

SERVICE DELIVERY MANAGEMENT

YOUR VOICE IN OUR BUSINESS

At Lexel, our Service Delivery Managers are customer advocates, representing your organisation within our business. Lexel Service Delivery Managers are a single point of contact, facilitating service excellence, every time.

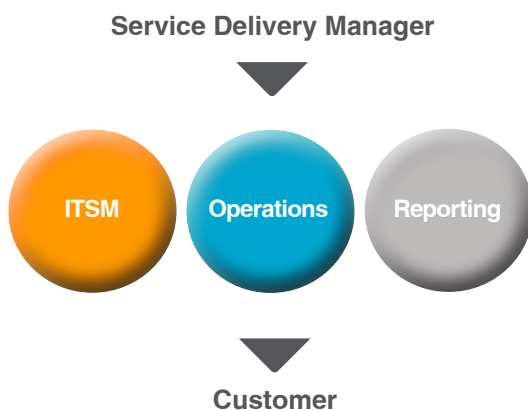
Our customer centric, professional and unbiased approach to service delivery produces measurable improvement benefits. The Lexel Service Delivery team is continually looking at new ways to innovate, automate and simplify the delivery of services, sharing these benefits through our customer ecosystem.

Service Delivery Management Offerings

With scalable and flexible pricing options, Lexel offers service delivery management across three distinct customer segments:

- Corporate and enterprise
- Small and medium business
- Retail

For each of these segments, service delivery management is available as a fully managed service, or if your organisation only requires selected service deliverables, we can customise a solution to meet your specific requirements.



Lexel Service Delivery Managers

Lexel Service Delivery Managers connect a broad range of internal and external stakeholders. Services are delivered responsively, efficiently and to the highest standard of quality through:

- Continual service improvement
- Commercial & contract management
- Relationship management
- Incident & service level management
- Scheduled reporting & review meetings
- ITSM process management & administration
- Project delivery oversight & review

From a day-to-day perspective, you can count on your Lexel Service Delivery Manager to:

- Work with key stakeholders in your business to understand your priorities and desired business outcomes.
- Define expectations upfront, ensuring there is a good understanding of the overall deliverables.
- Align the right people, skills, process and teams to customer projects.
- Ensure you have a voice within Lexel.

Supporting the Service Delivery Manager are the IT Service Management, Business Intelligence and Operations teams.



“ SKY have had very good experience with services provided by Lexel. Their proactive approach has been great.
Vamsi Dharanikota, Service Delivery Manager
Sky Television ”