›› GLOBAL SERVICE DESK

FROM COMPUTACENTER

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FIRST CLASS; ALL THE WAY

In today's dynamic global economy, enabling users to work effectively where, when and how they need to has become a priority for organisations of all sizes; across all industries.

For IT this means deploying the right device, improving connectivity and network performance, and above all providing a great user experience.

As a consequence running the IT service desk has become increasingly challenging. Devices are more diverse and changing rapidly; applications are more dynamic; organisations are more dispersed; and users are more demanding. All of this increases the complexity and cost of IT support.

Computacenter delivers outsourced IT service desk support to over 1.2 million users across the globe. We understand how to put users at the centre of IT support and how to put IT support at the centre of the business. And we've got the track record to prove it.

> "IT service desks must modernise user experiences or get out of the way."
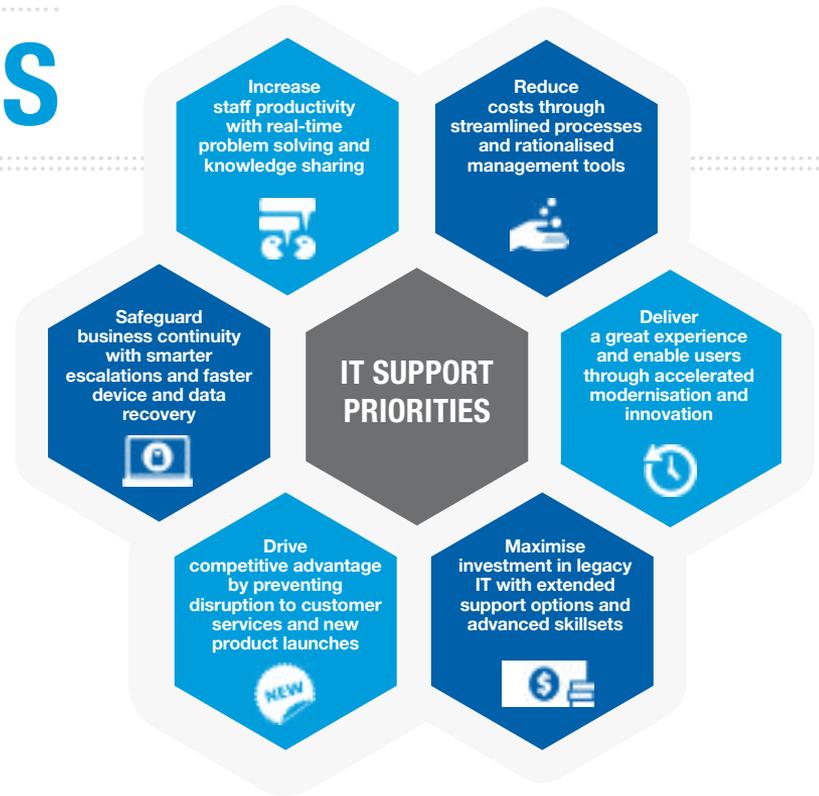> *Gartner, 2012*

GREAT EXPECTATIONS

A great experience is core to end user satisfaction, so operational efficiency is a priority. Agility is also fundamental to the success of the business, meaning that change must happen fast.

Organisations are constantly evolving – from acquisitions and mergers to mobility deployments, new product launches and system changes. The IT service desk sits at the centre of all this, and every new business or IT initiative; every application enhancement or process change, will impact on the user community. Each stakeholder has a unique perspective, and effective user support must address them all.

The IT service desk helps to support users through business change – and during "business as usual". A successful outcome means balancing service quality with financial savings, and an outsourced approach avoids the need to invest heavily in additional in-house staff, tools and facilities.

Increase staff productivity with real-time problem solving and knowledge sharing

Reduce costs through streamlined processes and rationalised management tools

Safeguard business continuity with smarter escalations and faster device and data recovery

IT SUPPORT PRIORITIES

Deliver a great experience and enable users through accelerated modernisation and innovation

Drive competitive advantage by preventing disruption to customer services and new product launches

Maximise investment in legacy IT with extended support options and advanced skillsets

SAFETY IN NUMBERS

Computacenter's Global Service Desk enables organisations to deliver responsive, cost-effective support to users working in multiple locations, on multiple devices.

Every year our experienced, multi-lingual team handles nearly 12.8 million contacts from our customers' IT users. We log requests, investigate problems, resolve incidents and facilitate change.

All our services are subject to contractual key performance indicators, such as average speed of answer and first contact resolution rate. We are constantly looking at ways to drive up service level quality and drive down costs. We analyse and share knowledge to simplify processes and maximise resource availability.

To deliver a user-centric experience, our Global Service Desk offers multiple contact points as well as self-service features. As part of our next generation service desk platform, we are also introducing mobile apps and an interactive, intuitive portal to provide anytime, anywhere access to IT support and information.

Flexibility and scalability are at the heart of our Global Service Desk solutions. With 31 service desks across the world, we can deliver globally or locally; as part of an end-to-end managed service or as part of a multi-vendor ecosystem. We can integrate with existing customer tools or provide our own world-class tooling platform and interact with customer teams. We can shape our service to fit your organisation – and deliver true business value.

CHOICE AND FLEXIBILITY

Computacenter brings choice, control and consistency to user support services, reducing downtime, enabling change and enriching the user experience.

We understand the importance of an effective, efficient and flexible frontline to your IT support operation. This is why we offer a wide range of solutions and service levels to meet different users' work styles and organisations' budgets.

Our goal is to provide not only a faster response to users but also a smarter response. Computacenter's Global Service Desk delivers multi-lingual support in 27 native languages. This ensures our customers can be confident that their service desk will be sensitive to all the cultures and people that make up their organisation whilst enjoying the many benefits of a shared model.

By improving the quality of IT support, we improve the experience for the user, the business unit and the CIO. By maximising productivity, increasing agility and adding value, we help our customers to transform the IT service desk from business cost to a business enabler.

What it means for the user:
- Less downtime and increased productivity
- More flexibility
- Improved rate of adoption for tools/processes
- Native speakers and better cultural alignment

What it means for the business unit:
- Greater team productivity
- Faster transformation
- Higher customer retention levels

What it means for the CIO:
- Higher quality of service
- Better user satisfaction levels
- Lower service delivery costs

OUR NEXT GENERATION SERVICE DESK

As we look ahead to the future, digital transformation has become a necessity for all organisations.

Forward-thinking organisations seek to boost productivity and gain commercial advantage through access to IT and the enablement of modern work styles.

In response to this, we are evolving our service desk service to meet our customers' digital strategies. Our next generation service desk solution has been designed entirely around the needs of contemporary business users.

We enable our customers to deliver a consumer-like, user-centric experience with anytime, anywhere access to IT support and information, from a range of devices including smartphones and tablets.

We have digitised the front end of the support experience, and optimised the operational back end. The result is an end-to-end service that customers can consume as they choose, without the cost and time constraints of bespoke development.

This 'shift left' approach is predicted to move around 50 per cent of interactions from phone to online, and enable up to 20 per cent reduction in the effort required to serve. It's so good, we've even implemented it at Computacenter. In the first 6 months since launching, more than 60 per cent of interactions are now online compared with nine per cent previously.

It's estimated that over 60 per cent of organisations either have an enterprise-wide mobility strategy, or plan to implement one.

More than 75 per cent have seen, or expect to see, significant benefit from their mobility initiatives.

Computacenter supports over 1.2 million users across 80+ countries.

WHY COMPUTACENTER?

Computacenter won the Service Desk Institute 2015 Best Managed Service Desk award for our flagship Barcelona service desk.

Computacenter excels at delivering end-to-end user support, both locally and globally. We offer service desk services in 80+ countries, enabling our users through onshore, nearshore and offshore models.

The Global Service Desk is underpinned by our own repeatable processes as well as ITIL best practices, which help to maximise quality and minimise complexity.

Computacenter agents log more than 805,000 tickets per month, through 31 service desks around the world. We have over 315 customers globally for desktop and mobility services who receive infrastructure and engineering support from our Operational Command Centres.

Through our IT support heritage, we know how to deliver the best results for our customers. We invest. We industrialise. We innovate.

Continual Service Improvement is at the heart of our Customer Value Framework and all our support service engagements.

From day one, we work with our customers to understand the outcomes that matter – whether it's better user satisfaction levels or lower operational costs. We achieve these outcomes by drawing on our wealth of expertise and lessons learned from previous customer engagements.

"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."
Barclay Rae, SDI Associate and judge.

Whitelane Research

Whitelane IT Outsourcing Study 2015 placed Computacenter in second place for overall customer satisfaction. 78 per cent of our customers are either satisfied or very satisfied with the quality of service delivery.

OUR CUSTOMER CREDENTIALS

At Computacenter, we don't just set out to meet our customers' expectations – we constantly aim to exceed them. Our commitment to service quality has gained us independent industry recognition.

Some of our satisfied Global Service Desk customers have shared their stories:

Visa Europe
Industrialised approach to service delivery

Computacenter provides managed desktop support service, including major incident, problem and request management for approximately 2,000 Visa staff across Europe. Proven ITIL-based best practice processes developed by Computacenter's Shared Services Factory help remove complexity, deliver cost savings and enable continuous improvement. For example, its PASS12T methodology ensures early resolution and helps reduce cost of incident management.

Airbus Group
Promoting harmonisation across Europe

Computacenter supports more than 140,000 Airbus Group users with a virtual service desk in seven locations in France, Germany, the UK and Spain. The service covers incident and request management and is delivered in four languages 24x7. As well as enabling a unified approach across its commercial and national divisions, the partnership with Computacenter helps the Airbus Group make financial savings and increase user satisfaction.

OUR CUSTOMER CREDENTIALS

LPS

Loyalty Partner Solutions
Remote service desk with dedicated staff

Loyalty partner Solutions GmbH (LPS) operates some of the largest customer loyalty programmes worldwide. To focus on its core competencies, and reduce costs, LPS has outsourced to Computacenter the service desk support it delivers to 400 of its clients. With differentiated service levels for all applications, the Computacenter team processes 1,500 to 2,500 tickets per month, with 80 per cent of calls answered within 20 seconds.

Schroders

Schroders
Increased stability and agility

As part of a £40 million contract with Schroders, Computacenter delivers 14 joined-up managed services, including end user computing, and a 24x7 service desk. The Computacenter team handles nearly 6,000 incidents, changes and requests a month.

Computacenter

Computacenter
Enriches IT support experience

As part of its digitisation strategy, Computacenter turned to its own users to help with the transformation and of its IT service desk. NGSD has transformed how Computacenter's staff access IT support: more than 60 per cent of interactions are now online compared with nine per cent previously. By digitising its processes and enabling its users, NGSD will help Computacenter maximise staff productivity and business agility.

**TO FIND OUT HOW
OUR GLOBAL SERVICE DESK COULD MAKE
A DIFFERENCE TO YOUR ORGANISATION,
PLEASE CONTACT YOUR COMPUTACENTER
ACCOUNT MANAGER OR CALL 01707 631000**

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