

IndeServe is a Solutions Provider (not just a provider of discrete services)

In order to meet customer requirements for problem resolution in the Information Technology and Networking environment, service providers need to evolve from specialists in a single area, to generalists in several areas. This new breed of service provider is also sometimes called a systems integrator or solution provider. They support total systems and networks and also carry out the technical design and deployment work (i.e. solution implementation).

There are 2 general types of customer relationships:

1. The *Transaction Relationship* is where the customer focus is on **price** for a commodity service.
2. The *Consultant Relationship* is where the customer focus is on **value**. The added value they offer is the help to decide which solution the customer should buy.

To be able to operate at the second level the service provider offering such services must develop a broader range of skills within the team and have team members that want to work in a learning environment where growth and development are encouraged.

The systems integrator or solutions consultant is not someone who simply 'plies their trade' for the job in hand. The new age Service Provider operating in this environment needs a balance of skills in four main areas:

Business Applications Integration Networks

The following is a diagnostic tool to profile service providers and is presented below to illustrate where IndeServe is positioned versus the optimum.

