

Deliver great user support

DXC Service Desk Services

There's nothing like a well-run business: productive employees, smooth operations, satisfied customers. We make workplaces run better.

Insights

- Provide engaging, quality service — accessed anywhere from desktops or mobile devices
- Increase user satisfaction with best-practice responsiveness
- Reduce your IT support costs beyond basic operational efficiencies — without sacrificing service-level performance
- Adapt to business changes with a flexible support model

Enable your employees

Today's workplace is anywhere at any time — at the office, on the road, in the home, and everywhere in between. No matter where the work gets done, the technology has to run. Otherwise, employees don't produce, and the business doesn't progress.

The pain points are all too familiar:

- Often, the in-house help desk staff struggles to support a growing mix of office and mobile devices, new software, and service requests.
- The staff is often ill-equipped and ill-trained, so employees spend too much time on requests, and resolution rates drop.
- A downward spiral begins; the lack of data to proactively respond breeds frustrated staff, decreased productivity, and unhappy employees.

DXC Technology has a better way to work through budget constraints, resolve incidents, and handle requests. We can help make your workplace work again — and, in fact, make it run even better.

Rely on one point of contact

As a global leader in workplace support, DXC knows how to manage IT requests and incidents. As a result, your IT staff can focus on mission-critical tasks, and users are not hindered by technology issues.

Service Desk agents are often the primary and most remembered contact between users and the IT organization. So this person-to-person, phone-based support is designed to offer fast, personalized interactions that quickly resolve the caller's issue.

Our self-service portal provides easy-to-use assistance, available anytime from any user device. Our service desks are staffed by trained and skilled agents, so incidents are resolved quickly and your employees stay productive. We provide global support in 56 languages, and offer a wide range of service levels and service options.

Enjoy better user support experiences

At DXC, we can help you reduce overall costs to support users. At the same time, you can provide a better support experience that maintains high first-contact resolution, user satisfaction, and service levels. When you partner with us, you can take advantage of:

- Consumer-like user experience that makes helpful, online assistance easy to access and use
- Operational insight from data analytics that provide metrics for continuous improvement
- Best practices that ensure users actually accept and adopt new technologies and processes

- Accountable agents, technicians, and self-service that bring a higher quality of user experience and satisfaction
- Flexibility to choose service desk assistance, self-service, traditional on-site, or walk-in support
- An efficient combination of self-service, remote, face-to-face support, and automation that work together to reduce costs

Gain better results

Consistent service — DXC uses clearly defined SLAs and timely reports to help you manage support and control the quality of support that users receive across multiple contact channels.

Best practices — DXC Technology Service Desk Services adhere to ITIL best practices, and our agents are highly trained support professionals. Each DXC Service Desk location employs strict quality programs to ensure users are satisfied with the results each time they contact DXC.

Analytics — Leverage automation, preventive techniques, and a proactive stance to further improve support performance and cost efficiencies.

Better cost management — DXC reporting and data analysis help you identify and eliminate issues that cause users to call, helping control and drive support-related cost savings.

Excellent user support — Many contact options and knowledge resources enable

users to find expert assistance on all supported services and products or for your custom applications. Agents also use the latest, most efficient remote diagnostic tools to answer questions and resolve incidents remotely and quickly.

Flexible design — We configure the DXC Service Desk to meet your specific business needs. Cost-effective options include extended phone hours, support for additional custom applications, and many online or self-service features. DXC also surveys users on satisfaction with our service and brings you actionable data on which to make decisions that will enhance user support.

Unmatched service delivery — DXC helps workers stay productive by resolving more than 70% of incidents during the first contact and maintaining a user satisfaction score of higher than 91 percent. Call routing to agents with the appropriate skills reduces the number of follow-up contacts and the need for on-site dispatch.

Self-service options — Designed for user convenience and efficiency, desktop and mobile users can access the consumer-like portal that removes barriers to self-service adoption, increases user productivity, and increases user satisfaction with IT.

Solution adoption — We help users achieve the necessary change in behavior. The DXC program is based on management of change principles, industry best practices, and our proven experience with clients.

Work with the best

- DXC supports 11.1 million user devices for ~1,100 clients in 67 countries.
- We are recognized as a Leader in both Gartner Magic Quadrants for End User Outsourcing Services, North America and Europe.
- We annually respond to 42.7 million DXC Service Desk contacts (phone, selfservice, web tickets, email, and chat) in 56 languages.
- DXC supports a wide range of software, hardware, and mobile devices — using standard ITIL-based work processes, QMS, and ISO 9001/2000 certification.
- We provide a trained transition staff — drawing on 46 years of best practices managing 800-plus transitions—to help you gain buy-in from employees and successfully support people during transformation.

Boost performance, satisfaction

We drive continuous improvements at our Service Desk by monitoring agent performance and quality, and providing ongoing training to enhance skills and certifications. Regular case reviews and continuous client surveys provide feedback to ensure the highest level of satisfaction. DXC can help you significantly transform the user experience.

Learn more at
dxc.technology/workplace_and_mobility

About DXC

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit dxc.technology.