Intelligent Swarming

Sometimes called collaboration on steroids or Agile Collaboration, the Intelligent Swarming methodology is a new way to align resources to work. It involves removing the tiers of support and, when appropriate, calling on the collective expertise of a “swarm” of analysts.

**Intelligent Swarming: A Framework for Collaboration**

Intelligent Swarming (Agile Collaboration) is a dramatically different way to organize people and work. It challenges 30 years of accepted practice and structure in support. The early adopters of this model are seeing improvements in all key operational measures of support, including time to resolve and employee skills development, and most importantly, customer effort and loyalty. This Framework for Collaboration is intended to capture the why and what of Intelligent Swarming.

- Executive Overview
- The Opportunity
- What Is Intelligent Swarming?
- Benefits
- Is It Right for You?
- Early Adopters and Lessons Learned
- Creating a Collaborative Culture
- Motivation
- How Does It Work: Intelligent Swarming Design
- Measures of Success
- Adoption and Roll Out
- Intelligent Swarming and Its Relationship to Other Models
Our initial experience with Intelligent Swarming℠ is exceeding expectations in terms of improvement in operational efficiencies, employee engagement, and customer satisfaction and loyalty, and it brings with it a host of questions around practices and measurements.

Consortium for Service Innovation members are currently implementing:

- Better ways to create relevant connections between people
- People profiles to indicate who knows what
- New measures for contribution in a collaborative environment (talent management)
More Intelligent Swarming resources available at serviceinnovation.org.

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