



# Service Delivery Management

Flooid offers Service Delivery Management to help you better achieve your goals and to bridge any gaps between your organization, our delivery organization and 3rd party vendors.

With a Flooid Service Delivery Manager (SDM) Add-On Package, you have a dedicated Service Delivery Manager resource to provide project continuity and to advocate for you within our internal delivery organization. In addition to helping resolve immediate issues, your SDM provides proactive services, such as regular status and quarterly review meetings, to help your organization improve how it uses Flooid Solutions and plan for future needs.

## Key benefits

### *Resolve issues faster*

Having a dedicated Service Delivery Manager means that you not only have access to your consultant, but they have the inside track to help drive your project and ensure they are leveraging the right Flooid resources to help you find answers and solve problems quickly.

### *Improve ROI*

Benefit from your SDM's knowledge of both your organization's goals and Flooid's commerce technology to provide support that moves your business forward while getting the most value from Flooid.

### *Reduce risk*

Your SDM will help you identify possible problems and offer recommendations to avoid them, so you can address potential issues upfront.



## Offering features

The Service Delivery Manager provides project continuity and advocates for you within our internal delivery organization ensuring your issues are being addressed and resolved as quickly and efficiently as possible for your organization.

As a single-point, your SDM works closely with your team through regular knowledge transfer sessions, review calls and a cadence of regularly scheduled meetings. Your SDM is familiar with your goals, your project and your strategic direction. When you need help, your SDM can coordinate the appropriate response at Flooid. Further, your SDM can expedite resolutions that are in alignment with your IT and business goals.

- Single-point of contact and representation with Flooid for Services, including monthly service reviews
- Creation and delivery of the Service Delivery Plan for all initial and additional services
- 3rd Party Management & Collaboration
- Representative on the Change Authority Board
- Monthly reporting and regular meetings, including technical and non-technical recommendations ensuring full-value from Flooid Solutions

## More information

To learn more about Flooid Service Delivery management options, contact your Flooid Account Manager.

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