



# Service Desk

From a global shared multi-lingual service desk to dedicated onsite facilities, Computacenter's Service Desk capabilities help organisations cut cost and improve productivity while improving the end user experience.

### Business challenge

A responsive service desk is crucial to safeguarding end user productivity and preventing disruption to the business and its customers.

Providing such a high quality of service to multiple user groups in multiple locations can quickly become prohibitively expensive.

Today's organisations and workforces rely on a wide array of applications and IT devices, which can be complex to support using just internal IT resources - especially if different languages and time zones are involved.

Business change, such as a merger or the deployment of a major new application, also add to the challenges of operating a responsive service desk that consistently meets business needs.

To drive down support costs while maintaining end user satisfaction, organisations need access to scalable and cost-effective service desk resources.

### Computacenter solution

Computacenter offers tailored service desk solutions based on industrialised best practices stringent service levels.

With shared service facilities in Milton Keynes, Hatfield, Nottingham, Barcelona, Cape Town and Kuala Lumpur, Computacenter enables organisations to take a 'right-shoring' approach to user support that combines onsite, in-country and off-shore capabilities.

Founded on ITIL incident, request, problem and change management processes, our services can be adapted to meet individual requirements for different user groups, applications or locations. We offer support in more than ten European languages from our 24x7x365 global service desk in Barcelona.

While our flexible and transparent commercials help organisations meet fluctuating demand and budgets constraints, our PASS12T methodology is designed to deliver continuous improvement. PASS12T focuses on increasing first line resolution and reducing overall call volumes to eliminate cost and complexity.

To align the services with your evolving business priorities, Computacenter uses a 'Customer Value Scorecard'.

*"Developed from their best practice experience of working with other customers, Computacenter's industrialised approach means we can take advantage of competitive commercials and best practice while also retaining a service that is tailored to the specific needs of our business."*

**Bill Mann,**  
Head of Service Management,  
Visa Europe

### On our customers' agenda

These services address four core business issues facing organisations today.



Cost Reduction



Continuous Improvement / Innovation



Access to Skilled Resources



Risk Avoidance

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## Key benefits

With our service desk solutions, Computacenter helps organisations sharpen their business by removing cost, complexity and barriers to change. Our service desk capabilities enable customers to:

### **Make financial savings:**

Computacenter's shared service delivery model, unique PASS12T methodology and industrialised approach maximise efficiency to reduce service desk costs. By tailoring support services to different user groups, organisations only pay for the level of response they need resulting in further cost savings.

### **Increase productivity:**

Based on guaranteed outcomes and agreed service levels, our service desk solutions minimise IT downtime for users helping to increase efficiency and satisfaction. We also offer a single point of contact for third party management to decrease the administrative burden of managing multiple suppliers.

### **Support change:**

Computacenter's scalable service desk solutions can be adapted to meet new business requirements without compromising service quality.

## Why Computacenter?

With 25 years of IT experience, Computacenter delivers flexible service desk solutions that are pragmatic and cost-effective. We offer:

### **Breadth and scale:**

We support more than 750,000 users, 1.5 million user devices and 70,000 servers on behalf of our customers. Our service desks handle more than one million contacts per year, and can provide a single point of contact and ownership for all incidents, changes, problems and user requests.

### **Expertise:**

Our consultants hold more than 200 vendor and industry accreditations and 98 per cent of our service management team are qualified to ITIL standards. Our Milton Keynes Service Desk is certified to ISO/IEC 20000 standards.

### **Repeatable best practice:**

The processes developed through Computacenter's Shared Services Factory enable us to share best practice across our customer base, which means our customers benefit from ongoing cost savings and continuous service improvements.

## What next?

To find out how Computacenter's Service Desk solutions can help you, please contact your account manager or email: [enquiries@computacenter.com](mailto:enquiries@computacenter.com)