



We Help Services Organizations
Get Better At What They Do

The Challenge

First Call/Visit Resolution (FCR/FVR) is a critical determining factor of customer satisfaction. Organizations that resolve more customer issues in a single contact not only improve customer satisfaction, but also reduce operating costs and increase overall financial performance.

Because FCR/FVR can be challenging and costly to measure, identifying the inhibitors to improving your FCR/FVR can be difficult. It's rarely just one thing but a host of issues such as properly trained technicians, spare parts availability, accurate repair documentation and many other drivers of good (or bad) FCR/FVR.

The Solution

RTM Consulting (RTMC) has developed its Field Services (FS) transformation services to help technology companies define, develop, and deliver value-added and outcomes focused FS capabilities required for market success. By partnering with RTMC, you can accelerate time to value, avoid surprises and unnecessary investments, optimize labor and other support related costs, and achieve the support capability and capacity you need to maintain a competitive edge.

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First Call/Visit Resolution QuickStart

Our mission is to help consulting, professional and support services organizations get better at what they do

Who We Are

RTM Consulting provides strategic and operational advisory services to technology companies and other industries to assist them in increasing revenues and growing margins by leveraging consulting, professional, support and field services more effectively.

Our Approach to FCR/FVR – QuickStart!

The effort to effectively and adequately refine existing helpdesk capabilities takes time. However, Field Service organizations often need results in weeks, not months. In response, RTM Consulting has developed FCR/FVR QuickStart, which provides an accelerated time to benefit by helping drive inefficiencies out of your support structure while building in better service capabilities.

Building the Roadmap to Improved FCR/FVR

- ▶ *Assess As-is Capabilities* – leverage RTMC's Field Services Framework to determine current level of effectiveness and existing inefficiencies
- ▶ *Compare Performance / Gap Analysis* – analyze current performance and approach against industry best practices and quantify improvement opportunities
- ▶ *Architect To-Be State* – define processes, workflows, supporting infrastructure and talent/training needs employing RTMC best practice processes and frameworks
- ▶ *Define Execution Plan* – provide transformative implementation roadmap and recommendations which include size and scope of effort, prioritized initiatives, identification of dependencies (e.g. costs, ROI, etc.), and timeline for execution
- ▶ *Implement recommendations* – begin receiving the benefits of the highest priority needs with RTMC expertise and transformative experience

RTMC consultants are previous industry practitioners who bring an experience-based and practical hands-on approach to problem identification and transformation leading to real results. [Contact RTM Consulting](#) to learn more and/or schedule your FCR/FVR QuickStart and access our insights and experience with this critical aspect of running your business.