

# Modern Service Maturity

**3 - Week Assessment**

**CONTACT US today to get started!**

## Assessment Overview

Hitachi Solutions is pleased to introduce the Modern Service Maturity Assessment, designed to evaluate your organization's service growth potential. Our framework applies a mature model to appraise your current capabilities, processes, and technologies in the services arena.

As part of the **3-week assessment**, Hitachi Solutions' expert team will pinpoint improvement areas and propose specific initiatives to substantially enhance your services operations.

Our assessment does more than just identify opportunities: it quantifies the business value of integrating Microsoft's services solutions into your organization. By utilizing the comprehensive features of Microsoft's services platform, we can forecast the potential benefits to your business. These advantages include **amplified operational efficiency, streamlined resource allocation, boosted customer satisfaction, and refined service delivery.**

## Why Take Action?

Hitachi Solutions' team of experts can help you understand your organization's current state more comprehensively, unlock potential growth through targeted initiatives, and realize the tangible benefits of a Microsoft services implementation for your customers.

### Is your current environment challenged by:

- A lack of experience, capabilities, or resources in implementing a service transformation properly
- Established processes that are getting in the way of transitioning to a new service model
- Providing the right knowledge, training, and resources on the changing expectations and requirements of new service processes and offerings
- Providing a seamless customer experience across all possible communication channels

## Outcomes

With this assessment, we'll support you in understanding where you currently are in your service modernization journey, and what you need to advance to the next level:

- Roadmap clarity on how to become a mature services organization
- Next step readiness, including requirements gathering and next step project planning
- Identified areas of focus and understanding of potential transformation investments over time

With our Hitachi Solutions experts (2023 Microsoft Global Partner of the Year for Dynamics 365 Services), unlock your potential growth and deliver tangible benefits to your customers.