



Benefits

- Increases revenue through additional service offerings
 - Improves customer satisfaction by scheduling product deliveries and associated services at time of sale
 - Improves the fulfillment of both products and services based on the order conditions and resource availability
 - Decreases the cost of providing services by outsourcing to a third party
-

IBM Sterling Delivery and Service Scheduling

Significantly improve customer expectations by providing superior product delivery and services

Provide additional service offerings at the time of order transaction

To maintain a competitive advantage as well as increase revenues, many businesses are pursuing service-oriented, revenue-generating strategies that require complex fulfillment processes for final delivery to the customer. These strategies include offering either one-time or ongoing additional services such as delivery, installation, and setup along with the sale of a product.

IBM® Sterling Delivery and Service Scheduling gives you the tools to maintain a wide network of service specialists across various locations and provides a centralized, consolidated view of their calendars and schedules. These service specialists can be internal employees, external resources, or a combination of both depending on the geography. The availability of these resources can be viewed and scheduled when entering an order for physical goods or as a separate order transaction.

Model your service offerings network to efficiently execute on virtually all orders

Sterling Delivery and Service Scheduling allows you to model and manage your extended services network, and present a comprehensive view of virtually all activities to internal and external participants. This network modeling helps ensure virtually all product delivery-related commitments match inventory and resource availability in real time. Relating product, delivery and service dependencies furthers your ability to provide customers with a better experience through a single interaction. Customers are guided during the order process for service needs, and are given options on the availability and preferred dates of execution. Both the seller and the buyer have the flexibility to specify their preferences for execution, at the lowest cost.



Intelligently fulfill orders and services across the entire supply chain

Sterling Delivery and Service Scheduling facilitates rules-based promising to select an individual service provider or can allocate an entire crew at each individual step of the project. It also allows for the management of virtually all customer service-related questions to be addressed, and updates to be performed, from a central point. Tracking, executing and managing the relationships between product fulfillment and service appointments as part of ‘the perfect order’ is no longer a disjointed set of operations. Even when outsourcing service to a third party, using Sterling Delivery and Service Scheduling, a seller can execute and manage fulfillment across its service network to help ensure that customer expectations are met, and any scheduling issues are proactively managed.

Capability	Description
Order capture coordination	<ul style="list-style-type: none"> • Provide date and time as part of delivery and shipment milestones on each order line • Provide a list of services available for sale based on the ordered product • Provide a quote for the total product, delivery and service being sold • Generate a single view of the order, complete with product, delivery and service information • Offer promotions for both products and services
Service appointment tracking and execution	<ul style="list-style-type: none"> • Record actual service parameters (start/end date and time) as well as comments and instructions during the fulfillment process • Monitor the execution of the service and receive alerts for exceptions • Proactive management of exceptions by monitoring the execution of the service • Track service providers performance even if outsourcing service
Model service offerings	<ul style="list-style-type: none"> • Define skill pools; crew capacity and availability within the business calendar for each service organization • Geographically define delivery, service, and shipping areas • Manage and define internal and external service organizations and resources
Managing delivery and installation services	<ul style="list-style-type: none"> • Schedule related services as part of the product order or as a separate order • View resource capacity and schedule based on type of service • Rules-based promising to help ensure accurate available-to-promise dates • Schedule multiple resources to a project and sequence them based on requirements



© Copyright IBM Corporation 2011

IBM Corporation
Software Group
Route 100
Somers, NY 10589

Produced in the United States of America
July 2011
All Rights Reserved

IBM, the IBM logo, ibm.com and Sterling Commerce are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this publication to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in this presentation may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific sales, revenue growth, savings or other results.



Please Recycle