

LEVERAGE CRITICAL NUMBERS

We'll help enhance Infor Service Management performance



As we work with Infor Service Management (ISM) customers, we find that many don't fully leverage the Critical Numbers and Dataviews functionality, missing out on some powerful capabilities. We can help change that. Our Professional Services team will help you see the value of tracking critical numbers and using the Dataviews to easily access valuable information for managing a team, business unit, or the whole organization.

Benefits you may be under-utilizing

- Managers can track Critical Numbers for their team or business unit
- Dataviews allow users to drill into details from the same screen
- Dataviews provide the details behind a Critical Number for slicing & dicing data.
- You can customize Dataviews to hone in on the details most important to you



“When we demo ISM Critical Numbers and Dataviews showing some advanced applications to customers, their eyes tend to pop open, suddenly seeing the potential, wondering why they weren’t using this functionality before.”

ISM Critical Numbers and Dataviews bring valuable insights to your teams

ISM contains powerful reporting capabilities that can be leveraged to enhance the overall performance of the service organization. Managers can delve into driving factors, such as reasons behind low resolution rates or sudden drops in customer satisfaction. By tracking critical numbers, organizations can set strategies for improvement and monitor progress.



| Critical Numbers | | | | | |
|---|----------|-----------------------|----------|----------|--------|
| Critical Numbers Snapshots | | | | | |
| As Of Date: 6/12/2024 | | | | | |
| Period Range: 6/1/2024 6/30/2024 Day: 8 Total Days: 20 | | | | | |
| | Category | Description | Goal | Alert | Actual |
| 1 | Service | SRO Hours Billed | > 700.00 | < 500.00 | 1.04 |
| 2 | Service | SRO Hours Efficiency | >= 75.00 | < 50.00 | 0.00 |
| 3 | Service | Service Orders Opened | < 500.00 | > 600.00 | 4.00 |
| 4 | Service | Service Orders Closed | > 500.00 | 0.00 | 0.00 |

- Top-performing companies monitor critical numbers, such as first-call resolution rates, technician productivity, and time from call to dispatch. We can help you set up and track the most critical numbers.
- Successful customers use Dataviews to drill into details and manage exceptions that require timely intervention.
- Are you tracking labor and parts used on each dispatch? If not, you may be missing opportunities for billing. By monitoring expenses, you can determine which accounts are most profitable or which technicians are the most productive.



Call or email today

Our professional services team will conduct an interview, then provide recommendations and a quote for services.

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