PICK AND MIX

Eversheds Sutherland maximises user satisfaction and productivity with flexible and responsive support services

OBJECTIVE

Eversheds Sutherland is a global legal services provider, offering B2B advice from 66 offices across 32 countries. Technology is fundamental to attracting and retaining high calibre legal talent. To satisfy its users’ demands, Eversheds Sutherland needed to establish a digital workplace that extends from the office to lawyers’ homes and clients’ premises. Providing support services that enable users to stay productive, regardless of their location, is a key component of its digital ambitions.

SOLUTION

Eversheds Sutherland has been working with IT partner Computacenter for more than 10 years. Today, Computacenter provides end user services for all 66 offices around the world, including 24x7 telephone support. In total, the service desk responds to around 60,000 service requests and incidents every year, and supports a variety of devices, including Apple iPads and iPhones and Lenovo laptops. As part of its multi-channel support offering, Computacenter also provides onsite Tech Bars for face-to-face support, and has worked closely with Eversheds Sutherland to develop 1,200 IT knowledge articles to empower users to help themselves. Via Computacenter’s Next Generation Service Desk (NGSD), which is currently in implementation at Eversheds Sutherland, users will also be able to choose to access online support via a mobile app or web chat.

OUTCOME

By providing users with greater choice around how, when and where they access IT support services, Eversheds Sutherland can provide a more tailored and responsive experience that maximises satisfaction and productivity. To enable ongoing improvements in workplace IT and support, Computacenter is talking directly to the firm’s lawyers, and providing recommendations on how to make them more efficient with better access to information.

Working with Computacenter, we can provide our lawyers with a choice of IT support channels that they can access from any location, freeing them up to focus on providing their clients with the best possible legal advice.”

Andrew McManus
IT Director, Eversheds Sutherland