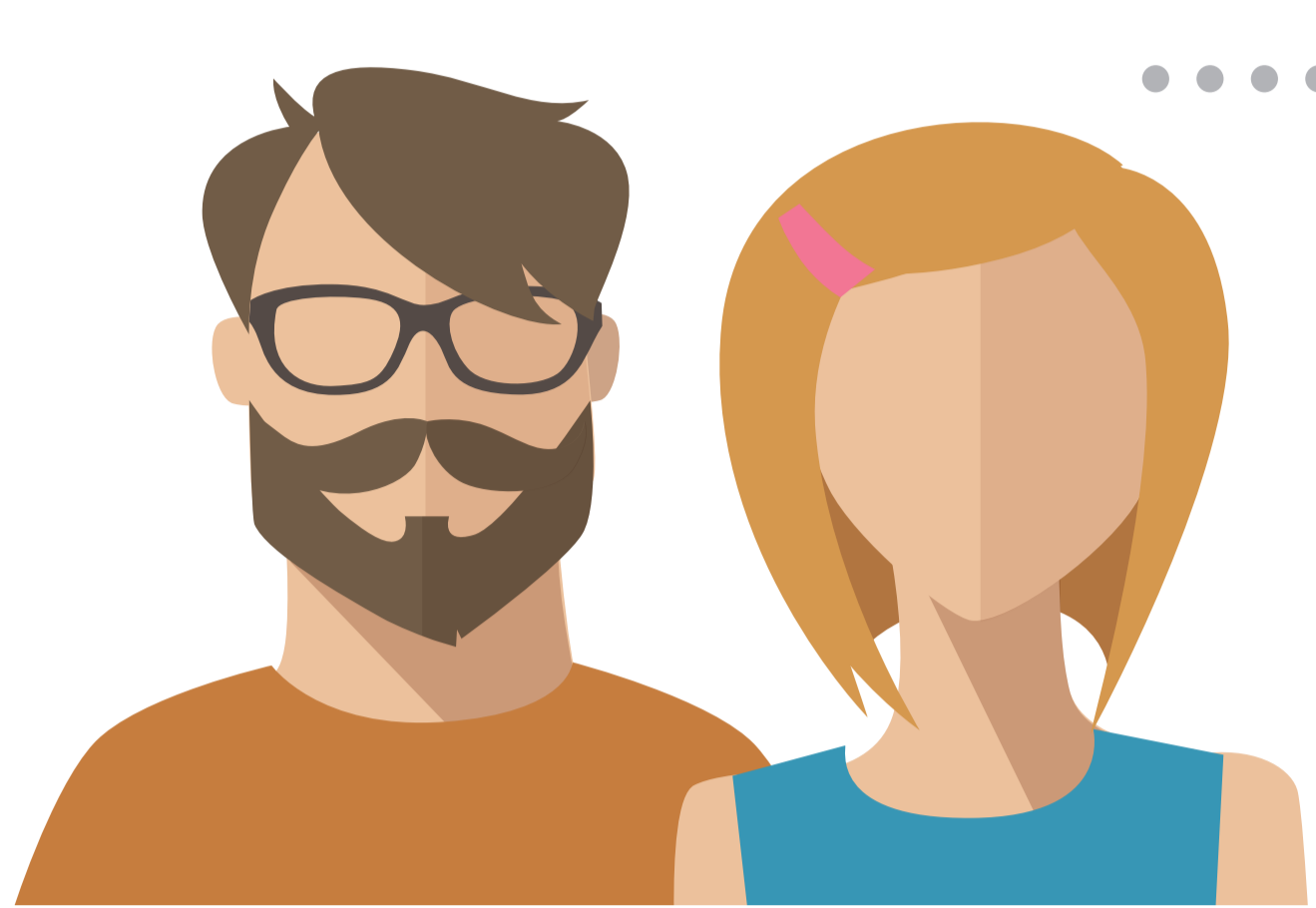


REINVENTING THE IT SERVICE DESK FOR THE DIGITAL AGE

COMPUTACENTER ENRICHES THE IT SUPPORT EXPERIENCE & INCREASES STAFF PRODUCTIVITY WITH THE NEXT GENERATION SERVICE DESK...

HOW NGSD MADE A DIFFERENCE TO COMPUTACENTER...

MULTI-MILLION POUND INVESTMENT BY COMPUTACENTER



A CONSUMER-INSPIRED EXPERIENCE



AN INTERNAL SOLUTION

AN EXTERNAL SERVICE

NGSD ENABLING USERS & THE BUSINESS WITH:

FASTER PROBLEM RESOLUTION

GREATER BUSINESS AGILITY

RICHER USER EXPERIENCE



KEY FEATURES OF NGSD...

ONLINE USER PORTAL

MOBILE APP

WEB CHAT

PLATFORM AGNOSTIC

SELF-SERVICE KNOWLEDGE

TRAFFIC LIGHT DASHBOARDS

AUTOMATED PASSWORD RESET

2,500 SERVICE DESK AGENTS

SELF-SERVICE INCIDENT LOGGING

27 NATIVE LANGUAGES

RESULTS & OUTCOMES...

2,100 LIVE CHATS ON AVERAGE PER MONTH

9 MONTHS FROM IDEA TO FINAL IMPLEMENTATION

14,000+ USERS IN 9 COUNTRIES

ONLINE SERVICE INTERACTIONS JUMP FROM 9 TO 60%

89% OF POSSIBLE PASSWORD RESETS MANAGED ONLINE

1,200 NEW KNOWLEDGE ARTICLES PUBLISHED IN 4 MONTHS



“NGSD IS AN IMPORTANT STEP IN THE DIGITISATION OF COMPUTACENTER’S BUSINESS AND SERVICES. IT HAS ENABLED A STEP-CHANGE IN HOW WE SUPPORT OUR USERS AND WILL ENABLE THEM TO WORK MORE FLEXIBLY AND EFFECTIVELY.”

Mike Norris, CEO, Computacenter

FOR MORE INFORMATION ABOUT OUR NEXT GENERATION SERVICE DESK CONTACT: SERVICEDESKENQUIRIES@COMPUTACENTER.COM WWW.COMPUTACENTER.COM/NGSD

