

Service Design Assessment



"Accelerate Your Vision: 4 Weeks, ~\$25,000 Investment, One Remarkable Deliverable"

A human-centric approach that places customers and employees at the center of your business initiatives boosting market performance and customer loyalty.

- Provides actionable insights to refine your approach, ensuring every digital touchpoint is an opportunity to impress and retain your customers.
- Our strategic evaluation of your current state is a catalyst for enhancing user satisfaction and operational efficiency.
- We will help you understand your organization's capacity to develop and deliver services that will meet your customers' needs.



Scope

A strategic assessment of your current state of customers' digital experience

Deliverables

- CX executive briefing
- SD Maturity Model
- Competency Scorecard
- Service Design Roadmap

Value

- Gain insights to view and refine your digital service strategy through the eyes of your customer identifying key areas for innovation and improvement.
- Recommendations to improve your customers' experience, increase customer loyalty and market share.

Success story

- A leading manufacture client struggled with low user adoption of digital tools.
- Our analysis identified usability issues and misalignments with user expectations, leading to a strategic overhaul of their digital interfaces.
- The outcome was a significant increase in user adoption rates and a 40% uptick in engagement.



[Learn more about Fujitsu consulting services](#)