Rosetta Operations Highlights

RAG | June 2017

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Acknowledging the challenge
Acknowledging the Challenge

Correlation between support backlog and customers satisfaction

- Q1 2016: 92% Satisfaction, 8% Dissatisfaction
- Q2 2016: 83% Satisfaction, 17% Dissatisfaction
- Q3 2016: 93% Satisfaction, 7% Dissatisfaction
- Q4 2016: 81% Satisfaction, 19% Dissatisfaction
- Q1 2017: 74% Satisfaction, 26% Dissatisfaction

Satisfaction | Dissatisfaction
Acknowledging the Challenge

Pain Points Distribution Q4 2016 – Q1 2017

- Time to resolution: 44%
- Communication: 31%
- Unsatisfactory resolution: 19%
- Missing RCA: 13%
Setting Success Keys
Setting Success Keys

Customer Satisfaction

Right Team

Knowledge

KPIs

Quality of Service

Internal Cooperation

Continuous Improvement
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Continuous Improvement
Achieved so Far
Success Keys – Right Team

- Established the team
- Appointed dedicated team leader
- Invested into onboarding and training
- Advanced technical sessions by Development team

Right Team

Knowledge

- Alex Zelenko, TL
- Paul Freidman
- Sigal Nizri
- Yehuda Baron
- Marek Melichar
- Rina Galvez
Success Keys – Setting KPI’s

- 40% Reduction to support backlog
- Positive trend in satisfaction
- Addressing aging cases – in progress
Success Keys – Quality of Service

Focus on support principles based on customers feedback

- Customer Satisfaction
- Accountability
- Transparency
- Understand the need
- Ongoing Communication
- Aim for holistic resolution

Quality of Service
Success Keys – Internal Cooperation

- Consultancy meetings
- Triage meetings
- Fixes prioritization

Maintain close cooperation with other teams
Success Keys – Continuous Improvement

• Review Customers Feedback
  • Review cases history and communication
  • Conduct regular lessons learned
• Analyze ‘resolved without a code fix’ cases
• Periodical customer calls

Continuous Improvement

• Lessons learned approach as mindset
Still Way to Go
Next Focus Areas

Team Performance
- Continuous investment in team education
- Follow up on personal KPIs
- Ongoing lessons learned meetings

Time to Resolution
- Continuous reduction of ‘old cases’
- Ensure ongoing communication and updates
- Monitor cases at ‘risk’

Internal Cooperation
- Support / Dev triage meetings
- Introduce advanced training sessions
- Joint priority setting
Reaching our Goals
How can Customers Contribute to the Process?

One Click Feedback

Dear Udi,

Your case "test please ignore" (#00059313) is now closed. We would be very grateful to hear how satisfied you were with the way Ex Libris handled this case. This will only take a moment of your time. Please choose one of the ratings below:

😊 Very Satisfied
😊 Satisfied
😊 Dissatisfied
😊 Very Dissatisfied

Your feedback is very important to us. Thank you for helping us to improve the support Ex Libris provides to our customers.

Thank you,
Ex Libris

Voice of the Customer

Escalation Mail:
• Reaches management
• Response with current status within 1 business day
• Addressed with priority

rosettaescalation@exlibrisgroup.com
Reaching Our Goals

• High and stable satisfaction rate
• Mature and effective team
• Satisfied and maintainable level of backlogs
• Continuous open and transparent communication
THANK YOU
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