

2006 Services Automation Market Analysis

Report Abstract — May, 2006

“Improving performance is only one of the challenges facing services-driven organizations. These organizations must effectively collaborate with the entire services value chain to reduce cost and improve quality” states R. David Hofferberth, P.E., Managing Director of Service Performance Insight and the principal author of this report.

Both internal and externally-facing services organizations need Services Automation tools to manage strategic objectives, increase utilization and collaboration, and reduce invoice cycle time in lock step with other priorities. Preparing the workforce for the changes and challenges ahead will be difficult. Services Automation provides the assurance that organizations have the appropriate staff with the required skills at the right time, which can then perform at their highest capacity.

Competition, regulation and globalization in the services sector is driving the need for integrated Services Automation. These solutions capture, control and communicate vast amounts of information. Integrating Services Automation tools with the existing enterprise application infrastructure will only provide greater control over the organization — a key component of an effective financial governance infrastructure.

Some of the key issues that companies should consider are:

- Does my organization have the workforce necessary to withstand global competition?
- How can I better anticipate the services my clients will need?
- How can I improve both the timeliness and cost effectiveness of services delivery?
- Does my application infrastructure support sufficient visibility and transparency across all financial transactions?

These issues are addressed in the just published 2006 edition of SPI Research’s 54 page report on Services Automation, entitled “Services Automation Market Analysis: Integration Provides Insight, Efficiency and Profitability in Services-Driven Organizations” available from Service Performance Insight available at www.spiresearch.com

