



Service Chain Management: Technology Innovation for the Service Business

Christos Voudouris, Gilbert Owusu, Raphael Dorne, David Lesaint

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Service chain management enables service organisations to improve customer satisfaction and reduce operational costs. In this book, Christos Voudouris and his BT colleagues together with experts from industry and academia present the latest innovations and technologies used to manage the operations of a service company. The viewpoints presented are based on the BT experience and on associated research and development. Service chain management is looked at both from the enterprise perspective and from the standpoints of the service professional and customer. The focus is on real-world challenges.

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