

Deskside Support

'Complete end user workspace support on location'

Professional support for your end users with their workspace devices and functionality is essential for optimal productivity. In addition to remote services is support on location for different user work styles in almost any organization a must when remote resolution is not possible. With Deskside Support the global Getronics Workspace Alliance (GWA) guarantees you an optimal support to keep your employees productive with fast, reliable and cost-effective resolutions with minimized loss of productivity.

Effective resolutions on location

As a workspace service provider the GWA helps enable optimized productivity for your workforce, balancing flexibility, cost, performance and security. The service process of our workspace services has been carefully designed to ensure that problems are solved fast, efficiently and cost-effectively. Remote service intervention is increasingly the approach our clients prefer, and we are fully equipped with the latest in remote service management tools. But there are situations in which a remote fix is not possible and a direct physical presence on the client site or a local service point is needed. Whether we are providing remote or on-site service, each activity is meticulously logged and co-ordinated through our professional service desk. GWA is equipped to support you. You can trust us.

Deskside support on location provided by the GWA

The GWA has a highly skilled and dynamic field service resource, capable of delivering timely and effective on-site support worldwide. Our virtual global team is derived from an expert network of carefully selected international service partners as part of the GWA. All on-site services are delivered through two specific services: the *deskside support* service and the *hardware maintenance* (break-fix) service.

A wide range of support

Our deskside support service is designed to help members of the client organisation get up and running in the shortest possible time when they have a PC problem which cannot be solved remotely. Deskside support is specifically focussed on resolving problems encountered with the operating system and core office applications. It also delivers the setting-up of the workspace for new employees based on an on-site delivery approach. Through deskside support, our technical specialists can also respond to individual requests for pre-defined and standardised Installations, Moves, Adds and Changes (IMACs). If, for example, a new colleague needs a complete image loading onto their PC, then the GWA technical specialist can perform this operation on-site if remote installation is not possible.

On a large client site, we can designate service engineers who are permanently on hand to provide support services. On smaller sites, it is more cost-effective to take advantage of the GWA mobile service team. Whichever route you choose, you can be sure of expert, professional assistance delivered promptly and courteously. Service management is simplified too, with a flat monthly fee. The pricing is based according to activity. If included in an overall price-per-seat service contract, price is based on a forecast of the number of deskside interventions. This will be reported and managed periodically.

The tools for the job

Requests for service interventions are co-ordinated through our service desk. The service desk operative ensures that all relevant details are captured so that, once assigned, any intervention can be carried out smoothly.

Field service staff members are in permanent contact with their service desk controllers using dedicated PDAs. They have access to specialist knowledge bases and are able to formally complete and close interventions on-site. This ensures that our clients receive complete and accurate reporting on all deskside support service activities

'Customer first' is always the priority, and our field staff will always help the client understand the reasons for a problem - and how best to avoid it in the future.

Deskside support is typically combined with other core workspace services like hardware maintenance, service desk, desktop management, asset management, server- and network management and global program management.

Rapid resolutions tuned to your business

Taking advantage of the deskside support service gives your people cost-effective and immediate access to the skilled team of IT professionals within the GWA.

The face-to-face flexible service assures a rapid resolution of user problems that cannot be solved remotely, aimed at optimizing user productivity. It has a specific approach with cost-effective solutions to support large, medium and small sites. Efficient fixes are realized through time-to-fix agreements, pre-priced service menus for competitive predictable costs. Last but not least; The GWA is your true single point of access & one-stop provider for simplified field services. All based on vendor independency, applied technologies and global services.

We carefully co-ordinate our remote and on-site resources, reducing the pressure on your own IT specialists and ensuring that your people have the tools and information they need to perform to the best of their ability.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and

program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.