METRICNET COMPANY OVERVIEW

The Global Leader in Service and Support and Contact Center Benchmarking and Consulting

MetricNet.com | info@MetricNet.com

MetricNet®
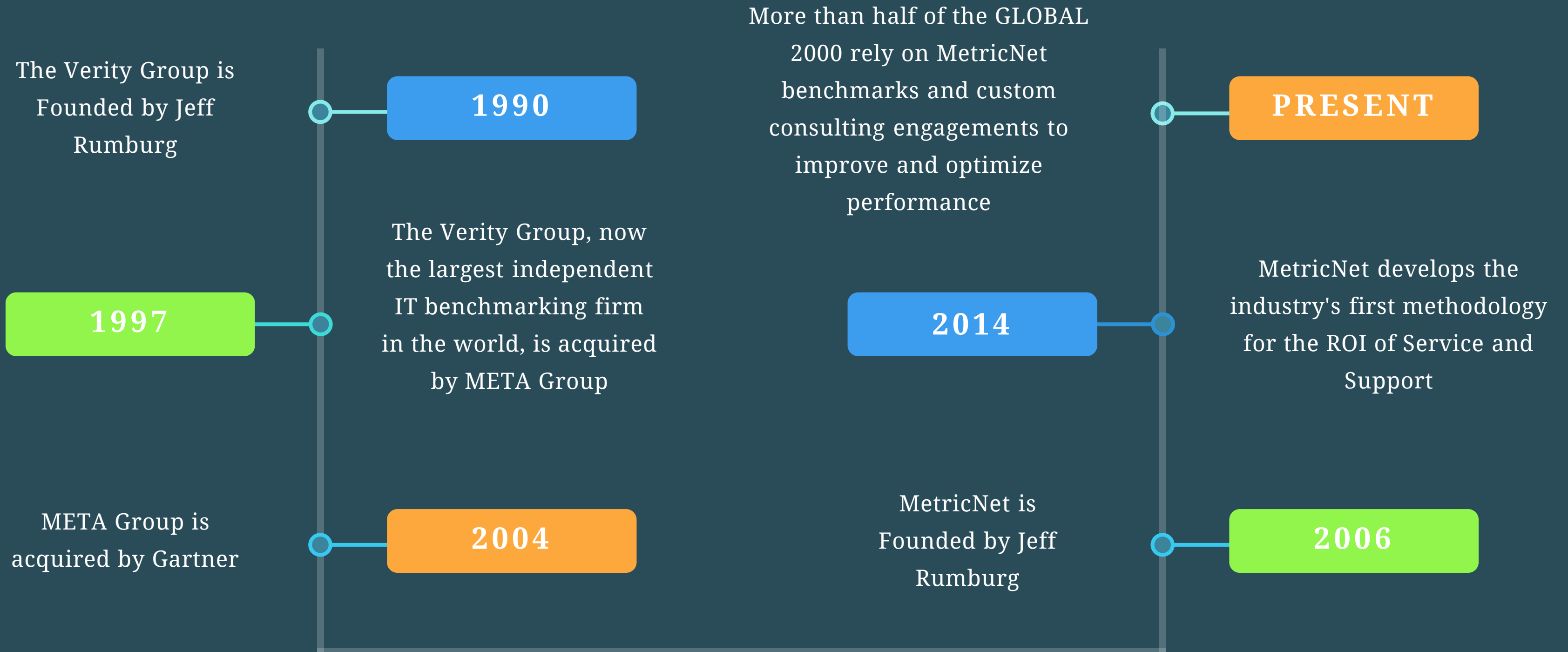Performance Benchmarking

COMPANY PROFILE

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A BRIEF HISTORY OF METRICNET, LLC

The Verity Group is Founded by Jeff Rumburg

1990

More than half of the GLOBAL 2000 rely on MetricNet benchmarks and custom consulting engagements to improve and optimize performance

PRESENT

1997

The Verity Group, now the largest independent IT benchmarking firm in the world, is acquired by META Group

2014

MetricNet develops the industry's first methodology for the ROI of Service and Support

META Group is acquired by Gartner

2004

MetricNet is Founded by Jeff Rumburg

2006

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SERVICES WE OFFER

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BENCHMARKING

MetricNet has a Service and Support benchmarking solution to fit every business need *and* budget!

> Downloadable Industry Benchmarks

> Benchmarking Data Files

> Comprehensive Peer Group Benchmarks

> The One Year Path to World Class Performance

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DOWNLOADABLE BENCHMARKS

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FUNCTIONAL AREA

MetricNet offers downloadable industry benchmarks for Service Desks, Desktop Support groups and Contact Centers.

SOURCING MODEL

MetricNet offers downloadable industry benchmarks for insourced service and support as well as outsourced service and support.

GEOGRAPHY

MetricNet offers downloadable industry benchmarks for a variety of regions, including US, Canada, UK, AU, India and The Philippines. Other countries are available upon request.

ADD-ONS

Excel data files and a presentation of results can be added on to any of MetricNet's downloadable industry benchmarks.

BENCHMARKING DATA FILES

FUNCTIONAL AREA

MetricNet offers benchmarking data files for Service Desks, Desktop Support groups and Contact Centers.

SOURCING MODEL

MetricNet offers benchmarking data files for insourced service and support as well as outsourced service and support.

GEOGRAPHY AND INDUSTRY

MetricNet's benchmarking data files can be prepared by country, by region, or by industry.

DESIGNED FOR

Benchmarking data files are designed for those organizations that wish to conduct their own benchmarking analysis.

PEER GROUP BENCHMARKS

FUNCTIONAL AREA

MetricNet offers comprehensive peer group benchmarks for Service Desks, Desktop Support groups and Contact Centers.

SOURCING MODEL

MetricNet offers comprehensive peer group benchmarks for insourced service and support as well as outsourced service and support.

ROI CALCULATION

MetricNet has developed the only proven ROI methodology in the industry. Tracking ROI, and demonstrating year over year improvements, is a sure way to prove the business value of Service and Support.

DATABASE AND DPGS™

In addition to having the most comprehensive database of process and performance indicators in the industry, MetricNet is the only company to offer Dynamic Peer Group Selection (DPGS)™.

WORLD-CLASS DEFINED

1. Top quartile **customer satisfaction** relative to a comparable peer group

2. Bottom quartile **cost per ticket** relative to a comparable peer group

3. Industry **best practices** are integrated into the support organization

4. Produces a **measurable ROI** of greater than 100%

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THE ONE YEAR PATH TO WORLD-CLASS PERFORMANCE

1. BASELINING

A performance baseline is established and improvement opportunities are identified with an initial benchmark and ROI calculation.

2. IMPROVEMENT PHASE

MetricNet's engagement manager works with you to implement recommendations, mature the metrics, and realize performance gains

WORLD CLASS

3. VALIDATION

MetricNet conducts a second benchmark and ROI calculation to objectively demonstrate the progress since the start of the initiative, and to validate that you have indeed achieved world-class performance.

CASE STUDY EXAMPLE

The Deloitte service desk faced a number of serious challenges. After MetricNet's One Year Path, Deloitte has one of the best performing service desks in the industry, and is considered a center of excellence in the company.

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CUSTOM CONSULTING

MetricNet offers a range of Custom Consulting engagements designed to improve Service and Support performance

> Metrics Maturation

> MSP Procurement Assistance

> Competitive Intelligence

> Optimization Initiatives

30%

Only 30% of support organizations understand the cause-and-effect relationships of KPIs.

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METRICS MATURATION

BALANCED SCORECARDS

Drive visibility and improve performance through MetricNet's balanced scorecard and cascading scorecard framework from the individual agent level up.

SURVEYS

Employee and customer satisfaction survey templates will reveal valuable insights about engagement and allow you to compare your performance to that of a benchmarking peer group.

METRICS WORKSHOP

MetricNet's award winning metrics workshop is designed to create a common understanding of the metrics that really matter in Service and Support.

METRICS DEVELOPMENT

MetricNet teaches you how to capture and calculate the most important KPIs such as Cost per Contact, Customer Satisfaction and FCR.

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95%

95% of managed services are out of compliance with the underlying contract.

– Some of them **significantly** so!

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MSP PROCUREMENT ASSISTANCE

RFP DEVELOPMENT

RFPs are the cornerstone of an effective Managed Services contract. MetricNet will work hand in glove with you to develop an RFP that emphasizes value while minimizing the risk of complexity based pricing.

PROCUREMENT ASSISTANCE

Procurement is a complex process. MetricNet will work collaboratively with you to manage and answer supplier questions; review, evaluate, and rank supplier proposals; and aid in supplier down selection.

SUPPLIER DAY

MetricNet will provide you with expert guidance and support on supplier day and subsequently work with you to revise the proposal reviews/rankings, as well as assist in contract negotiations.

SUPPLIER ONBOARDING

MetricNet will work with you to facilitate the onboarding process and standardize performance reviews to ensure a seamless 60-90 day transition period.

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COMPETITIVE INTELLIGENCE

ANNUAL TRENDS REPORT

MetricNet identifies emerging industry trends that have far reaching implications - from the need to adopt new metrics and measures, to making traditional training and hiring practices obsolete.

COMPETITIVE ANALYSIS

MetricNet's ethical intelligence gathering and analyzing of insights about competitors is a valuable technique that enables organizations to make better decisions and accelerate progress.

BEST PRACTICES RESEARCH

Industry best practices have proven time and again to be the key drivers of world-class performance. MetricNet identifies the best practices that must be adopted to improve performance.

CUSTOM ENGAGEMENTS

MetricNet's mission is to provide its clients with the actionable insights they need to run their businesses more effectively. All engagements can be customized to fit your needs!

OPTIMIZATION INITIATIVES

GLOBALIZATION

MetricNet's globalized support model has numerous benefits, including lower costs, greater productivity for all company associates, and higher quality customer transactions.

IVR CONTAINMENT

With the help of MetricNet, a growing number of organizations are thinking strategically about the IVR and engineering an effortless experience in a simple and manageable environment.

AGENT RETENTION

Turnover is costly! In North America, the direct cost of replacing an agent is more than $12,000. The good news is, with MetricNet's expert assistance, turnover can be controlled and reduced dramatically!

CUSTOM ENGAGEMENTS

MetricNet's mission is to provide its clients with the actionable insights they need to run their businesses more effectively. All engagements can be customized to fit your needs!

COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators
including those listed below.

CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments
for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process
and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations
that are free from any vendor bias.

CONNECT WITH US ONLINE

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MEET SOME OF OUR CLIENTS