



Service Maturity Assessment

Optimize customer experience and reduce asset downtime with proactive service

In today's fast-paced and competitive landscape, reducing unplanned asset downtime is crucial for maintaining a seamless customer experience and meeting service level agreements. However, achieving this goal can be challenging without a clear understanding of where your company stands on the Service Maturity Continuum and where you want to be in the future.

The Argano Service Maturity Assessment is a four-week, fixed-budget engagement that evaluates your current service operations and provides a high-level roadmap for transformation. Utilizing the Service Maturity Continuum, we help you identify where your customer service model falls on the reactive-predictive spectrum.

Our dedicated team of experts works closely with your organization to align your goals and vision for the future to guide your service operations towards a more mature and predictive approach. Leveraging our service expertise and industry best practices, we empower you to optimize your service operations and move your business forward.

Benefits of Proactive Service:

- Improve customer experience
- Reduce asset downtime
- Maximize asset lifespan
- Reduce total cost of ownership
- Improve safety (plan vs. react)

"48% of customers have switched brands for better customer service, and 94% say good customer service makes them more likely to make another purchase."

Source: Salesforce "State of the Connected Customer," May 2022

The Service Maturity Continuum

