



"We do groundbreaking work with the Consortium that produces dramatic operational efficiencies."

Implementing just one or two high-impact ideas makes membership a great value."

- Tom Brennan
VP Global Operations, Avaya

The Value of Consortium Membership

Engage with industry peers who are setting a new standard for service excellence

Define emerging practices in service, support and customer experience improvement

Bridge the gap between leading academic research and operational reality

Consortium's Work

The Consortium creates space to think about complex challenges in the world of customer experience and customer support, including:

- KCSsm: Members continue the evolution of Knowledge-Centered Support
- Intelligent Swarming: a new way to align people with work (collaboration on steroids)
- Leadership Framework for Service Excellence: an influence network
- Customer Success Initiative: assess and improve the customer experience
- Social Networks, Communities, and Support: leveraging peer to peer interactions

Ways for the Organization to Engage

- Monthly conference calls on member topics of interest
- Bi-Monthly face-to-face Program Team Meetings
- Consortium Wiki: a member collaboration space
- Access to member-influenced documents, white papers, and case studies
- Opportunities to present at member meetings
- Discounted services for Adoption and Training
- Executive Briefings

About the Consortium

The Consortium is a non-profit alliance of organizations focused on innovation around customer interaction. Members generate and validate ideas through a process of collective thinking and experience. The Consortium's work integrates academic research and emerging business trends with members' operational perspectives. The result is innovative operational models that improve organizational efficiency, employee satisfaction, and customer success.

For more information about the Consortium, please visit www.serviceinnovation.org.



“The Consortium’s sustained focus on key challenges has enabled the development of innovative ideas. KCS (an industry-recognized best practice) was validated through the shared experiences of the members.”

- Dave Cutler
Vice President, Venafi

Consortium membership has enabled our company to implement best service practices from around the globe to drive break through customer online experiences with integrated voice, video and automated chat that has shown dramatic improvement in customer satisfaction, employee engagement, and bottom line margin improvements.

- Mike Runda
SVP and President,
Avaya Client Services

I feel like a time traveler as a result of participating in Consortium discussions; looking back, I realize we’ve explored emerging trends and capabilities years before they became mainstream.

- Brad Smith
EVP, Customer Experience,
Sage North America

The Consortium provides an opportunity to understand and capitalize on emerging trends. I have more confidence in some of the transformational things I’m trying because of conversations with Consortium members.

- Steve Young
Sr Director, Cisco Services

The Consortium is where I go to explore new and different approaches to managing customer support. Members of the Consortium are real-world innovators who make the connection between theory and implementation.

- Christophe Bodin
VP and GM Customer Support, BMC

The Consortium facilitates a space for innovative thinking and enables connections with other executives seeking change.

- Rob Schauble
VP R&D Trafodion & SeaPilot, Hewlett-Packard