

Service Desk

'One point of contact for all ICT support with fast and reliable resolutions'

In a dynamic organization with changing needs, the IT support follows business operations. Permanent connection of IT to the current needs of the business is of crucial importance. The increasing integration of functionality combined with the increased mobility also requires an effective and flexible support of the needs of the different user work styles, both functional and provided with means of communication. With Service Desk the global Getronics Workspace Alliance (GWA) guarantees you an optimal support of your IT environment and users.

Fast and reliable resolution through a mix of interactions

Management within IT and business expects predictive, reliable and responsive IT support that enhances the productivity of end users. It should also be cost-effective, consistent and focused on meeting expectations of all different end users profiles. End users want to choose from preferred and easy accessible interactions through a mix of channels with fast and reliable resolutions covering support in workspace collaboration and functionality including customer applications and a broad mix of supported personal and shared devices including the backend (connectivity, datacenter). GWA is equipped to support you. You can trust us.

Service Desk provided by the GWA

Service Desk enables your end users with a mix of user contact preferences and fast resolutions in case they have an issue, question or request related to their IT devices and functionality. GWA supports end users through an easy accessible virtual support store with interaction channels as phone and self-service portal. An end user can submit support requests or order hardware and download applications directly, follow the status, search and share information in the knowledge base and solve existing easy problems themselves through clear and easy instructions. Flexible modes of communication (eg phone, mail, chat, voice response systems) offer ample opportunities for how you want support and a faster resolution of the problem. And of course you have the option to purchase VIP support.

Service Desk provides a Single Point of Contact (SPOC) for all IT related end user issues. With end to end incident management and problem management we improve service quality and reduce the number of disruptions of (major) incidents. GWA provides an end-to-end visibility of the on-going operation of the IT Infrastructure.

Users are empowered with intuitive and self-resolving portals. This is complemented with automated tool sets into the customer environment, proactive problem management and leveraging "Shift Left" strategies. Service Desk is delivered through highly trained and certified employees who are continuously trained on the latest technologies and methodologies. The high level of knowledge of these staff will ensure that within short lead all IT support calls and solve problems and handle. Also, this ensures high-quality user support and remote technical support.

Fully integrated tools are connected to the workspace and standardized underlying infrastructure. If necessary we can remotely take over and solve the problem. This allows the staff already at the first contact to solve 75% or more of the incidents and reduce the work and costs in the second line considerably.

GWA is committed to deliver effective services that achieve ongoing business value for its customers through its Service Desk service. It provides an excellent customer experience

with convenient, fast and effective resolutions through a mix of interaction channels to supported end users. Service Desk also minimizes loss of end user productivity through highly assured service operations with measurable financial benefits.

The service is under a strong direction on the basis of recognized quality, and of course, be taken into account your level of satisfaction with our services. With a combination of solid management, continuous performance monitoring and regular satisfaction, we ensure that services continually high level and remains, and where possible, improved.

Service Desk will be delivered both nationally and globally in over twenty languages, with different service levels and delivery models. Service Desk is typically combined with other core workspace services like onsite support, desktop management, asset management, server- and network management and global program management.

Attractive Benefits

With Service Desk of the GWA you have access to a single point of contact that supports your employees in the entire IT domain (workspace, communication, server and network infrastructure). One phone number and one intuitive self-service portal support fast, reliable and cost effective resolutions.

The aim is to have the highest possible resolution in the first contact with end users and reduce the number of incidents through direct solving of the service disruption of the user, which improves the user experience and supports operational efficiency. Service Desk is highly customizable to your organization and staff with appropriate service levels and several interaction channels for different work styles.

GWA delivers high end user satisfaction scores with a high customer focus through our intense and highly trained and skilled agents through continuous performance management programs.

In addition, GWA supports over twenty different languages and assures a continuous availability and capacity with predictability in outcome, so you can focus on your core business. Should the unlikely event of an emergency (like power) arising, our sophisticated business continuity plan within service desk ensures a rapid return to service.

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.