Enable a seamless support experience

**DXC HR Service Desk**

Extend the capabilities and convenience of your IT service desk to provide human resources support.

**Services for an integrated enterprise**

- Benefit from one contact for both HR and IT support
- Leverage support capabilities too expensive to deploy for HR only
- Provide personalized, native-language HR support for many employees and regions
- Build on a world-class delivery organization and platform

Support calls about human resources (HR) and IT typically represent the largest number of service desk calls in an enterprise. Most companies establish these as separate support functions when new. Once they mature, these services can be consolidated and simplified. Using an integrated support model, DXC Technology’s HR Service Desk allows enterprises to begin the consolidation journey by merging HR and IT support services into a single support organization.

**Enable a new support experience**

A seamless, simplified support choice benefits employees, helping them get answers and assistance faster. And, it sets the stage to incorporate new support experiences that are continually expanding. Unified support portals, virtual agents, user analytics, proactive support, predictive analytics, videos kiosks, walk-in centers and mobile applications are just a few of the advanced methods IT support organizations can employ to provide an effective and efficient support channel for each individual.

Ordinarily, enabling these experiences for an HR service desk can be cost prohibitive. However, DXC’s approach is to enable these capabilities for IT first, then extend them to support HR and other business functions. This offers employees a consistent experience regardless of their support needs.

**Optimize delivery**

HR questions are challenging; every person has unique needs. To offer effective, personalized service, a well-run service desk requires a number of key functional processes and staff members to ensure that service agents can resolve issues quickly. DXC’s support model leverages all the features and functions from the DXC IT Service Desk, so they can benefit HR without a significant impact on overall costs.

DXC’s approach also optimizes agent staffing and delivery structure. Our solution incorporates Guardian Agents, experts in HR applications who also serve as dedicated case managers. These resources help ensure that employee issues can be resolved during the first contact. In addition, we embed specialists who are familiar with your HR systems (e.g., Workday, payroll systems), so that even the toughest, most complicated questions can be answered correctly. DXC’s case management resources make sure that complex inquiries are escalated and receive a fast, thorough response.

Our delivery approach creates benefits for you, your budget and your employees. It also delivers measured, proven results. Instead of typical SLAs that measure how quickly phones are answered, we measure success based on user satisfaction.

**Work with the best: DXC Technology**

- Supports more than 42.7 million contacts per year
- Provides support in 56 languages
- Delivers via 60 service desk locations globally
- Enjoys a customer satisfaction rating of 92%
- Resolves more than 70% of first contacts
Expand services, languages and hours

The investment you’ve made in DXC’s IT Service Desk, including an extensive range of contact methods and channels, extends to employees who call for HR support. For example, HR service is available during the same hours you offer IT service desk support. And, employees can receive answers in a range of languages that wouldn’t ordinarily be available.

Employee interactions with HR can be handled using the DXC MyWork Portal, a virtual agent, or even walk-in centers and video kiosks. To do this, DXC uses the same tools it employs for IT to monitor HR systems, and we take proactive steps to ensure uninterrupted employee access to HR systems. Consumer-like support models and resources like these not only save money but also consistently raise employee satisfaction.

Build on strengths

The DXC HR Service Desk’s delivery capability is the largest in the industry. Our solution offers you a range of important features and benefits:

- Effective workforce planning
- Access through robust contact channel technologies
- Support for 56 languages
- The ability to move workloads based on hours of support or user needs
- The ability to effectively analyze real-time and historical trends
- Quality control enforcement
- The ability to measure agent effectiveness and supply ongoing training

These capabilities are global and are available for every workplace solution we deliver.

Take the next step

Enterprise user support has matured and broadened as new delivery models enable companies to offer a better overall experience and more services to employees. The first step on that journey is to unify your HR and IT support with DXC. This new support experience will be the foundation for consolidating your other business services and enabling future support options.

DXC’s solid technical and process core provides the best platform for building a support experience that will optimize your investment and processes while offering a capability your employees will truly value.

Contact DXC at www.dxc.technology/contact_us to learn how DXC can help you deliver an integrated, incredible support experience.

Learn more at www.dxc.technology/workplace_and_mobility

About DXC Technology

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.

www.dxc.technology