

# CMMI<sup>®</sup> SERVICES

## Battlecard

### Value Proposition

Improves an organization's capability to efficiently and effectively deliver quality service offerings that meet market and customer needs.

### Target Audience

Organizations that provide services, including B2B, B2C, standalone services, and those that are part of a product offering.

#### Audience Pain Points:

- Service disruption
- Re-work
- Cost overruns
- Delays
- Customer complaints
- Inconsistent service delivery

### Relation to Government Mandates, Standards and Methodologies

- ISO 20000

### Key Benefits

- Deepen customer loyalty
- Enhance resiliency
- Improve time-to-market
- Increase quality
- Reduce cost

### Proof Points

- 43% Reduction deliver time deviation (average)
- 13% Improvement of customer satisfaction
- Positive customer references and referrals
- 23% reduction in re-work
- [Hughes Systique Case Study](#)
- [Capita Case Study](#)
- [Avantare Case Study](#)

“This achievement is the result of great teamwork, which compels us to improve our processes in a constant quantitative manner aligned to business goals, making decisions based on quantitative analysis, identifying factors that influence our critical processes, improving our day-to-day performance and achieving a high level of satisfaction from our customers.”

— Mariana Perez-Vargas Obregon, Chief Executive Officer, Avantare

### Practice Areas

- **Continuity:** Enables continued operation when serious disruptions or catastrophic events occur.
- **Incident Resolution & Prevention:** Minimizes the impact of disruptions to meet objectives and customer commitments more effectively.
- **Service Delivery Management:** Increases customer satisfaction by delivering services that meet or exceed customer expectations.
- **Strategic Service Management:** Increases the likelihood of meeting business objectives by aligning standard services with customer needs.

### Differentiators

- With its open architecture, CMMI not only works well and easily integrates with other standards and frameworks, it enables them to be more useful and effective for building capability and improving performance
- The CMMI has been and continues to be applicable to a broad range of organizations, domains, technologies, or contexts.

### Why Adopt Multiple Domains?

- Multiple domains in a single appraisal event will yield cost and resource savings.
- Provides the opportunity to look beyond a single domain to where there is overlap in the Organizational Unit's (OUs) processes to add continuous improvement value and identify the opportunity for further process integration.
- Enables appraisal teams to more easily understand and see how processes are performed in the OUs, projects, and organizational support functions (OSFs).
- Model scope with multiple domains reflect how work is performed across industries, geographies and OUs.