## J.D. Power Technical Support Maturity Model

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### NO PROCESS/PLANNED
- **Organizational Strategy**: Basic Strategy with support but no alignment to Corp. goals
- **People**: No recruiting alignment with TS or limited skills/experience specifics
- **Process**: No structure or basic product, troubleshooting & soft skills
- **Technology**: Lacking defined strategy or on a future plan

### FOUNDATION
- **Organizational Strategy**: Targets and expectations
- **People**: Sourcing strategy
- **Process**: Multi channel case creation/limited chat
- **Technology**: All channels without integration

### STABLE
- **Organizational Strategy**: Clear and defined strategy
- **People**: Top performer modeling
- **Process**: Omni channel visible and trackable
- **Technology**: Limited integration

### BEST PRACTICE
- **Organizational Strategy**: Aligned & includes VOC
- **People**: Centralized workflow
- **Process**: 360 degree view
- **Technology**: Omni channel integration

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### Key Areas
- **Clear and defined strategy**
- **Seamless process**
- **Multiple channels**
- **Capture of all elements**
- **Top performer modeling**
- **Aligned with VOC**
- **Diverse methodologies**
- **Separate cadences**
- **Omni channel visible**
- **360 degree view**
- **Freed up capacity**
- **Delivering value added services**
- **Communication and process effectiveness**
- **Complete strategy**

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**J.D. POWER**