

SERVICE MANAGEMENT



On-demand support, on-going improvement

BrightGen's Service Management provides customers with ongoing support and continuous improvement, helping them to enable the full capability of the Salesforce platform. We work in collaboration and partnership with our customers focusing on delivering their vision, objectives and speed-to-value.

Get more from your Salesforce investment

On-going Salesforce support when you need it. Our management service helps you make the most out of your investment in Salesforce. So you not only get value for money, but a partner that's always on-hand and always focused on improving the way you operate.

It's always business as usual

Our projects team are there to ensure your digital transformation goes smoothly and is effective. We work closely with you to understand your organisation, its long-term objectives and then guide you to success.

Reliable and proactive support

We have developed our own range of BrightGen apps that are tried and tested. Service management customers can take advantage of these on-going developments helping you perform specific functions and see results faster.



BrightGen quickly got to grips with our complex requirements and delivered a comprehensive & robust solution on time & on budget. I am happy to recommend BrightGen because they deliver"

Michca Morris

IT Programme Manager

The Landmark Trust



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Power ahead with BrightGen Service Management

Below you'll find more information on how we deliver our Service Management.

Maintenance

As a Service Management customer, you have a dedicated Service Lead for your business, plus a team of experts with thorough knowledge of your industry.

Forming the foundation of our Service Management is a number of activities, which are all agreed with you as part of your Service Framework. They include: Incident, Problem, Change and Release Management, Service Monitoring and an Escalation Process.

Everything we do for you is documented in a shared Service Framework Agreement and backed up by a specific internal support guide and Service Handbook.

Measuring

We measure and report on your day-to-day Service Management activity, and keep you informed of how many monthly service hours you've used. You can find all this information on the BrightGen Customer Community portal, with live information about your hours and cases, as well as much more.

All activities carried out on behalf of your business are covered in the formal service review meeting and documented. Typically, these cover:

- Incident / problem review
- Change review – current and proposed activities
- Focus and priorities for the forthcoming quarter
- Recommendations for changes as part of CIP

Mentoring

Our mentoring process includes a Continuous Improvement Programme (CIP). This is a roadmap of activities agreed with you, where we identify key changes and enhancements to Salesforce within your organisation. These can make it easier to use the system, improve the speed at which you implement or adopt new processes and provide other business benefits.

We provide advice on changes, based on technical knowledge and guidance for future requirements, which ensure our customers get the most out of Salesforce.

The CIP will typically include:

- A roadmap for the platform
- Lessons taken from data and usage analysis
- The correction of underlying issues uncovered by incident and problem assessment
- General experience in providing the service

The Service Management team is UK-based and is made up of dedicated Salesforce professionals, from Certified Admins and Developers, Sales, Service & Marketing Cloud Consultants, Technical Leads right through to industry experts and Technical Architects.

For more information or to arrange a meeting, please contact info@brightgen.com or call **0207 1834 390**.

