

CSDP (fka, PDSC)

SRM Suite



Business Challenge

In today's global economy, many firms in the Service Management industry are faced with the challenge of increasing productivity and reducing operating costs in call centers and field service operations.

Solution Description

The SRM Suite is designed to deliver extremely high levels of performance and scalability for all call center and service management environments. It provides the flexibility to support traditional client/server, Web-based, or service-oriented architectures and a seamless integration with other applications using standard XML integration methods.

The SRM Suite contains a complete parts management application, depot repair module, and tools for parts and labor planning, forecasting, contract management, dispatch, and scheduling.

Value Proposition

CSDP's industry experience and highly customizable software provides a powerful combination for automating your entire service process, from call-taking through resolution. CSDP services and software will help improve the efficiency of your call center and field service operations, resulting in increased productivity and reduction in operating costs.

In addition, CSDP's Professional Services specialize in satisfying customization needs and has proven methodology to accomplish this efficiently. Our application development tools are designed to customize our solution to satisfy unique business requirements. CSDP's highly experienced project teams provide rapid, guaranteed implementation of customized and standardized solutions worldwide.

Company Description

CSDP's 30+ years of service industry experience provides us with the expertise to deliver proven services and solutions that maximize the Service Relationship Management process. CSDP is committed to helping organizations maximize the value of their service operations. We have the knowledge and tools to turn your service organization into a revenue generator, rather than a cost center.

IBM Segment

- Data Management

Business Function

- Customer Service Operations

Target Industry

- Communications Service Providers

For more information, contact:

Mark Ray
(919) 539-0881
mark.ray@pdsc.com

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Let's build a smarter planet.

