

Service Evaluation Guide & Benchmark Scorecard

Are there hidden flaws with
your Service Provider?

Green KPIs

Met SLAs

Sluggish
Scaling

Unclear
Accountability

Unresolved
Repeat issues

Fragmented
Communication

Ask Yourself These Questions to Get Ready for the Assessment:

If your service provider failed to meet expectations tomorrow, would you know exactly how they would respond? And who owns it? Does your definition of success align with the KPIs against which your partner is evaluated?

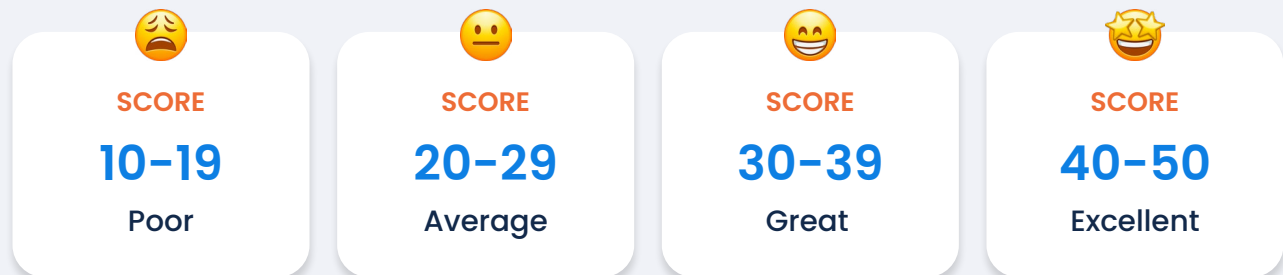
You may be surprised how often your own definition of success doesn't align with the goals you've set for your service provider. If "success" for you includes quantifiable results like machine uptime, mean time to resolution and first-time fix rate, that's easy to measure. But what about critical intangibles like compliance with your internal service processes and platforms? Clear and consistent communication? A single point of accountability and escalation resolution? If your partner doesn't have a plan in place to deliver on those needs, it might be time to ask for more.

If you're ready to evaluate your current provider, or considering a new one, this guide is designed to help you make decisions with confidence.

How the Score Card Works:

Score your provider using the 10 questions. Each question has a score 1 (**Strongly Disagree**) through to 5 (**Strongly Agree**). Add up the scores at the end to see the total score.

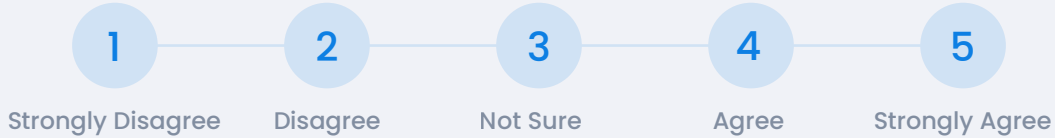
Total Score Categories:



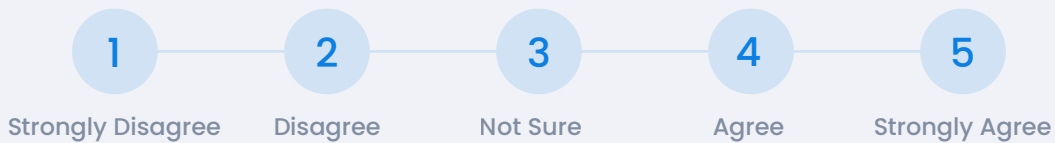
Rate each statement from 1-5

(1=Strongly Disagree, 5=Strongly Agree)

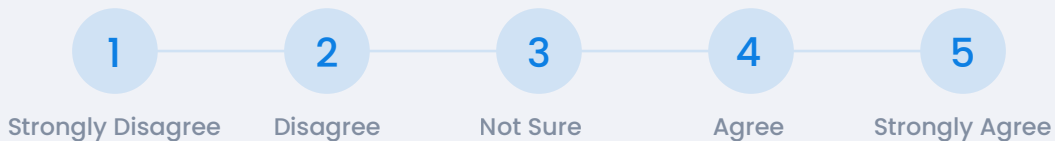
1. My provider performs just as effectively during high-pressure situations as they do during standard procedures.



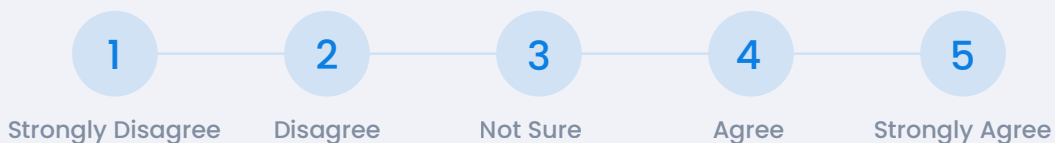
2. My provider works to find the root cause of issues, not just resolve immediate problems.



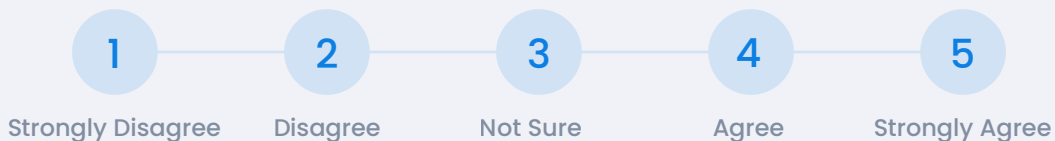
3. The quality of service remains consistent across locations and technicians.



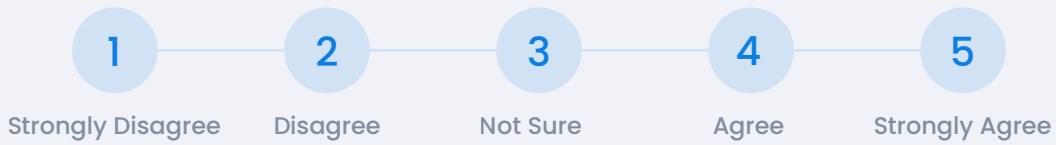
4. Technicians demonstrate a strong knowledge and understanding of products and systems across devices.



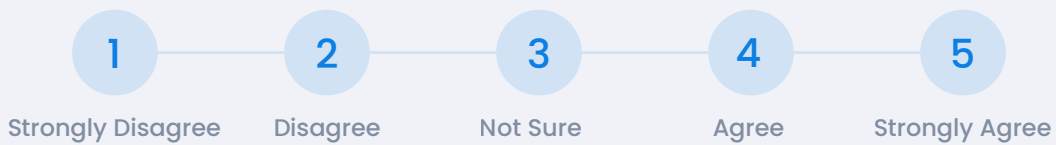
5. I know who to contact during a service disruption, and they understand my systems and operational needs.



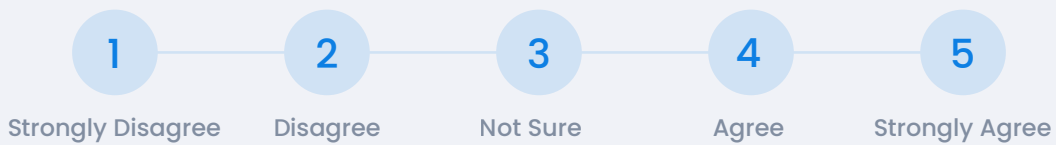
6. My provider understands our operations and expectations, and delivers a personalized experience based on our needs.



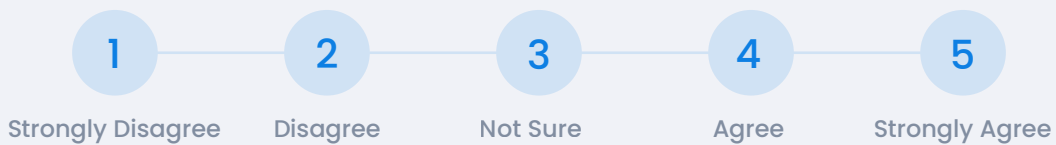
7. My provider handles preventative maintenance to stop disruptions before they occur.



8. After issues are resolved, my provider follows up to ensure long-term success.



9. My provider can support operations at scale, currently, and potential to grow in the future.



10. I trust my service provider to handle unexpected and complicated situations with minimal involvement from my team and proactive communication.

