

Noventum's Service Transformation Centre (STC)



The Service Transformation Centre (STC) is a powerful, self-service and interactive knowledge base that guides, inspires and helps you to design and implement your own service transformation project

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The place where companies come to accelerate profitable growth of your service business

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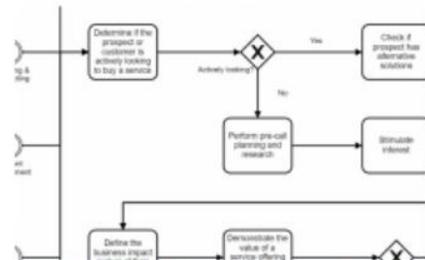
What can you find in the STC?

- Service industry best practices and standards
- Proven digital service business models
- Powerful business analysis tools
- Service performance benchmark data and business case templates
- Service Solution Blueprints for leading IT solutions that will speed up the re-designing, building and transforming towards a digital service business
- e-learning for all the key service business roles, competency assessments, career path planning and other people development tools, that will help you improve adoption and will advance the careers of your service team
- Experienced coaches are available to guide, inspire and assist you

The centres



Assessment Centre



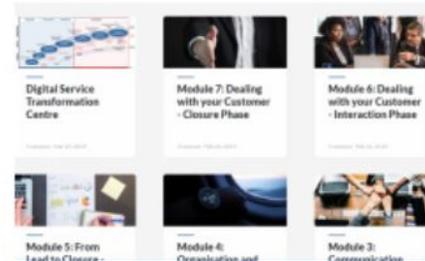
Design and Build Centre



Business Management Centre



Implementation Centre



People Management Centre



Get Assistance from our Coaches

Get access to our Service Transformation Centres

<http://stc.noventum.eu/register>

“ A step by step method to transform your Service Business ”

ASSESSMENT CENTRE

Assess your internal operations, compare your performance to Best Practices and find out which specific areas can improve your service business

DESIGN AND BUILD CENTRE

You will find methods, proven processes, solution blueprints, workshop approaches, and a large library of available knowledge that you can use to Design & build your service operating model and your service IT Solution

IMPLEMENTATION CENTRE

This is the centre to make your transformation happen. It's where you can find real proven roadmaps and deliverables. Ensure that your new operating model and service IT solution is rolled out and used successfully

BUSINESS MANAGEMENT CENTRE

Dedicated to managers enabling them to benchmark, review and prioritise service business improvement opportunities, review the performance of the Service Business, and manage innovation.

PEOPLE MANAGEMENT CENTRE

People Management Centre is our platform that focuses on the primary People Management area of Learning & Development.

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How does it
work?”

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1. Start by defining your challenge

Take the assessment to find out your challenge

or

Select from our existing list of challenges



Strategically change the business towards a service business



Create a platform for profitable growth through standardisation



Develop a service parts management strategy



Grow your business by selling and delivering digital services

2. Solve your challenge by following your Service Transformation Journey

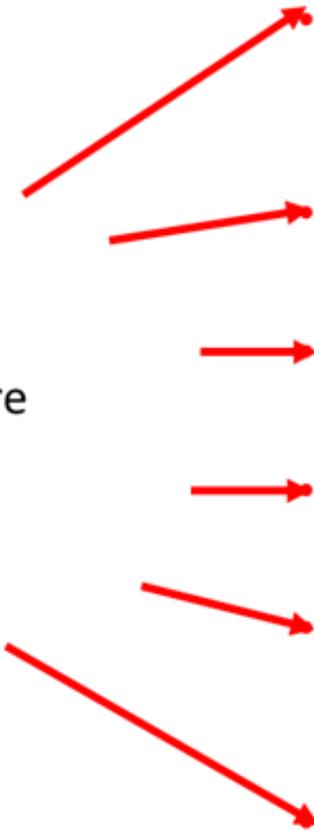
The Challenge:
Create A Platform For Profitable Growth Through Standardisation



3. Redesign Capabilities

Organise workshops where you use the **Best Practices Components** as a starting point to:

Benefits



Makes business processes sustainable, with well defined roles and competency requirements, comprehensive work instructions and training materials, and performance metrics.

Creates alignment amongst management teams on how a service business should operate.

Helps break down a complex service transformation into small and manageable components.

Is a very powerful tool to change people's behaviour.

Enables different parts of a company with different service maturity levels to work towards the same vision and standards.

Helps select and implement Industry Standard Software Applications.

“
And if you need
some help,
contact our
coaches
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They will answer all your questions, guide you through the Service Transformation journey, help to solve your challenges and facilitate the use of best practices provided in the Service Transformation Centre.



Get in touch



We are with you. Your challenges are ours,
and our success is defined by yours.

www.noventum.eu

Experience

With 20 years of experience focused in Service, we have created our Service Transformation Centre.

We have what it takes to galvanise your Service Business whether this involves Strategy, Service Sales, Service Delivery, Information Technology, People Development and Engagement or Customer Experience.

Our client success stories are proven testimony of our ability to initiate and drive growth and profitability.

Coaches

Our coaches share one defining characteristic – they all have a passion for Service. Noventum people see and understand the potential for profitable growth that Service Business holds.

Our coaches are a combination of experienced consultants mixed with new talent. This way, we can help you wisely and with ‘outside the box’ thinking.