

Best Practices Identification

OpsDog Case Studies

Client A

(Timeframe: 3-6 days)

Small Utilities Provider

North America

➤ **OUR CUSTOMER:**
Chief Operating Officer

➤ **PROJECT DESCRIPTION:**

Assessment of existing business issues and overall company objectives to inform research and development of detailed best practices to better train employees, set customer service level agreements (SLAs) and audit existing business processes.

➤ **SCOPE OF PROJECT:**

- Operations & Maintenance
- Customer Service
- Finance
- Procurement
- Human Resources

➤ **DELIVERABLES:**

- Best Practices Guide (PDF)
- Employee Job Aids (PDF)

➤ **OUTCOME:**

Our team drew heavily upon our previous experience in the utilities industry to provide the client with a detailed collection of best practices that required no new technology to implement within day-to-day operations. We also provided 5 one-page employee job aids ("quick guides") for specific roles within the organization. The job aids were built assist employees in following defined best practices and understanding performance expectations.

Client B

(Timeframe: 4 weeks)

Mid-Size U.S. Retailer

North America

➤ **OUR CUSTOMER:**
Chief Supply Chain Officer

➤ **PROJECT DESCRIPTION:**

Assessment of industry best practices, specifically in regards to order management, procurement and warehousing within the retail industry. Development of detailed best practices and employee job aids to assist in implementation throughout the business.

➤ **SCOPE OF PROJECT:**

- Order Management
- Procurement
- Warehousing
- Quality Assurance

➤ **DELIVERABLES:**

- Best Practices Guide (PDF)
- Manager Meeting Agendas (PDF)
- Employee Job Aids (PDF)

➤ **OUTCOME:**

We performed extensive external research to identify many proven leading practices for the selected supply chain-related functions that were in scope. We provided a comprehensive guide describing identified best practices (more than 80 total), developed employee job aids to ensure the adherence to these best practices, and also provided managers with tools to regularly enforce the use of best practices.

Client C

(Timeframe: 8-12 weeks)

Top 25 U.S. Bank

North America

➤ **OUR CUSTOMER:**
EVP of Digital

➤ **PROJECT DESCRIPTION:**

Review of competitive landscape and overall digital customer experience to develop best practices related to the design and use of mobile applications to perform banking transactions and interact with customer service representatives.

➤ **SCOPE OF PROJECT:**

- Consumer Lending
- Payments & Transfers (Digital)
- Merchant Services
- Customer Service

➤ **DELIVERABLES:**

- Competitor Analysis (PDF)
- Mobile Application Assessment (PDF)
- Best Practices Guide (PDF)

➤ **OUTCOME:**

Our team compared the client's digital capabilities to that of other peer banks to understand areas where they could potentially gain a competitive advantage. We then developed a detailed guide outlining design, usability and function-related best practices for mobile applications in the banking sector. These findings were used to inform application development efforts, prioritize application features and develop a business case for further digital investment.

