

# Service Capability & Performance Certification

## Fuji Xerox Asia Pacific Online and Technical Support Centres

### Delivering Support Excellence

At Fuji Xerox we are committed to delivering exceptional customer support at every interaction. Achieving Service Capability and Performance (SCP) certification is proof of that commitment.

#### What is SCP?

SCP standards measure the effectiveness of our customer support operation against world-wide best practice within the technical support industry.



Developed through the joint efforts of nearly 50 leading support organisations, the SCP certification criteria comprise detailed business elements.

SCP contains a framework of over 100 measurable benchmarks, which are used to determine the overall effectiveness of a service and support organisation.

#### How is SCP certification achieved?

SCP certification is achieved after a comprehensive, annual on-site audit of the Fuji Xerox Customer Support operations by an independent third-party auditor. Evidence of achievement is gauged in key areas such as customer satisfaction, performance metrics and people programs. These metrics are compared with other organisations that also provide technical customer support.



#### How does SCP benefit our customers?

- Our survey and customer feedback processes ensure we continually improve our services.
- Our focus on staff training programs ensures our support engineers are proficient.
- Our support processes and infrastructure are designed to meet the highest industry standards.
- Our customers receive a consistent level of excellence every time they require our support.
- All our processes and practices are reviewed, rated and updated annually, ensuring our service continues to meet our customers' expectations.

## Notable areas of excellence



### Customer feedback process

Our Customer feedback process ensures all customer feedback, compliments and complaints are centrally recorded and managed. All complaints are managed according to a pre-defined severity scale. The customer is updated on progress throughout the resolution process.

We review all results on a monthly basis, implement continuous improvement initiatives and acknowledge complimented staff as part of our staff recognition scheme.

### Real-time display of support activity

In our Technical Support Centres, monitors display real-time case activity colour coded against service levels to ensure peak responsiveness. At a glance, it is easy to see and act on response, resolution, customer feedback requirements, and any customer call back issues.

### Management productivity tools

Quick response to technical escalations is our goal and the ability to access information to achieve this is critical. Like many large global organisations, information is scattered across a number of databases. Our K.U.B.E (Knowledge User Base Environment) web portal provides our support engineers with access to global systems and information in seconds ... a fast and efficient resolution to our customers.

### Ease of use

Our Support web page is designed with the customer in mind. Large icons, pictures and clear text makes it very easy for customers to find the support they need, whether accessing our comprehensive online knowledge bases, downloading drivers, logging a support request, etc.

### SCP certified support organisations

Other world-class organisations certified under SCP Standards include HP, Microsoft, Nokia, Novell, Cognos, EMC<sup>2</sup>, Sybase, Canon.

For more information on SCP certified support organisations visit [www.servicestrategies.com/scp-standards/scp-sponsors](http://www.servicestrategies.com/scp-standards/scp-sponsors)

### Ongoing certification

SCP certification ensures we meet the industry benchmark standard defined within the process. We also commit our organisation to a continuous improvement program through the annual SCP certification process, which benefits our customers.

For more information on the SCP certification process visit [www.servicestrategies.com](http://www.servicestrategies.com)

For more information or detailed product specifications, call or visit us at

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