

# Satisfaction Process and Technology Assessment

## Staying in Control with Business Processes and New Technologies

To meet the demands of today's challenging environment, electric cooperatives seek new technologies that can optimize efficiencies and enhance the quality of service to your members.

To support cooperatives in their pursuit of excellence, TSE Services now offers a **Satisfaction Process and Technology Assessment** to help cooperatives evaluate and optimize business processes and technologies that have a direct impact on your ability to provide best-in-class service to your members.

## The Technology Puzzle

When cooperatives adopt new technologies, they often face integration challenges with existing business processes. Many find that maximizing the full potential of these resources often requires altering existing processes.

To help you make the most of your current technology investments, we perform a cross-functional evaluation of processes and business systems, with a focus on identifying hidden capabilities in your existing technology. Where applicable, TSE Services can also help you conduct an independent assessment of alternative technology options.

## How Do You Optimize Procedures To Improve Member Satisfaction?

The **Satisfaction Process and Technology Assessment** is a five-step approach designed to maximize value and enhance member satisfaction.

1. Where Are We Now?
2. Where Do We Want to Go?
3. What Do We Have to Work With?
4. How Will We Get There?
5. How Do We Measure Our Success?

TSE Services will have a direct impact on your ability to provide best-in-class service by providing a framework to optimize your business processes and the interdependencies with new and existing systems and technologies.

For example, a cross-functional evaluation may show that an electronic field note capability in an existing two-way field communication system could be used to enhance and update information for CSRs responding to member inquiries. Our **Satisfaction Process and Technology Assessment** will help uncover ways to get the most from your existing systems, thereby enhancing satisfaction.

## Measuring Success

By integrating your effort with TSE Services' **Operational Metric Benchmarking System**, you will be able to track the relationships between changes in operational and technology metrics and your members' perceptions as measured by the **Member Satisfaction Tracking System**.

## TSE Services



Touchstone Energy®

### TSE Services

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