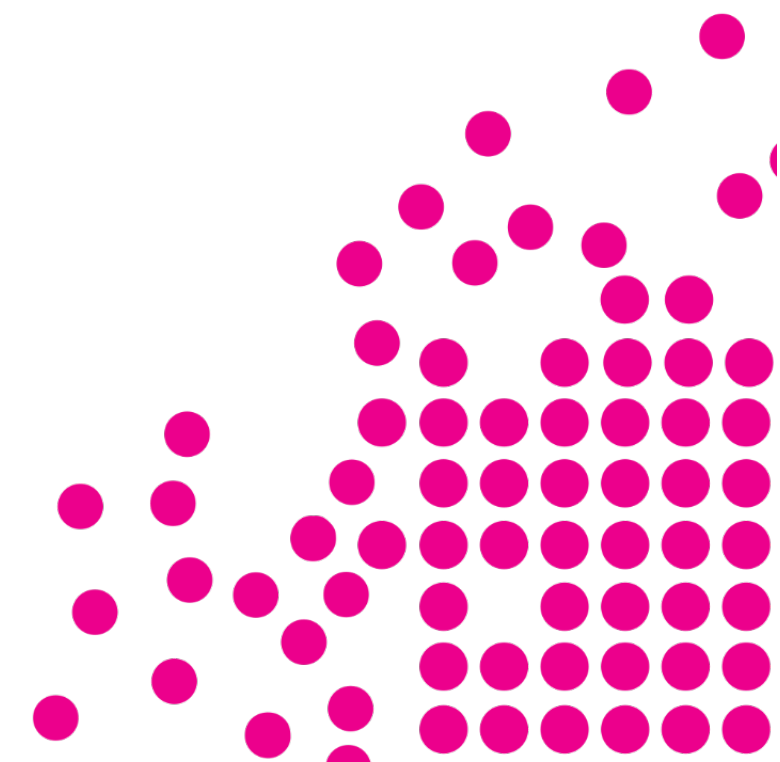
Security



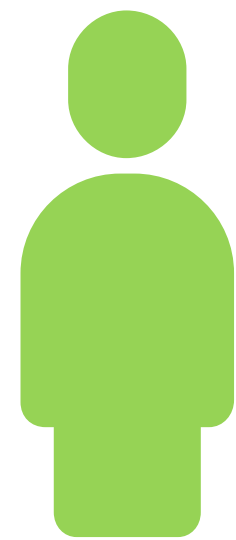
Control



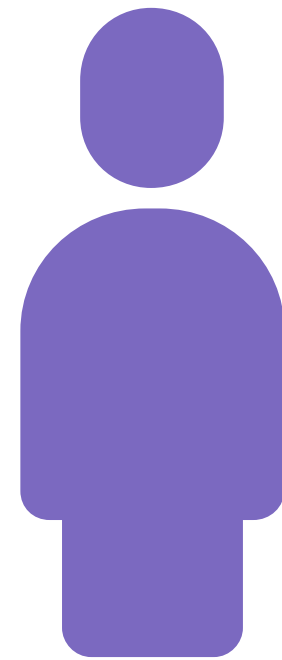
Connect with the WHY



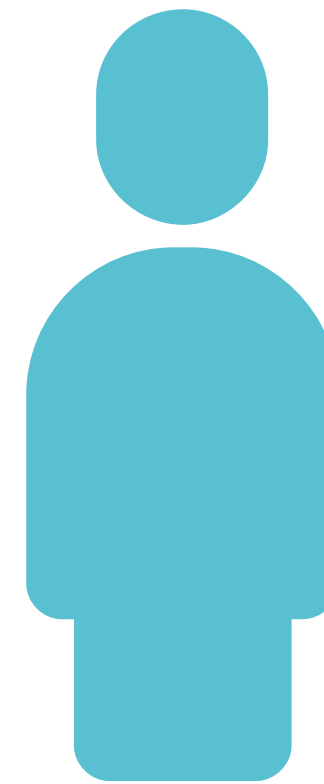
Connect with the WHO



**Senior
Management**



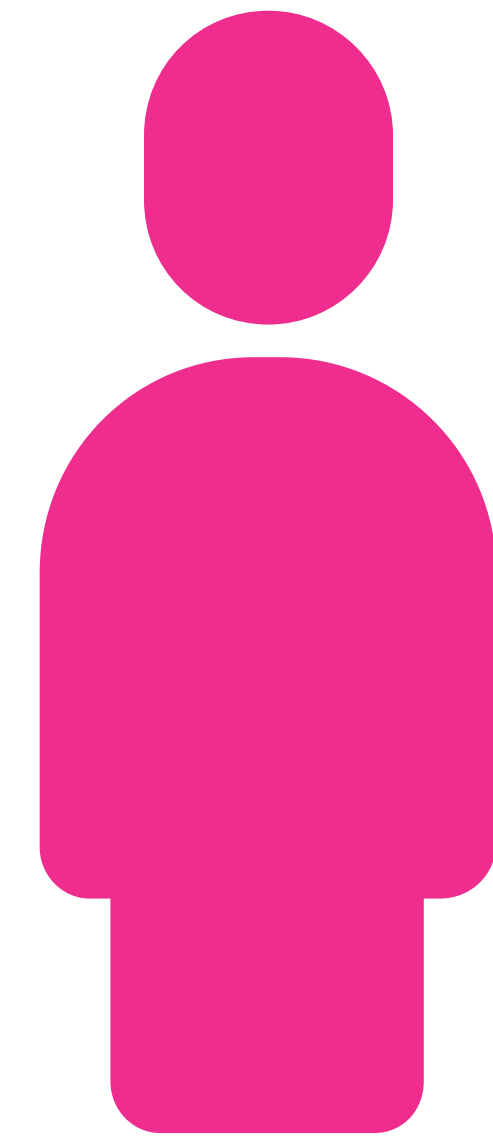
**Supporting
process**
Finance, Legal, HR, IT,
Property, Compliance,



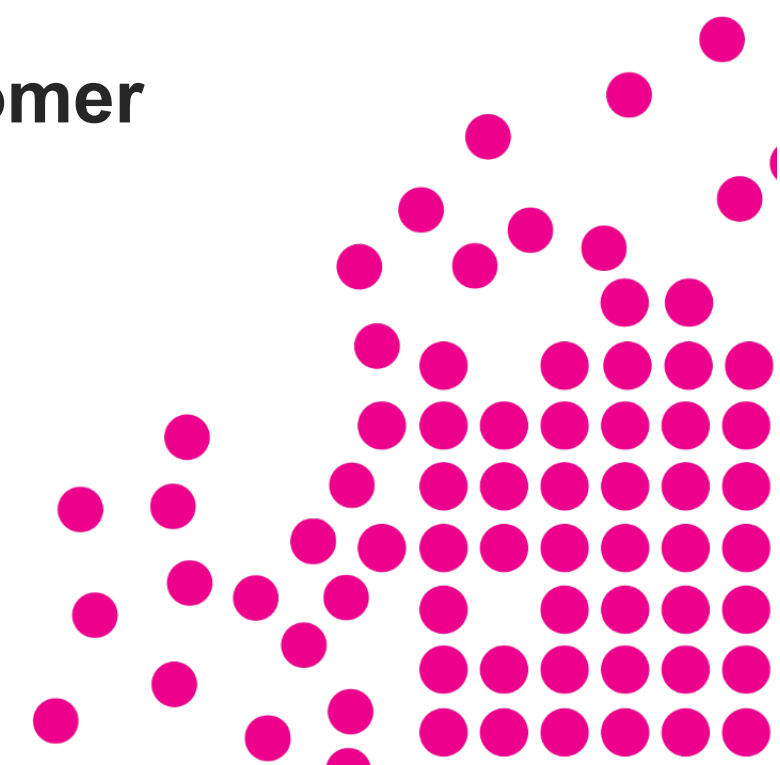
**Customer facing service
process management**



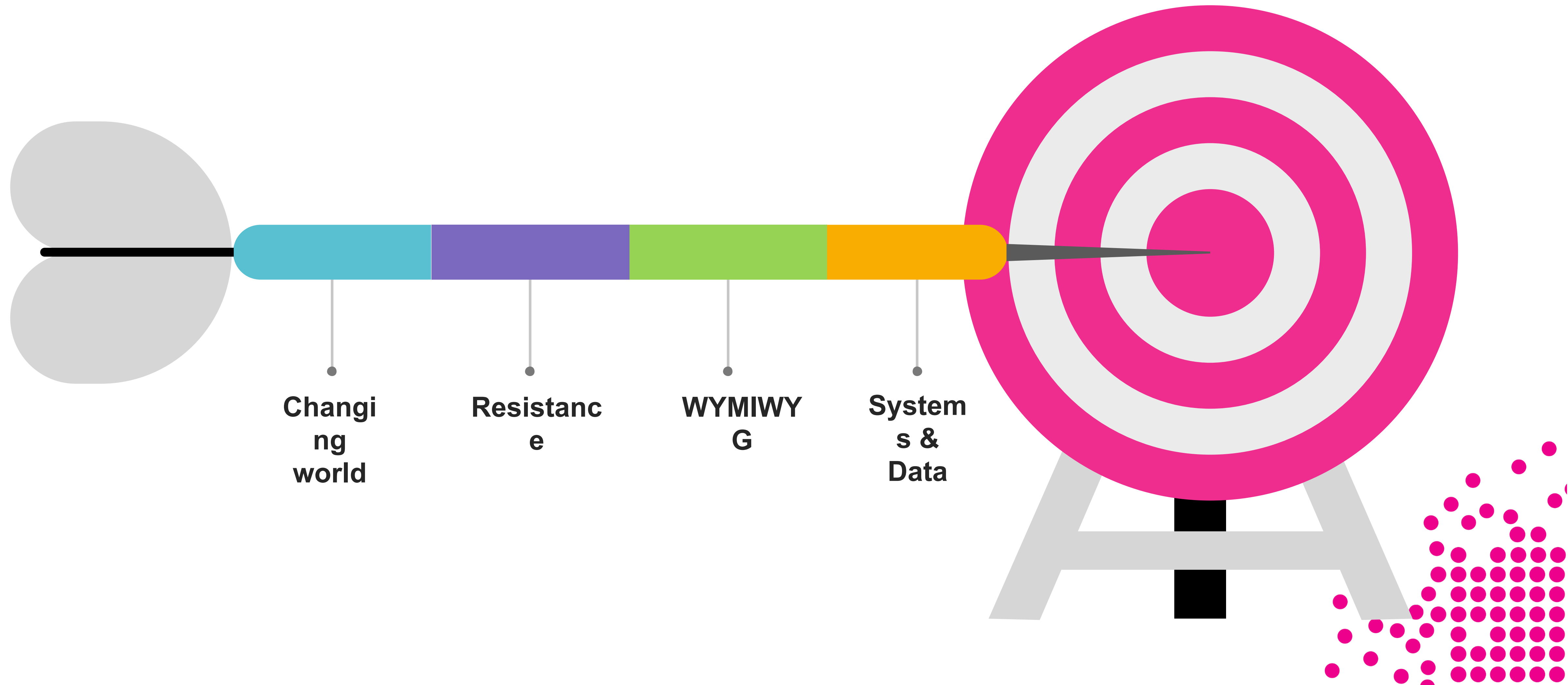
Customer facing
Marketing, Sales,
Operations, Customer
Service



Customer



Challenges



Number	INC0011211	Opened	2015-07-07 12:02:19
Caller	Enterprise Manager Connector	Opened by	System Administrator
Location	Grand Rapids	Contact type	Phone
Category	EM Incident	State	Active
Subcategory	-- None --	Assignment group	EMSampleGroup
Configuration item		Assigned to	
Impact	1 - High		
Urgency	2 - Medium		
Priority	2 - High		
Short description	CPU Utilization for 1 is 19.409%, crossed warning () or critical (0) threshold.		

Related Search Results >

Notes

Watch list 🔔 👤 Work notes list 🔔 👤

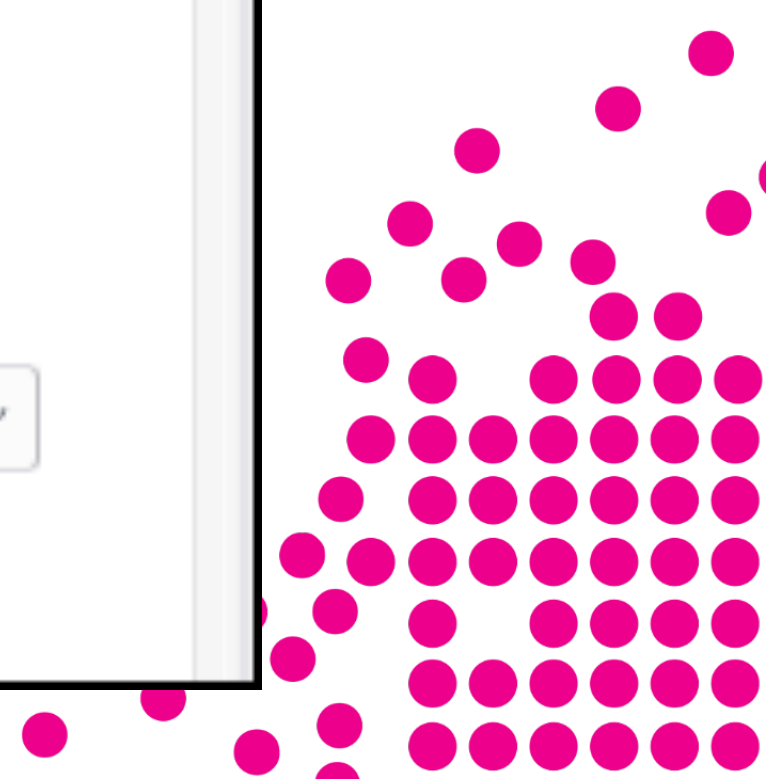
Additional comments (Customer visible)


Work notes

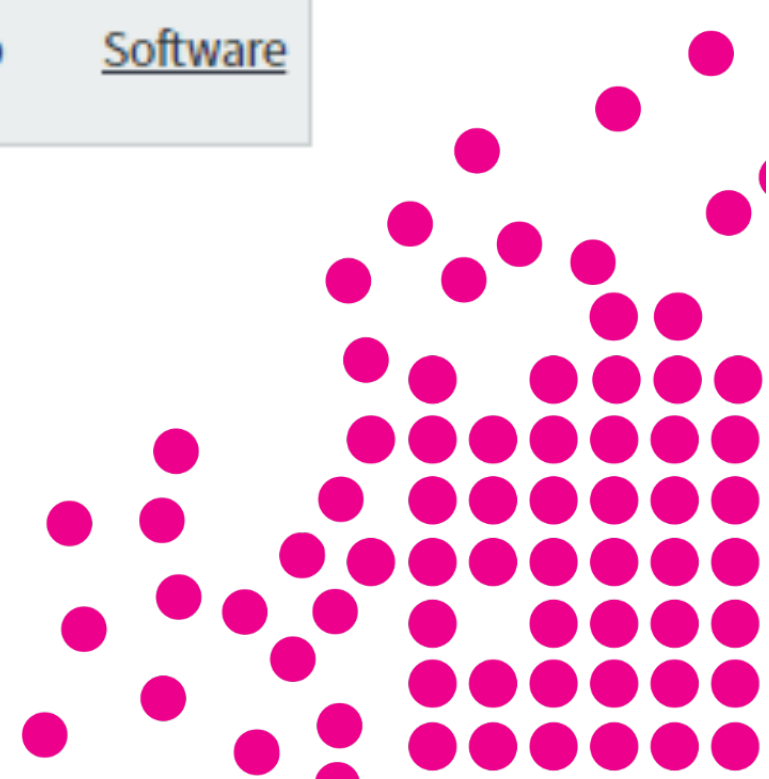
Activity — **2015-07-07 12:02:19 System Administrator** Changed: Assigned to, Additional comments, Impact, Incident state, Opened by, Priority

Assigned to: (Empty)

CPU Utilization for 1 is 19.409%, crossed warning () or critical (0) threshold.



Incidents									
Incidents New Go to Opened <input type="text" value="Search"/> 1 to 20 of 34									
All > Active = true									
		Number	Opened	Short description	Caller	Priority	State	Category	Assign
<input type="checkbox"/>	i	INC0010001	2018-09-11 11:24:36	Status 7 - HTTP error from web server	Event Management	3 - Moderate	In Progress	Inquiry / Help	
<input type="checkbox"/>	i	INC0000055	2018-05-02 21:47:23	SAP Sales app is not accessible	Carol Coughlin	● 1 - Critical	In Progress		Service De
<input type="checkbox"/>	i	INC0000046	2018-05-02 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software
<input type="checkbox"/>	i	INC0000050	2018-05-02 14:58:24	Can't access Exchange server - is it down?	 Jerrod Bennett	● 1 - Critical	In Progress	Hardware	Hardware
<input type="checkbox"/>	i	INC0000049	2018-05-02 14:56:37	Network storage unavailable	Beth Anglin	● 2 - High	In Progress	Network	Hardware
<input type="checkbox"/>	i	INC0000047	2018-05-02 13:53:18	Issue with email	Joe Employee	3 - Moderate	In Progress	Inquiry / Help	Software



To build a Customer-Centric Culture

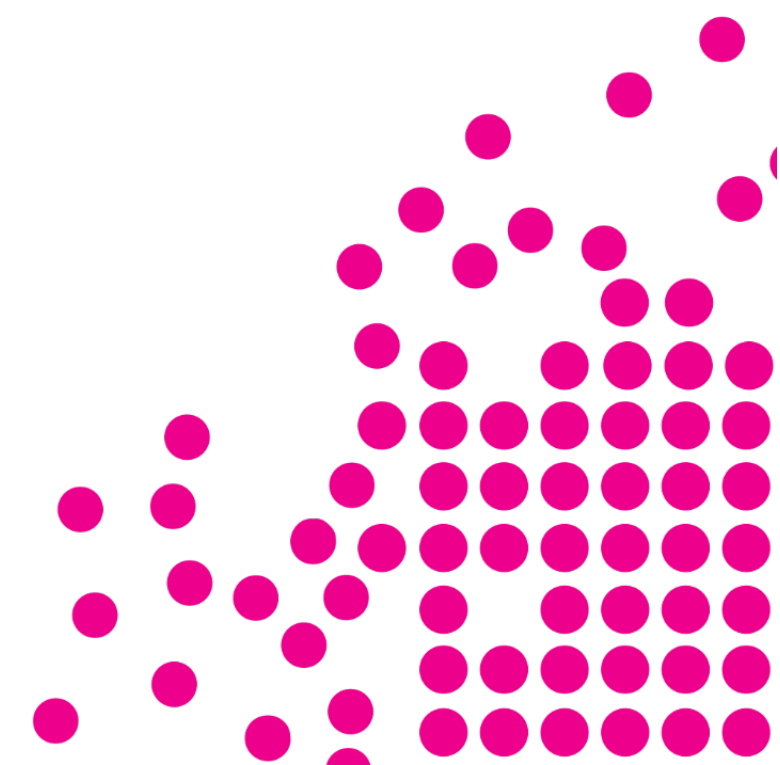
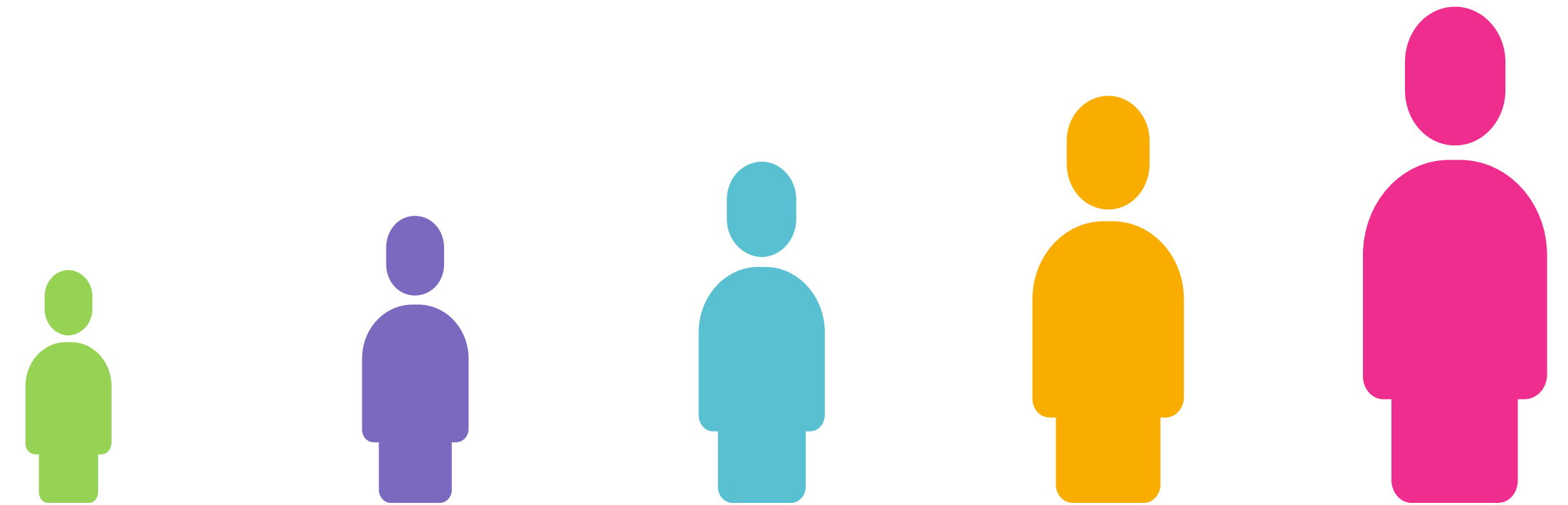


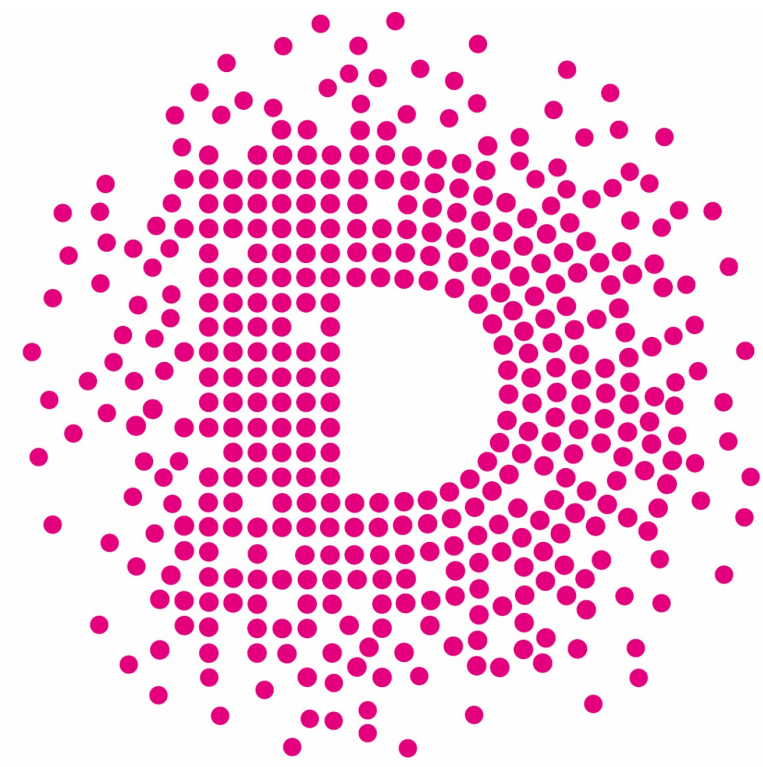
Focus on the People



Connect with
the WHY

Connect with the WHO





Data Wise
Intelligence