

# ENHANCING THE CUSTOMER THROUGH SERVICE



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**BLUE RIDGE**  
FOR A MORE FORESEEABLE FUTURE



# AGENDA



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**INTRODUCTION**

2

**CHALLENGES**

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**ACCOMPLISHMENTS**

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**SPEED**

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**ASSURANCE**

# FOCUS ON SATISFACTION WITH SERVICE

Every customer deserves to be treated as unique

How customers perceive and rate providers:

**Reliability:** Deliver as promised

**Responsiveness:** Positive, prompt and polite

**Empathy:** Care, concern and consideration

**Tangibles:** Quality, appearance and ease

**Assurance:** Courtesy, respect, helpful and knowledgeable



# ACCOMPLISHMENTS



# ACCOMPLISHMENTS PAST 12 MONTHS

- 🌀 Monthly Maintenance Release
- 🌀 AWS Migration
- 🌀 All Customers on Same Release
- 🌀 Customer Satisfaction Survey
- 🌀 Business Reviews
- 🌀 Customer Onboarding
- 🌀 Additional Team Members



# AWS / MONTHLY RELEASE CYCLE BENEFITS

## **AWS**

- Flexibility
- Secure
- Reliable
- Scalable and high-performance

## **Monthly Release Cycle**

- Accelerated Time to Value
- Mitigate release failure
- Continuous updates
- Increased productivity

# ONE VERSION – BENEFITS

## All Customers on Same Release

- Scalability
- Supportability optimized to maximize uptime
- Innovation

# RELEASE MANAGEMENT CYCLE

The screenshot displays a Jira Knowledge Base interface for 'Knowledge Base for Customers'. The main content area is titled 'Product Releases' and includes a 'Schedule' section, a 'Search' box, and a 'Latest release notes' section with a list of release notes. A 'Get Started' section is also visible on the left side of the main content area.

**Knowledge Base for Customers**  
Created by Fahim Akbar, last modified by Denan Liang on Mar 15, 2018

**Blue Ridge Products Knowledge Base**  
Here is where you find insight into SCP and SCA features and latest releases.

**Get Started**  
How to best engage with Blue Ridge services via Customer Blue Ridge Customer Portal (JIRA Service Desk) Info

**Product Releases**  
Created by Fahim Akbar, last modified by Denan Liang on Feb 27, 2018

**Schedule:**  
Blue Ridge plans to deliver software releases every third Thursday of the month. On the third Thursday, we will load your test environment with the latest maintenance release or new version release. You will then have one month to preview the release. This release will be moved to production on the third Thursday of the following month, and a new release will be loaded into your test environment on this day as well.

**Search:**  
Use this search box to search the Release Notes for feature terms.

**Latest release notes:**  
[Release Notes](#)  
167

**New Features in 167:**

- SCP-6927: New export function on SCP lists - suppliers list, items list, orders list, etc.
- SCP-6925: New design for the Open Order Summary
- SCP-9033: New open orders category called "Open Order Items" on the Dashboard for items that are on multiple open orders

**Bug Fixes:**

- SCP-6799: Fixed - Infinity checks are set incorrectly in the period end night job
- SCP-9493: Fixed - Forward buy is only calculating / prompting one forward buy; there should be no limit on the forward buys during the window if need exists



# CUSTOMER SATISFACTION SURVEY RESULTS

- Feature/Functionality
- Customer Support – Timeliness to respond
- Education/Training
- Performance

# CUSTOMER SATISFACTION – FOCUS AREAS

## Feature/Functionality

- Part of monthly maintenance release cycle
- Release notes

## Customer Support – Timeliness to respond

- Additional resources

## Education/Training

- Additional resources
- Enhanced documentation and self service

## Performance

- AWS



# CUSTOMER ONBOARDING HIGHLIGHTS


- 70% completed within 90 days and 100% completed on-time
- 100% on or under budget
- 1 customer live in 6 weeks



# SPEED



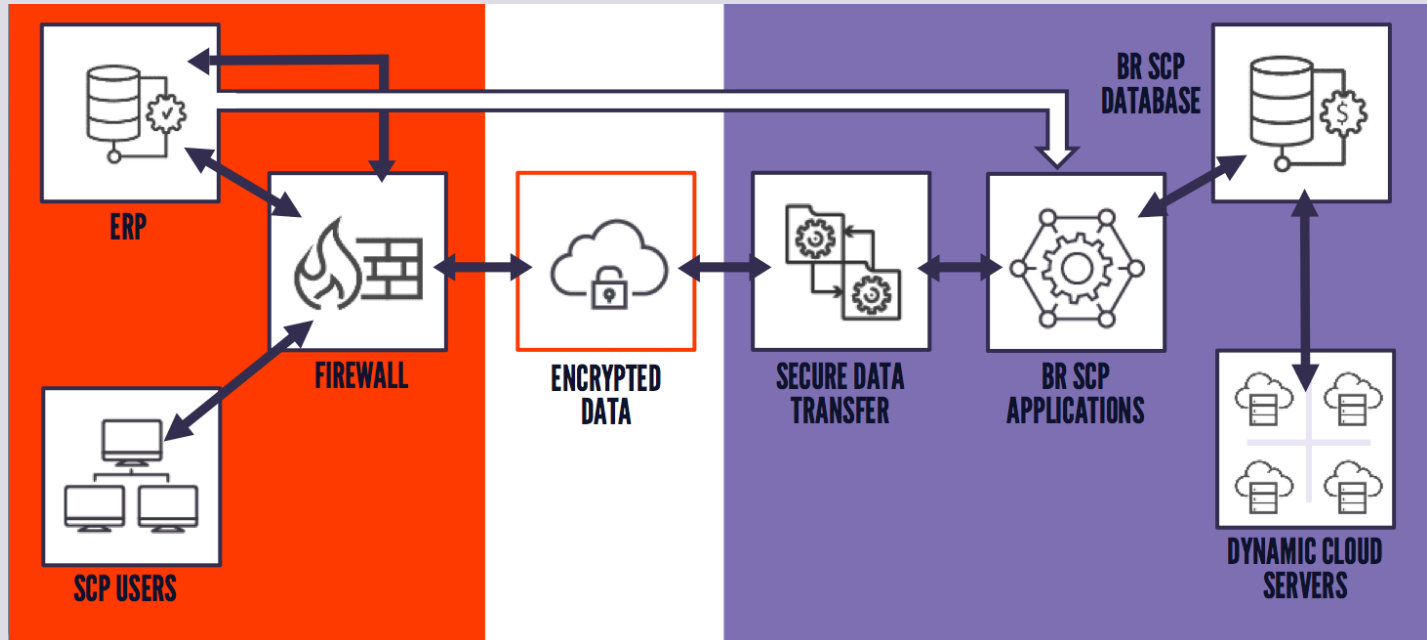
# FUTURE

 Connectors/Application  
Program Interface (API)

 Documentation

 Enhanced Dashboard

# DATA CONNECTOR / API'S



# DOCUMENTATION

Pages / Knowledge Base for Customers

Edit Save for later Watching Share

## Product Releases

Created by Fahim Akbar, last modified by Denan Liang on Feb 27, 2018

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The Export Library list is displayed with the following columns of information:

Name	Created By	Creation Date	List Type	Column Selections	Filter Criteria
Export to Production	SM Consulting	3/10/2018	Item List	Item ID, Item Name, Item Description, Item Price, Item Status, Item Location, Item Category, Item Type, Item Unit, Item Weight, Item Volume, Item Length, Item Width, Item Height, Item Material, Item Color, Item Finish, Item Grade, Item Class, Item Code, Item Barcode, Item Serial, Item Lot, Item Batch, Item Trace, Item Origin, Item Source, Item Vendor, Item Supplier, Item Customer, Item Order, Item Invoice, Item Receipt, Item Shipment, Item Delivery, Item Receipt, Item Invoice, Item Order, Item Invoice, Item Receipt, Item Shipment, Item Delivery	No Filters Selected
Export to Production	SM Consulting	3/10/2018	Order List	Order ID, Order Date, Order Type, Order Status, Order Location, Order Category, Order Type, Order Unit, Order Weight, Order Volume, Order Length, Order Width, Order Height, Order Material, Order Color, Order Finish, Order Grade, Order Class, Order Code, Order Barcode, Order Serial, Order Lot, Order Batch, Order Trace, Order Origin, Order Source, Order Vendor, Order Supplier, Order Customer, Order Order, Order Invoice, Order Receipt, Order Shipment, Order Delivery, Order Receipt, Order Invoice, Order Order, Order Invoice, Order Receipt, Order Shipment, Order Delivery	Use Filter #1: Order Type = Order
Export to Production	SM Consulting	3/10/2018	Supplier List	Supplier ID, Supplier Name, Supplier Address, Supplier Phone, Supplier Email, Supplier Website, Supplier Logo, Supplier Status, Supplier Location, Supplier Category, Supplier Type, Supplier Unit, Supplier Weight, Supplier Volume, Supplier Length, Supplier Width, Supplier Height, Supplier Material, Supplier Color, Supplier Finish, Supplier Grade, Supplier Class, Supplier Code, Supplier Barcode, Supplier Serial, Supplier Lot, Supplier Batch, Supplier Trace, Supplier Origin, Supplier Source, Supplier Vendor, Supplier Supplier, Supplier Customer, Supplier Order, Supplier Invoice, Supplier Receipt, Supplier Shipment, Supplier Delivery, Supplier Receipt, Supplier Invoice, Supplier Order, Supplier Invoice, Supplier Receipt, Supplier Shipment, Supplier Delivery	No Filters Selected
Export to Production	SM Consulting	3/10/2018	Supplier Item List	Supplier Item ID, Supplier Item Name, Supplier Item Description, Supplier Item Price, Supplier Item Status, Supplier Item Location, Supplier Item Category, Supplier Item Type, Supplier Item Unit, Supplier Item Weight, Supplier Item Volume, Supplier Item Length, Supplier Item Width, Supplier Item Height, Supplier Item Material, Supplier Item Color, Supplier Item Finish, Supplier Item Grade, Supplier Item Class, Supplier Item Code, Supplier Item Barcode, Supplier Item Serial, Supplier Item Lot, Supplier Item Batch, Supplier Item Trace, Supplier Item Origin, Supplier Item Source, Supplier Item Vendor, Supplier Item Supplier, Supplier Item Customer, Supplier Item Order, Supplier Item Invoice, Supplier Item Receipt, Supplier Item Shipment, Supplier Item Delivery, Supplier Item Receipt, Supplier Item Invoice, Supplier Item Order, Supplier Item Invoice, Supplier Item Receipt, Supplier Item Shipment, Supplier Item Delivery	No Filters Selected
Forward Buy	SM Consulting	3/10/2018	Item List	Item ID, Item Name, Item Description, Item Price, Item Status, Item Location, Item Category, Item Type, Item Unit, Item Weight, Item Volume, Item Length, Item Width, Item Height, Item Material, Item Color, Item Finish, Item Grade, Item Class, Item Code, Item Barcode, Item Serial, Item Lot, Item Batch, Item Trace, Item Origin, Item Source, Item Vendor, Item Supplier, Item Customer, Item Order, Item Invoice, Item Receipt, Item Shipment, Item Delivery, Item Receipt, Item Invoice, Item Order, Item Invoice, Item Receipt, Item Shipment, Item Delivery	Use Filter #1: Item Type = Item
Copy of 167	SM Consulting	3/10/2018	Item List	Item ID, Item Name, Item Description, Item Price, Item Status, Item Location, Item Category, Item Type, Item Unit, Item Weight, Item Volume, Item Length, Item Width, Item Height, Item Material, Item Color, Item Finish, Item Grade, Item Class, Item Code, Item Barcode, Item Serial, Item Lot, Item Batch, Item Trace, Item Origin, Item Source, Item Vendor, Item Supplier, Item Customer, Item Order, Item Invoice, Item Receipt, Item Shipment, Item Delivery, Item Receipt, Item Invoice, Item Order, Item Invoice, Item Receipt, Item Shipment, Item Delivery	Use Filter #1: Item Type = Item

- Name** – The name of the export report.
- Created By** – The ID of the user who created the export report.
- Creation Date** – The date the export was created.
- List Type** – The list the job was created for.
- Column Selections** – The columns of information selected for the export report in the order they were selected.
- Filter Criteria** – The filters selected for the export report.

- Click **View/Change Filters** if you want to limit the list.

Export Library Filters

Name:

Created By:

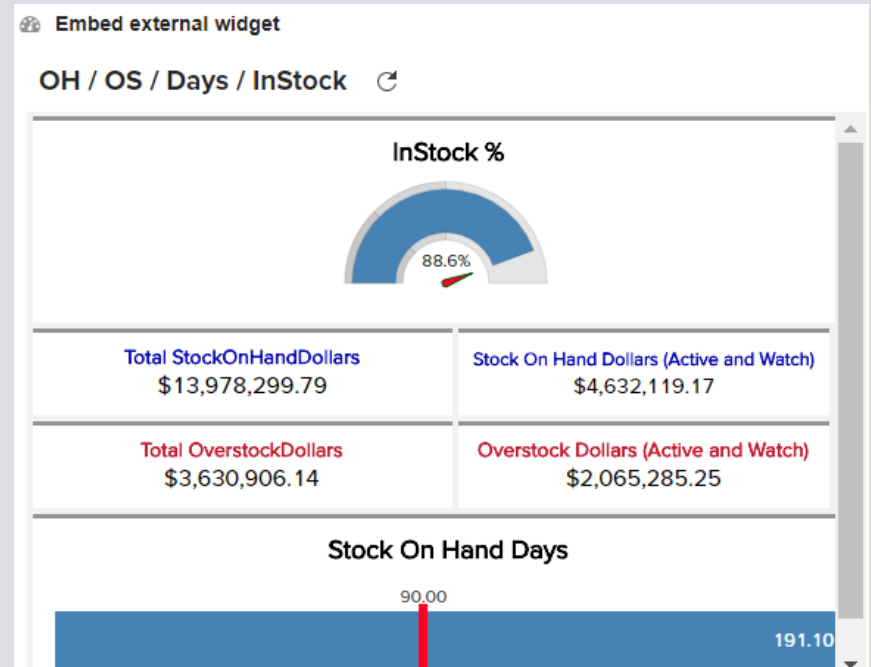
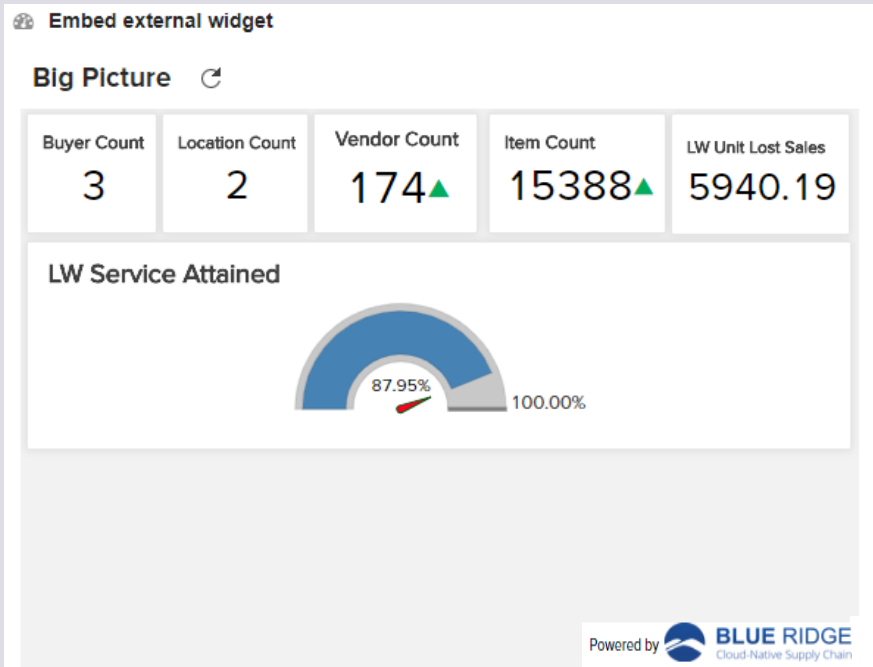
Creation Date:

List Type: AS

Apply Filters Clear Filters Close

- To maintain saved export jobs, click one of the following:
  - Rerun** – to rerun a saved export. Only exports with saved filter criteria can be rerun from the Export Library.
  - Copy** – to copy any job in the list and give it a new name.
  - Delete** – to delete the export job from the list. You can only delete export jobs that you have created or that were created by users you have given access to in the User Manager.

# ENHANCED DASHBOARD





# ASSURANCE



## Dashboard



Provide constant feedback to ensure goals are achieved



Identify potential problems at an early stage and propose possible solutions



Evaluate metrics to determine business objectives are met



Incorporate views of stakeholders

# LIFELINE – OPERATIONAL VS STRATEGIC

## OPERATIONAL

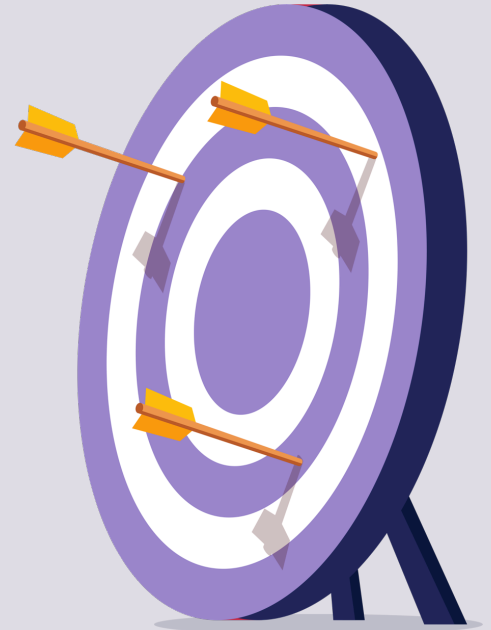
- Replenishment
- Inventory planning
- Supplier collaboration
- Demand planning
- Report development

## STRATEGIC

- Business performance metrics
- ROI realization
- Sales & Operations Planning
- Product enhancements
- Customer loyalty

# GOALS

- Increase the speed and rate of return on investment
- Enable sustainable and improving results
- Partner to ensure successful user and product adoption



# OBJECTIVES

- Establish a shared vision
- Assess user adoption and product knowledge
- Define overall business objectives and value
- Design metrics to prove objectives and value (e.g. Value Delivery Proposition)
- Share best practices
- Joint Planning
- Map additional customer requirements to Blue Ridge (BR) product roadmap



# QUESTIONS ANSWERED

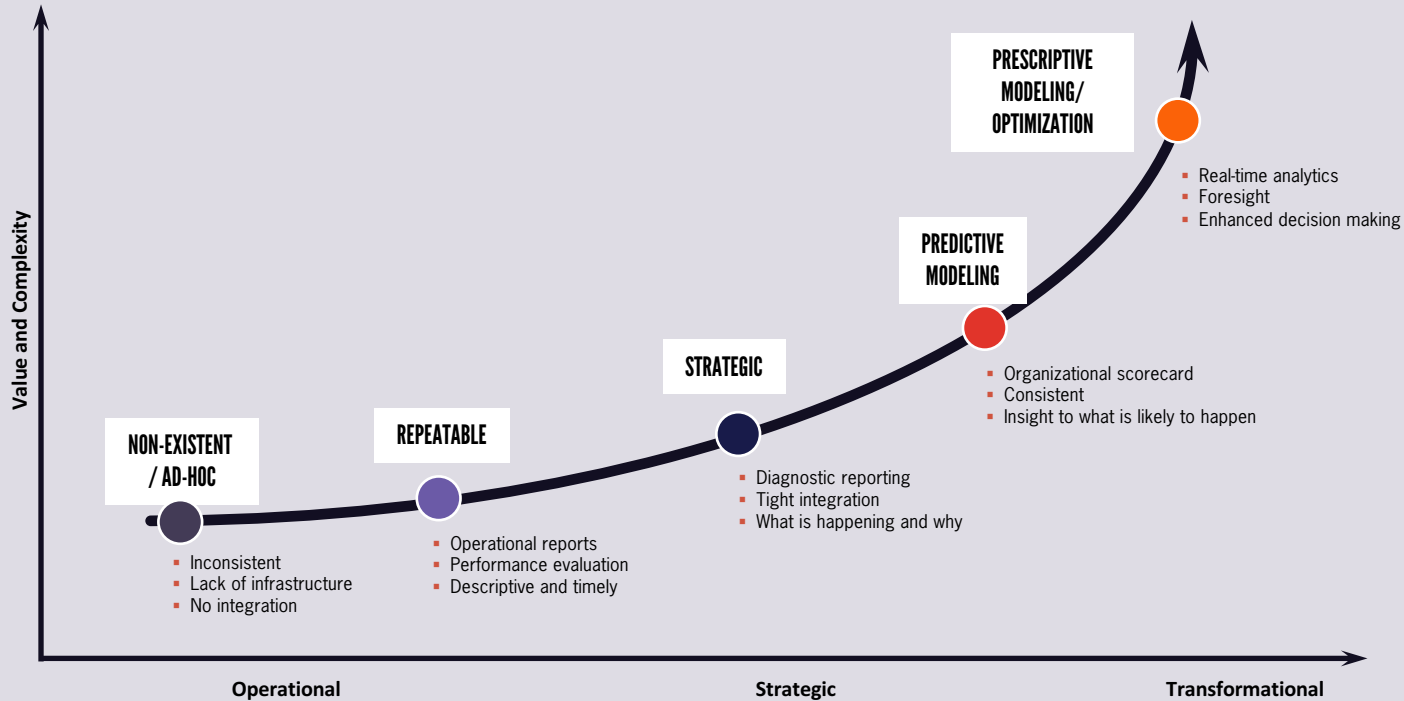
1. What has been accomplished by using Blue Ridge?
2. Has Blue Ridge provided the value?
3. Is the configuration up-to-date based on changing business objectives?
4. Do we have a defined process to implement change?
5. Do you understand all the Blue Ridge capabilities?
6. Is the adoption of the application “healthy”?



# VALUE OF LIFELINE



# ANALYTICS MATURITY MODEL



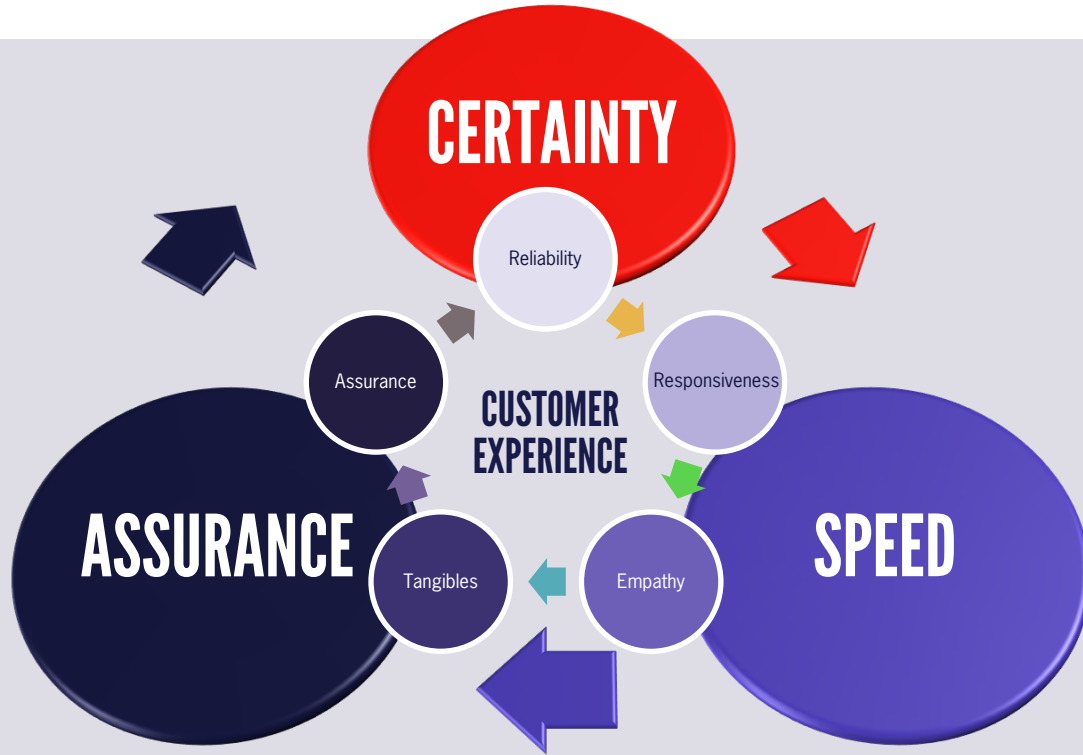


# STRATEGIC OUTPUT

- Completed 28 business reviews
- Identified training opportunities
- Enhanced user experience and adoption
- Achieved ROI realization
- Enriched functionality (e.g. perishable)
- Developed and understand the customer journey
- Deliver product roadmap vision (e.g. IBP)



# INTEGRATED CUSTOMER EXPERIENCE



**THANK YOU**

