

**提高專業服務 持續資訊及通訊科技變革**  
Enabling ICT Transformation by Gearing Up Professional Services Support

**團隊背景** Background of the Team



團隊名稱 Team Name	Service & Project Management System (SPMS)
成立日期 Date of Formation	2014年7月 July 2014
業務單位 Business Unit	Solutions & Production Services
部門促進員 Team Facilitator	關景偉 David Kwan
隊長 Team Leader	周啟光 Bernard Chow
團隊 Team Members	李海晞 張文輝 劉國堅 陸永耀 關志健 梁國榮 張偉軒 Fred Lee German Cheung Ivan Lau Jeff Luk Michael Kwan Roy Leung Tony Cheung

**背景** Background

社會日益重視環保、求進步、求優化及減少消耗。「低耗高效、持續革新」是富士施樂(香港) 達致高質的方法。富士施樂(香港) 在業務轉型為文件管理顧問服務供應商的過程中，不僅要求前線工作人員必須具有專業能力，能夠為客戶的業務帶來增值。同時也需要支援公司持續資訊及通訊科技的變革。 In today's digital age, technology does contribute to the growth of the service quality and continuous improvement but also enables businesses to grow rapidly in the changing business environment. While Fuji Xerox (Hong Kong) is transforming from equipment-selling oriented business to solution services, not only the front line staff need to be professional and competent in bringing values to customers, but also the change of company processes to gear up the transformation.

**問題成因** Cause of the Problem

- 處理記錄的過程以人手操作EXCEL為主，根據不同的支援性質，團隊人手必須被分在不同部門工作，因此管理層需要很長時間來撰譯全公司的問題、資源使用率和計劃。
- 即使是相同資料，系統分析員(SA) 仍需要重複輸入同一資料，記錄解決問題的進度。
- 在專業服務的範圍，項目管理是種新思維，因此需要加強對資源分配上的系統數據支援。
- Record processing is quite manual-based by EXCEL in professional services area. Per different supporting nature, team resources has to be spread across different departments management takes long hours to compile company-wide problem, resource utilization & projection.
- Due to different encoding schemes and reporting layouts among teams, team suffered the work effort duplication by System Analysis (SA) to log activity & reporting problem status.
- Within the scope of professional services, project management is a new type of support modelling for which is lack of systematic activity data for resource allocation and budgeting for business deals.

**解決方法** Solution

- 富士施樂(香港)的專業服務團隊開發了一個新的平台 - SPMS。系統配置統一的編述和報告方式，單一化處理數據存儲，讓所有系統分析員(SA) 記錄所有服務要求(SR) 及任務。
- SPMS主要 ...
  - 1) 提供界面以記錄日常活動
  - 2) 提供界面以記錄客戶遇到的問題及其解決進度
  - 3) 能自動產生規範化的管理用報告，方便管理層了解SA 的資源使用率和跟進問題進度。
- SPMS採用了2層編碼方案設計，兼容企業結構上的變化：
  - 1) 服務要求(SR) 可以是日常活動或問題的支援
  - 2) 任務“Task” 可以是任務的細節或問題的詳情
  - 3) 簡化了“SR” 及“Task” 之間的關係，不再需要輸入兩次。
- The professional service team of Fuji Xerox (Hong Kong) developed a new platform - SPMS (Service & Project Management System) which centralized the data repository. With the single interface, the platform is used by all SA to log Service Request (SR) & tasks which unified the encoding scheme and data field format.
- SPMS works to ...
  - 1) provide a user interface for System Analysts (SA) to record daily activities
  - 2) provide a user interface for SA to record customer encountered problem & resolution progress
  - 3) provide management with reporting standardize and analysis tool on SA resource utilization & problem management status
- Report generation is automated
- SPMS is able to define organization grouping to facilitate structure change when needed. It adopted a 2-tier encoding scheme design:
  - 1) "Service Request (SR)" can be an activity or a problem
  - 2) "Task" is the detail / repeat actions of a SR
  - 3) Relationship between SR & Task simplified the steps to log activity and problem status eliminated the need to key in data twice.

**成果及效益** Achievement & Benefit

- 提高了系統分析員(SA) 日常工作的效率，並減少填寫報表所需的時間。
- 能更容易掌握問題的數量和詳情。
- 成功地幫助員工減少用於非客戶支援的時間達30%。SA 可以投放更多時間和客戶建立關係，能更快速回應客戶的要求。
- 減省重複輸入數據的工序，並提高了員工的工作滿意度。管理層也節省了編制報告的時間達70%。
- 集中資料存放，簡化數據備份，有助於將來ISO 27001 資訊安全管理系統認證和確保持份者的信心。
- After the full system rolled out in the end of 2014, it improved the effort required to capture SA activity and generate reports.
- Having a clearer picture of the no. of problems and details.
- Reduced effort on log activity and report generation successfully help to save up 30% of working hours. The tangible benefit brought by SPMS is fabulous. SA can spend more time to build up relationships with customers and provide fast response to customer's request.
- No duplicate data entry, improved employee's satisfaction. Management can generate instant and accurate reports to get a holistic view on SA resource utilization, plan for the future. Save 70% of time to prepare monthly problem report.
- Information Security has been improved due to the centralizing repository for keeping SA job and support event job. Data backup could be deployed easily which helps to secure the coming ISO 27001 Information Security Management System certification to assure confidence from stakeholders.

