



# SERVICE DELIVERY COCKPIT



## You are in control.

Not only do we have an overview at all times, it is important to us that you do too. This is why we developed the **Service Delivery Cockpit**.

At every stage of the project, you can communicate directly with our packaging team and the delivery manager. This means you can create new orders and send the necessary documents at the click of a mouse. Even managing orders is more efficient than ever before: The navigator allows you to formulate your own search filters and then displays the search results clearly. The comprehensive documentation of orders – including technical details and all communications – is another plus point of the Service Delivery Cockpit. And, finally, you can keep yourself informed about the current progress of the project and follow every single step along the way, thus guaranteeing complete transparency.

The **Service Delivery Cockpit** is not a rigid tool, it is configured to your individual needs based on a design agreed with you. For example, we can set up user accounts with permissions, or incorporate systems to notify the employees involved by email.

### The 4 major benefits of the Service Delivery Cockpit:

- quick order placement and document transfer
- efficient order processing
- detailed order documentation
- live status monitoring

Order ID	Status	Complexity	Summary	Assignee
201110	Printer	Medium	TopPad	John.Doe
201111	Printer	Medium	UV/IR	John.Doe
201112	Printer	Medium	DEPRINTING	John.Doe
201113	Connector	Medium	Kube	John.Doe
201114	Printer	Medium	Star Guide Viewer	John.Doe
201115	Printer	Medium	DEPRINTING	John.Doe
201116	Printer	Medium	DEPRINTING	John.Doe
201117	Printer	Medium	DEPRINTING	John.Doe
201118	Printer	Medium	DEPRINTING	John.Doe
201119	Printer	Medium	DEPRINTING	John.Doe
201120	Printer	Medium	DEPRINTING	John.Doe
201121	Printer	Medium	DEPRINTING	John.Doe
201122	Printer	Medium	DEPRINTING	John.Doe
201123	Printer	Medium	DEPRINTING	John.Doe
201124	Printer	Medium	DEPRINTING	John.Doe
201125	Printer	Medium	DEPRINTING	John.Doe
201126	Printer	Medium	DEPRINTING	John.Doe
201127	Printer	Medium	DEPRINTING	John.Doe
201128	Printer	Medium	DEPRINTING	John.Doe
201129	Printer	Medium	DEPRINTING	John.Doe
201130	Printer	Medium	DEPRINTING	John.Doe
201131	Printer	Medium	DEPRINTING	John.Doe
201132	Printer	Medium	DEPRINTING	John.Doe
201133	Printer	Medium	DEPRINTING	John.Doe
201134	Printer	Medium	DEPRINTING	John.Doe
201135	Printer	Medium	DEPRINTING	John.Doe
201136	Printer	Medium	DEPRINTING	John.Doe
201137	Printer	Medium	DEPRINTING	John.Doe
201138	Printer	Medium	DEPRINTING	John.Doe
201139	Printer	Medium	DEPRINTING	John.Doe
201140	Printer	Medium	DEPRINTING	John.Doe
201141	Printer	Medium	DEPRINTING	John.Doe
201142	Printer	Medium	DEPRINTING	John.Doe
201143	Printer	Medium	DEPRINTING	John.Doe
201144	Printer	Medium	DEPRINTING	John.Doe
201145	Printer	Medium	DEPRINTING	John.Doe
201146	Printer	Medium	DEPRINTING	John.Doe
201147	Printer	Medium	DEPRINTING	John.Doe
201148	Printer	Medium	DEPRINTING	John.Doe
201149	Printer	Medium	DEPRINTING	John.Doe
201150	Printer	Medium	DEPRINTING	John.Doe

**Project Summary**

Open	14	6%
In Process	3	1%
Resolved	2	1%
Closed	75	35%
In Progress	2	1%
In Testing	8	3%
Suspended	22	10%
Verified	17	8%
Finished	18	8%
Ready for Packaging	10	5%
Ready for Testing	13	6%
Delivered	4	2%
Cancelled	26	13%
Incomplete object	2	1%

**Open Issues**

By Priority

Low	34	23%
High	115	77%

By Assignee

John.Doe	4	3%
John.Doe	6	4%
John.Doe	3	2%
John.Doe	2	1%
John.Doe	9	6%
John.Doe	1	1%
John.Doe	1	1%