DIGITAL ME: AssistMe
Intelligent support aligned to personal preference
People want flexible, personalised, convenient support services with always available, expert assistance, anywhere, at any time.

Part of our DigitalMe proposition, AssistMe uses machine learning and cognitive platforms to allow us to pre-emptively resolve issues across the enterprise to increase productivity. Backed by expert agents, not generalists, that enable digital transformation through remote help and training. Together, these provide a highly adaptive Employee Engagement experience that assists you and your business with your workplace journey.
A new era in support
Preventive, predictive, proactive: today’s digital workplaces and dynamic workstyles mean people need faster resolutions for their technology problems. Issues need to be anticipated. Requests need to be automated. And engagement channels need to be adapted to meet personal preferences.

Providing flexible and responsive support at scale can become costly and complex without the right processes, tools and skills. To maximise user productivity and satisfaction, the role of support needs to be expanded beyond fixing problems to enriching experiences.

Delivering an individual experience
Computacenter helps organisations reinvent user support for a digital age. We simplify processes, enable self-service, and unlock new insights. We help identify and implement the best engagement channels and service levels for different users and workstyles. We prioritise cases. We adapt maintenance response times. We tailor knowledge and self-healing services. We treat everyone as an individual.

Our solutions and services are underpinned by intelligent automation, predictive analytics and AI, which enable us to anticipate and fix issues before they impact the employee. We help your people get more out of technology by providing relevant training, self-service capabilities, remote support, and hands-on assistance at our TechCenters.

Modular and flexible services
Computacenter delivers intelligent support aligned to personal preference. From mobile, social and chat, to on-site support, we provide choice and convenience to the support experience; delivered through our complete suite of support solutions.

Our solutions and services are delivered virtually, remotely and on-site. We support 4.2 million users in 30 languages and 70 countries. Computacenter has more than 4,000 engineers and 3,600 service desk agents who respond to users’ requests and issues 24x7.

4.2m users supported
4,000 engineers
3,600 service agents
Service Desk
People can get support from any device in any location via the channel that suits their needs, from self-service, social channels, and chat, to more traditional methods such as voice and email. These channels are embedded with intelligent AI systems, analytics, and cognitive bots, for intelligent support, and smart routing to quickly route you to the most appropriate resolution method to deliver a predictive, personalised, digital support experience.

On-Site Services
Computacenter can provide your people with access to innovative on-site support:
TechCenter – a convenient consumer-like experience that provides employees with direct access to experts who can fix and advise on a broad range of IT topics in one place
Vending Machines - provide instant, 24x7, access to everyday IT consumables with integrated inventory management
Smart Lockers - An extension to the ServiceDesk or TechCenter for employees to receive and return PCs and peripherals at a time convenient to them
Technology Support – A range of services covering hardware and software to help keep users up to date, secure and operationally ready.

User Experience
To help users get the full benefit and organisations the return on their investments Computacenter compliment these services with our User Adoption and User Experience services.

Our AssistMe services are underpinned by our extensible digital delivery platform (AIMY). This platform brings together artificial intelligence, automation and analytics to make support more predictive, contextual and secure. Flexible by design, AIMY integrates with customers’ tools and data sources to make workplace IT simpler, faster and more cost-effective.
Anticipating and fixing problems
Computacenter leverages artificial intelligence, automation capabilities and analytics to not only fix problems but to also anticipate them.

When a user reports an issue, our team can go back in time to look at historical device and application performance data to get to the root of the problem faster. By taking a preventive, predictive and proactive approach to user support, we minimise disruption and maximises digitalisation.

Smart help made simple
Computacenter makes it simple for people to access smart help when they need it most. We ensure support is truly accessible for all by using assistive technologies, such as voice recognition, and tailoring the visual experience.

Going beyond technology
Our approach goes beyond technology. Our solutions and services can also be extended to cover other key business functions, such as Human Resources and Facilities. This enables organisations to offer a centralised service to employees, reducing cost and complexity.

Continuous innovation and investment
Computacenter has been supporting users for more than 30 years. We understand that processes, engagement channels and expectations are constantly evolving. We don't just build support roadmaps for our customers; we build them for our own operations.

We invest in continuous improvement and innovation to ensure we can deliver the best outcomes. By providing people with access to the right support at the right time, Computacenter maximises productivity and increases cost efficiency.

AssistMe: delivering value for the CIO, the business and the user

IMPROVING IT AGILITY
• Accelerates provisioning and adoption of new technologies
• Shortens resolution time for IT issues
• Facilitates continuous improvement

ENABLING BUSINESS SUCCESS
• Reduces disruption and downtime
• Increases cost efficiency
• Centralises support for multiple business functions

UNLEASHING THE POWER OF YOUR PEOPLE
• Maximises employee productivity
• Facilitates flexible workstyles
• Simplifies and enriches support
GET IN TOUCH

To find out how Computacenter can help you on your digital workplace journey, please contact your Computacenter Account Manager. You can also visit our Solutions Center to discover how a consumer-like Digital Me experience will enable your users to deliver business outcomes.

digitalme@computacenter.com