

DIGITAL CHANGE AGENTS

Next Generation Service Desk



TIME FOR CHANGE

Digital transformation is now a key priority for business leaders across the world. They seek to boost productivity and gain commercial advantage through access to IT and the enablement of modern work styles.

It's estimated that over 60 per cent of organisations either have an enterprise-wide mobility strategy, or plan to implement one, and that more than 75 per cent have seen, or expect to see, significant benefit from their mobility initiatives.

The adoption of connected, enabled IT services is moving the future of the digital workplace from the periphery to the very heart of your business, and with this new found focus, comes the need to fundamentally rethink the way you support users – whether employees, customers or partners.



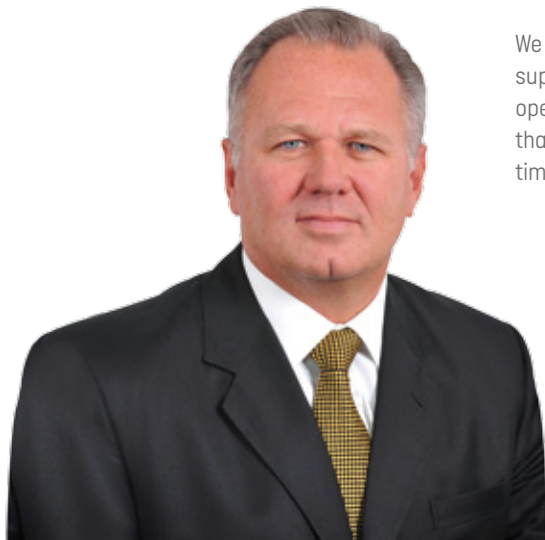
IT service desks must modernise user experiences or get out of the way.

Gartner, 2012



BUILDING ON OUR STRENGTHS

As a recognised leader in outsourced service desk solutions, Computacenter supports over 4.98 million users across the globe. We are known for the flexible and creative approach we take to user enablement; one which draws on our scale, the scope of our services and our multi-language, cultural and global capabilities, delivered with local expertise.



Now we are evolving our service desk solution to meet our customers' digital strategies. Our next generation service desk has been designed entirely around the needs of users; whether they operate onshore, offshore, or nearshore.

It achieves a consumer-like, user-centric experience with anytime, anywhere access to IT support and information, including a mobile app available on any device.

We have gone beyond a technology solution to enabling new ways of working for our customers; driving cultural change and behavioural transformation to revolutionise their service desk capabilities.

We have standardised and digitised the front end of the support experience, whilst delivering the industrialised, operational back end. The result is an end-to-end solution that can be consumed as needed, without the cost and time constraints of bespoke development.

“

With 2,500 agents delivering in-language support across 70+ countries, we take a flexible approach to global outsourced service desk, bringing customers industrialised services, competitive commercials and industry best practice.

**Mike Norris, CEO,
Computacenter**

”



A CONSUMER-LIKE EXPERIENCE

Many organisations, such as those from the online retail and banking industries, have become expert at delivering an engaging, digitised experience to their customers.

However, this enhanced, user-centric experience must now be extended to their own people, driving consumerisation of IT services, improving productivity, and the ability to attract or retain the best talent.

IT support must switch from reactive to proactive, supporting the full range of devices deployed across your business. There is also an increasing need to grow IT knowledge and to make this available to your people. These services should be available 24/7/365, in ways that embrace how and where your users need to work.



We are enabling our customers' digital transformation with entirely new ways to support their users. No one else does this and delivers it as an off-the-shelf, wholesale solution. We are investing ahead of the market, and ensuring that our customers will benefit from this.

Mike Norris, CEO, Computacenter



DIGITAL POWER TO YOUR PEOPLE

Computacenter's next generation service desk underpins our 'enabling users' philosophy by digitising the front end of your IT service desk, using an interactive and intuitive portal and a mobile app to ensure access from a range of tablets and mobile devices – anywhere, anytime.

Users are empowered to self-serve for IT knowledge and support. They can also perform routine tasks such as automated password reset, which accounts for an average 30 to 35 per cent of all service desk interactions.

This 'shift left' approach is predicted to move around 50 per cent of interactions from phone to online, providing users with a modern, highly effective service. Where the intervention of an agent is needed, this can be via web chat or phone.

The next generation service desk platform leverages smart tools and processes to enable front-line agents to manage any issue at any time. This combines with digital self-service to achieve a truly collaborative and agile approach to managing user support right across the digital workplace.



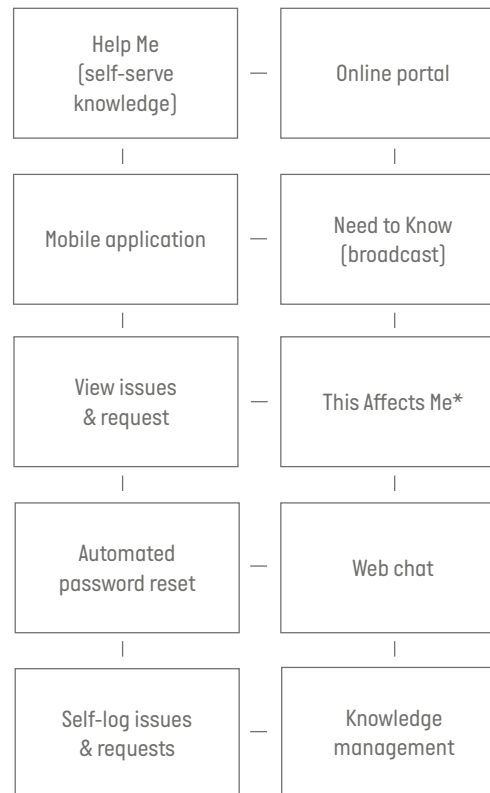
INFORMATION-DRIVEN

An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

CLICK EACH BOX FOR FURTHER DETAILS



OTHER NGSD BENEFITS

- Incident/Issue management
- Global locations
- Language skills
- Customer satisfaction ECSQ
- Request management
- People
- ISO20000
- Reporting
- ITIL framework
- Continual service improvement
- PASS12T
- Standard industrialised processes
- Ticket management
- Telephony infrastructure

*Patent pending

ACHIEVING ADOPTION

A clear focus on the user experience and effecting cultural change is fundamental to the successful adoption of a next generation service desk solution. Following the Agile methodology, we consult and consider users at every stage of development, testing and deployment.

As a result, the language used in our portal is descriptive, and the experience for users is inherently intuitive. In its prototype form, our portal was tested using an established software matrix, and achieved a top 10 per cent score for usability.

We have developed a four stage adoption framework to lead our customers through the adoption process, from discovery to advocacy.

Through in-depth consultation with your users and subject matter experts, we will establish a baseline against which to deploy and measure cultural and behavioural change.

We will further help you to plan and deploy communications; capture and analyse usage data and feedback; reward positive adoption behaviours; measure success, customer satisfaction and adoption trends; and enable effective continual service improvement.



WHY COMPUTACENTER

Our ambition is to be Europe's preferred IT provider to enable users and their business. We have built on our heritage and experience in global service desk to develop a unique IT support solution that no one else can match.

We are digitising the front end of the support experience, whilst providing skilled people and globally consistent processes at the operational back end.

No one else does this and offers it as an off-the-shelf, wholesale solution for customers of all types and sizes to consume, whether onshore, nearshore or offshore.

Computacenter's next generation service desk is location, language, tools and customer independent. It integrates with multiple platforms enabling you to leverage existing IT investments.

We practice what we preach; in the autumn of 2014, we deployed next generation service desk across our own organisation. By giving our own users the best available service desk solution, we have made their IT support experience less disruptive and more productive. We followed this in 2016 by launching our mobile app, further enabling our own users on their digital journeys and making IT support and information available whenever and however they need it.

Going first not only meant that we could realise and prove the benefits of our solution; we were also able to identify, understand and address any issues for future implementations.



BEST MANAGED SERVICE DESK 2015 AWARD

Our flagship Barcelona service desk recently received the SDI's Best Managed Service Desk 2015 award. Judges explained Computacenter's 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."

WHITELANE IT OUTSOURCING STUDY 2015

A Whitelane study placed Computacenter in second place for overall customer satisfaction, and first place for customer satisfaction in end-user services.

EXPERIENCE AND EVIDENCE



"Thanks to the service desk contract with Computacenter, we have achieved a high level of service desk harmonisation across the group, which will increase efficiency and realise financial savings."

**Spokesperson,
Airbus Group**



"NGSD brings the service desk into the 21st century by enabling a more flexible approach to delivering IT support."

**Dave Sherry,
Head of IT, Visa Europe**



"Stability is fundamental; lack of access to systems for just a few minutes could have a significant financial impact on the firm."

**Chief Information Officer,
Eversheds**



EXPERIENCE AND EVIDENCE



"Computacenter has helped to 'commoditise' a number of processes, which brings greater agility and stability to our IT operations."

**Head of Group IT,
Schroders**



"This solution ensures the quality of the processes while contributing to considerable cost savings."

**Andreas Jöbstl,
Key Account Manager,
Computacenter**



"NGSD is an important step in the digitisation of Computacenter's business and services. It has enabled a step-change in how we enable them to work more flexibly and effectively."

**Mike Norris, CEO,
Computacenter**



GET IN TOUCH

Find out how Computacenter can help your organisation's transformation initiatives

computacenter.com/servicedesk
servicedeskenquiries@computacenter.com

Enabling users and their business

Computacenter is Europe's leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers' infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.



Computacenter (UK) Ltd
Hatfield Avenue, Hatfield, Hertfordshire AL10 9TW, United Kingdom

computacenter.com
+44 (0)1707 631000

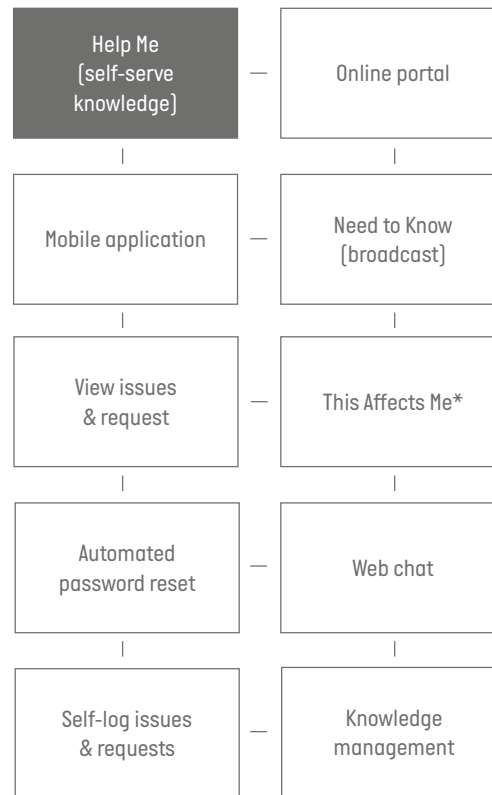
INFORMATION-DRIVEN

An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

CLICK EACH BOX FOR FURTHER DETAILS



HELP ME [SELF-SERVE KNOWLEDGE]



- Leveraging Computacenter's over one million user knowledge factory, instant access to rich content is available to the user
- Knowledge articles are created for user consumption and not in IT speak
- There is an 85% target first answer return – this is not applicable to non-NGSD knowledge

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

*Patent pending

INFORMATION-DRIVEN

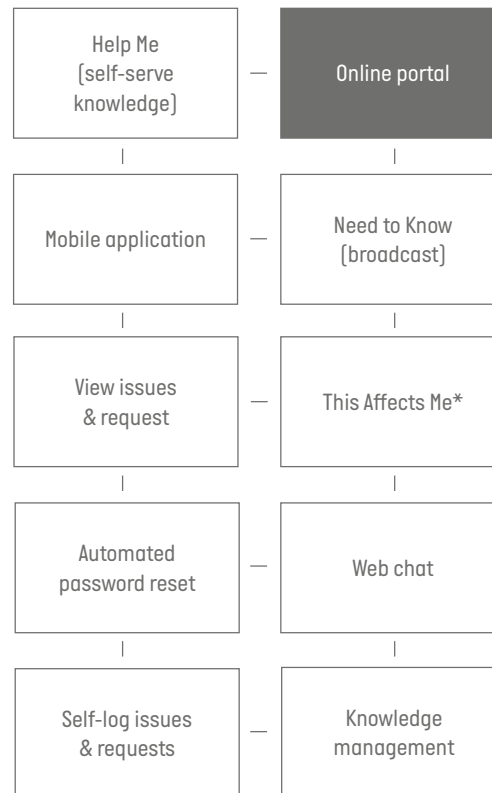
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



ONLINE PORTAL



- An interactive and intuitive portal and mobile app to ensure anytime/anywhere access to self-serve multi-lingual functionality
- Functions include 'Help Me' knowledge, Web chat, Automated password reset, Self log, Need to Know broadcasts, This Affects Me
- Empowering users to self-serve for IT knowledge and support and perform routine tasks
- Users have access to the portal from anywhere with an internet connection
- User location is leveraged to present relevant information in local language it is also highly collaborative
- Intervention of an agent is available and can be via web chat or phone
- Portal is designed entirely around the needs of the user
- A platform that integrates with existing ticketing and request management systems

INFORMATION-DRIVEN

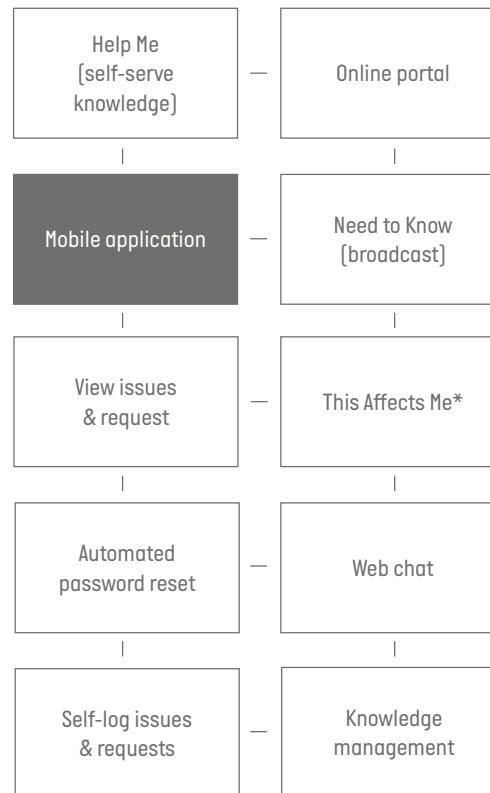
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



MOBILE APPLICATION



- An application serving global and mobile users. Users can access IT support anytime, anywhere, on any device
- Users are empowered with instant access to the IT information they need, when they need it
- Push notifications and alerts make IT support proactive as users are kept in touch with the latest updates direct to their mobile devices
- An intuitive app that supports users on their digital journey. It enables users to self-serve, personalise and rate their IT support experience, and easily collaborate and share their knowledge with colleagues

Telephony infrastructure

INFORMATION-DRIVEN

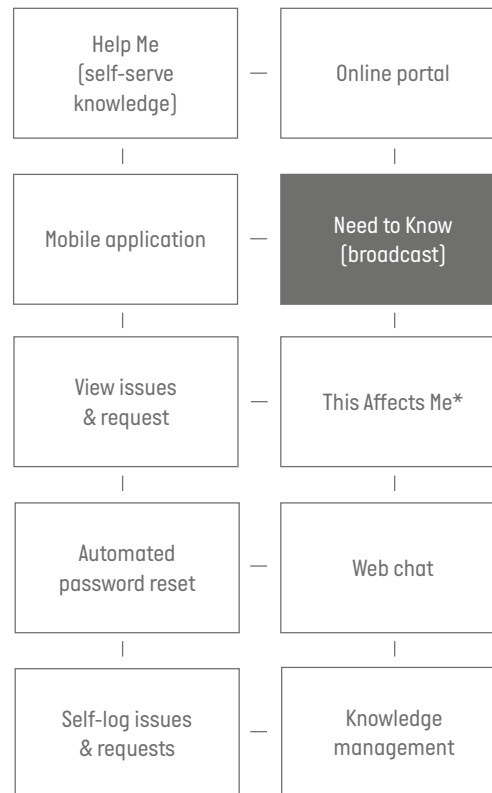
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



NEED TO KNOW [BROADCAST]



- Global and mobile users can access a dashboard that pushes information, such as major issue notifications and status updates
- This information will be relevant to their role and location, as well as promoting articles
- These articles should be of interest as they are based on their previous Service Desk interactions or preferences selected

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

INFORMATION-DRIVEN

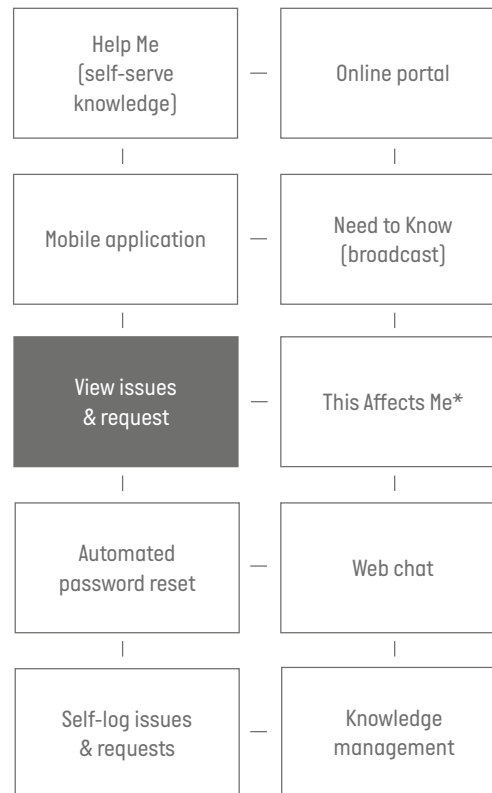
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



VIEW ISSUES & REQUESTS



- There is a four-stage process to gain as much information about the issue as possible
- Once the issue is logged, the user receives a reference number

ISO20000

Reporting

ITIL framework

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

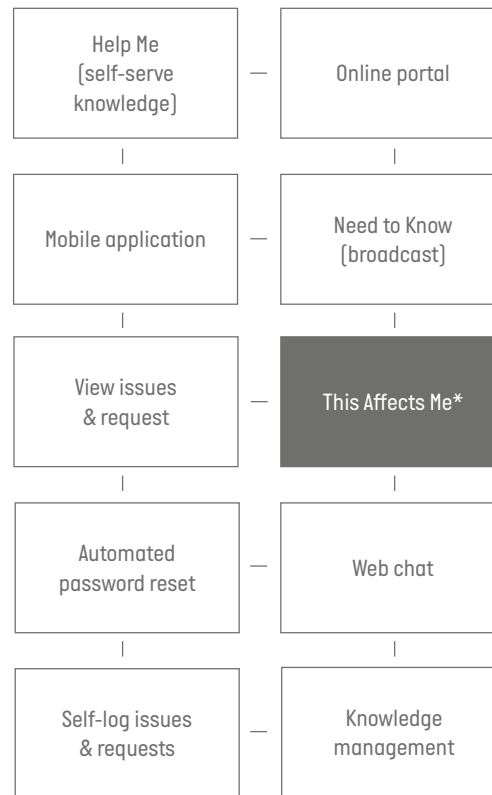
INFORMATION-DRIVEN

An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

CLICK EACH BOX FOR FURTHER DETAILS



THIS AFFECTS ME*



- Users are able to use the online portal and or mobile app to inform the service desk that they are affected by a major issue
- The broadcast functionality then keeps the user up to date on the issue status
- Therefore, the user can continue with other tasks reducing disruption and maintaining their productivity

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

*Patent pending

INFORMATION-DRIVEN

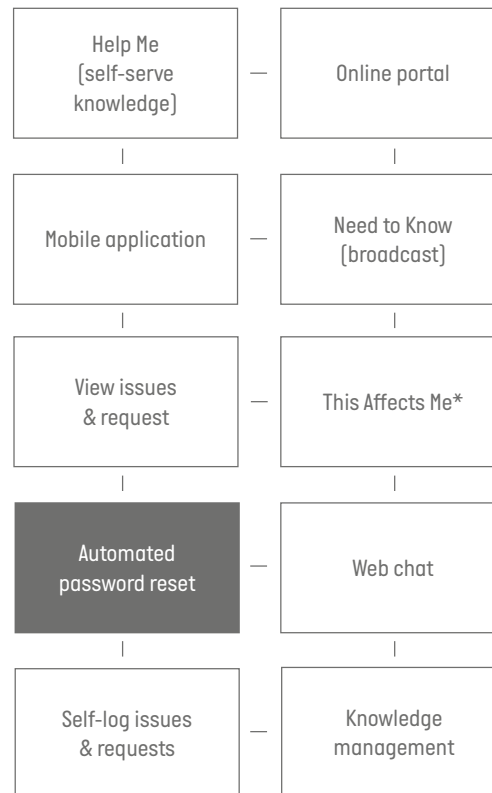
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



AUTOMATED PASSWORD RESET



- Users will be enabled to reset their password online
- This can be undertaken in a fast, secure and compliant way
- There is no need to call the service desk
- This feature will be available via our mobile app

Reporting

ITIL framework

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

INFORMATION-DRIVEN

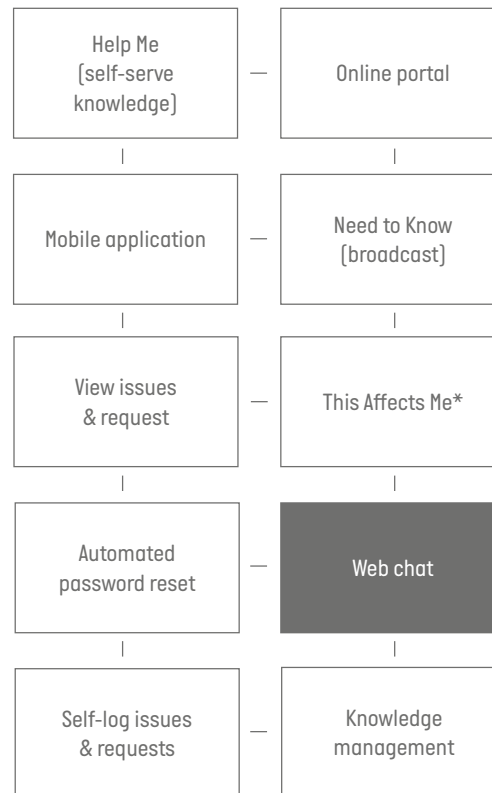
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



WEB CHAT

- Web chat is a form of real-time online communication between the user and one of our digital agents based on typed text

People

ISO20000

Reporting

ITIL framework

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

INFORMATION-DRIVEN

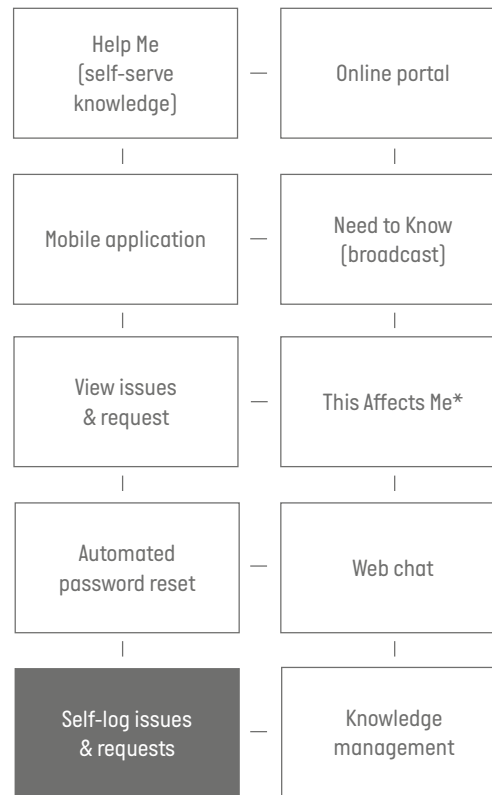
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



SELF-LOG ISSUES & REQUESTS



- The user has the ability to raise requests through the portal by either:
- Pre-approved application: this is where an application has been pre-approved for the specific user and they will be able to download and install this without assistance and/or request installation
- Request a standard or non-standard item (e.g. hardware or software) that will direct them to the Request Management Tool

Continual service improvement

PASS12T

Standard industrialised processes

Ticket management

Telephony infrastructure

INFORMATION-DRIVEN

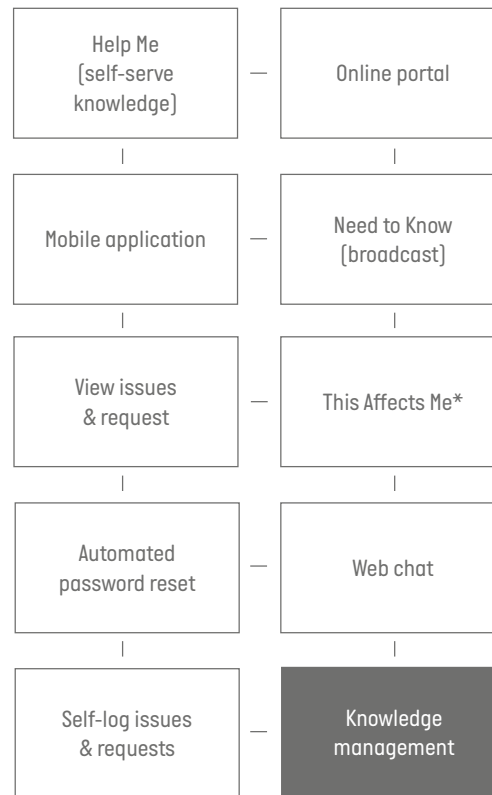
An average 30 per cent of contacts to the service desk relate to the status of open issues. With next generation service desk updates are push-enabled, and delivered proactively to the user via the portal or mobile app. The 'Need to Know' [broadcast] functionality means that users are kept up-to-date on broader technical issues, such as an outage or planned maintenance, and informs them when they are resolved.

The Help Me knowledge database is a cornerstone of the service. As well as hosting knowledge articles, it works like a cross between Wikipedia and Trip Advisor to enable up-to-date experiences and knowledge to be shared, recorded and made accessible across your organisation. Users can rate knowledge articles, enabling continuous improvement, whether accessing NGSD through a desktop or a single tap on the mobile app.

Whilst a key objective for next generation service desk is to empower users to self-serve, they can instigate online chat, or speak to an agent, at any time. By conducting searches on the portal an invitation to chat is triggered to help the user solve their issue as quickly as possible. The agent will have been served details of the user's issue ensuring a swift resolution.

*Patent pending

CLICK EACH BOX FOR FURTHER DETAILS



KNOWLEDGE MANAGEMENT



- The activity undertaken by the knowledge management team to ensure that the knowledge articles made available to end users and service desk staff to help them fix IT issues are valid and up to date
- The activity will involve the creation and publishing of new knowledge articles, the monitoring of the usage of existing articles (including responding to any comments or feedback from users on a particular article), and the retiring of old or unused articles
- The service will also include the proactive analysis and trending of articles read and searched for to ensure the knowledge articles are most relevant to the current set of end user issues. The knowledge articles are presented to the end users via the NGSD portal

Telephony infrastructure