



COMPUTACENTER WINS 2015 BEST MANAGED SERVICE DESK AWARD

Accolade presented by the Service Desk Institute at the 2015 IT Service and Support Excellence Awards

Computacenter, Europe's preferred IT provider to enable users and their businesses, today announces that it has been awarded Best Managed Service Desk by the Service Desk Institute at the 2015 IT Service and Support Excellence Awards.

Computacenter was recognised for its Barcelona Service Desk, which is the flagship for the company's global customer support operation. The Service Desk team's passion and professionalism has driven a culture of innovation, whilst pioneering Computacenter's Next Generation Service Desk (NGSD) initiative. The digital service desk provides a consumer-like, user-centric experience with anytime, anywhere IT support and knowledge delivered via an intuitive portal and mobile app.

The launch of Computacenter's NGSD at the Barcelona Service Desk in September 2014 has instigated a big shift in how support is delivered to end users. Previously, just 9% of engagement was online; within four months this had risen to 61%, reducing inbound telephone calls and improving Speed of Resolution. The Service Desk agents have also participated in more than

8,400 web chats on topics as diverse as server outages to user authentication and printer problems.

Simon Oecken, Group Managed Services Director at Computacenter commented "The IT Service and Support Awards highlight the best service desks in the industry. Computacenter winning this award is a tremendous achievement and something which I am incredibly proud of, as it reflects our focus on delivering great service for our customers".

Computacenter took part in a rigorous entry process to beat fellow entrants Fujitsu Centrica and Retail Assist to the award, including a conference panel session and submission of a comprehensive case study on its Barcelona Service Desk.

Barclay Rae, SDI Associate and judge says "The three finalists all demonstrated mature service desk operations plus excellent customer engagement and relationships. What marked Computacenter out was their practical focus on innovating for their customers' customers. Their 'next generation service desk' showed how MSPs can lead for their customers and the industry by driving through solutions and innovations that deliver direct customer experience and continual service

improvement. This is a great example for the MSP community"

The Barcelona Service Desk is part of Computacenter's Global Service Desk operation. It employs nearly 600 agents, who provide a range of IT support services and cover 15 different languages, including English, French and Spanish. In an average year, the team at Barcelona handles 2.6 million contacts, 2.2 million tickets and 1 million incidents.

"OUR PEOPLE MAKE COMPUTACENTER AND ENABLE OUR CUSTOMERS' USERS, THIS AWARD CLEARLY RECOGNISES THAT. WE CHOSE OUR BARCELONA TEAM TO LAUNCH OUR NEXT GENERATION SERVICE DESK AND BECOME OUR FIRST DIGITAL SUPPORT GURUS. AS THE SDI JUDGES STATED THE WINNER DEMONSTRATED A CLEAR FUTURE VISION FOR THE SERVICE DESK"

**STEVE RAYNER
GROUP INNOVATION DIRECTOR**