

A digital support experience to believe in

DXC MyWorkStyle

DXC Support Services

Provide employees with an engaging digital support experience that lets them efficiently solve problems, be more productive and get convenient support.

Benefits

- Ensure a positive support experience and boost IT's value and perception among users
- Transform traditional support into a digital support experience with artificial intelligence (AI), analytics and self-service
- Work with the industry leader managing 42.7 million support interactions per year and more than 7.6 million users

Employee perceptions of IT are uniquely shaped by how they interact with support tools, services and channels. Your employees want convenient, straightforward and easily accessible support options, when and where they need it, for any device. They want easy ways to connect, work and solve issues, and to stay productive. They expect a modern, digital-first experience that gives them convenient choices.

Companies are now focusing on enhancing user support experiences to increase IT's value to the business, to ensure user productivity and to help retain talent. By applying new technologies such as analytics, robotics and automation, IT can anticipate what users need to keep them productive, driving down demand for user support and providing insight into the development of new solutions for continuous improvement.

User-centric experiences

DXC Technology looks at IT's relationship with its employees from the user's point of view. By integrating remote and onsite support experiences across

teams, regions and vendors, we create a cohesive and seamless user experience that provides employees with the tools and technology they need to stay productive and engaged. The result? Cost savings that don't sacrifice user experiences.

Working with DXC experts through DXC Support Services, you can leverage our experience, innovative technologies and an evolving roadmap to help you:

- **Improve the user experience.** One DXC client saw a 20 percent increase in user satisfaction after implementing a DXC Walk-In Support Center that also drove regional consistency.
- **Maintain employee productivity.** A global energy client saw a 65 percent reduction in the number of hours to resolve user issues after deploying a DXC Walk-In Center and advanced remote control capabilities to deliver services.
- **Optimize support budget and demonstrate continuous improvement.** A DXC Service Desk client saw a 20 percent savings in PC life-cycle and support costs.

Partner with the market leader

DXC is the indisputable leader in support services worldwide, providing more support options and innovative experiences than any other service provider. We offer:

- **An enhanced user support experience.** DXC modernizes the user experience with innovative, convenient support experiences. We make IT look great to employees.
- **Quality.** Our certified service delivery centers employ best practices for continuous improvement to enhance service excellence in four core practices: knowledge management, agent training, data analytics and service quality monitoring.
- **Advanced robotics and AI.** DXC Virtual Agent gives your users the ultimate in service automation, leveraging AI, machine learning and natural language processing technologies. Combine it with our suite of automation and self-help options to deliver remote proactive support analytics, innovative support portals, multimedia knowledge bases, password reset automation, self-healing scripting and more.
- **Integration.** Using ServiceNow capabilities through DXC Fruition Partners, we can integrate our suite of support solutions with your IT service management (ITSM) environment and provide end-to-end services for your support experience.
- **Experience, scale and scope.** DXC engages users from more than 60 delivery centers worldwide. More than 7,800 experts work 24x7 to bring consistent support to more

than 42.7 million contacts each year. DXC supports more than 56 languages in over 150 countries with more than 200 client walk-in centers video kiosk and vending locations.

Tailor your support experience

With DXC Support Services, you and your employees get applied technologies that bring real benefits to improve workplace productivity:

- Proactive and predictive experiences eliminate incidents and problems before they affect users by leveraging analytics, robotics, automation and remote resolution.
- Do-it-yourself experiences extend self-service options with enhanced user portals and service catalogs, knowledge management, IT vending and self-service password reset automation.
- Person-to-person options drive a multichannel service over the phone, web and chat with innovative solutions such as phone automation, mobile apps, Skype chat and applied artificial intelligence to support users with virtual agents.
- Face-to-face experiences go beyond traditional resident staffing and enhance the experience with walk-in centers that mimic a retail service, video support kiosks, automated device lockers and global presence to dispatch resources to provide hands-on support when needed.

Together with our clients, our advisors design flexible roadmaps that upgrade traditional support processes into digital support experiences. Begin your journey with traditional site support and service

desk solutions. We'll help you determine when to introduce innovations such as predictive analytics, proactive support, artificial intelligence, mobile apps and multichannel options. Let DXC help you transform the user experience with an agile approach.

DXC solutions ensure the support experience is a positive one, giving users choices to help themselves and get help. Our walk-in centers have user satisfaction scores of 92 percent and take IT support out of the shadows and into your user's workplace routine.

Partner with the best

DXC has an extensive network of partners that includes EffectUX, Frog Design, Hewlett Packard Enterprise, Hitachi ID Systems, HP, IBM Watson, Knowledge Accelerators, Kryon Systems, Lakeside, Lenovo, Microsoft, Nextthink, ServiceNow, WinAutomation and others. Whatever your current environment, DXC will know how to get the most from your current investments while also introducing the latest innovations.

Give employees the IT support experience they need with DXC Support Services. Resolve issues faster, enhance productivity and decrease costs while serving users' workplace and mobility needs with a variety of service options. Talk with a DXC Support Services expert and learn how DXC can help your users thrive.

Learn more at
**[www.dxc.technology/
workplace_and_mobility](http://www.dxc.technology/workplace_and_mobility)**