Global Service Desk

A reliable, flexible connection between end users and business enablement

For many businesses, the Service Desk is the initial point-of-contact with the customer, intermediary or end user. It is essential that this first contact is not only cordial but competent and efficient, to ensure speedy resolution, end-user satisfaction, and prompt reporting. Additionally, it is important that the Service Desk be cost effective, transparent and controllable, and integrated with all functions in the organization.

The Capgemini Global Service Desk combines highly trained and dedicated people; standardized,

proven processes; and sophisticated globally deployed technology for utmost service efficiency and the right level of client intimacy. We believe it is imperative that the Service Desk be a seamless component of your support function, which understands your business, its challenges and its priorities. For that reason, we work with you to ensure our agents have a deep appreciation of the business impact of what they do everyday.

Global Service Desk Value Proposition

Cost Reduction
- Release of non-discretionary funds
- Deployment of Rightshore® resources

Improved Productivity
- Remote management and delivery of support
- "Shift Left" self-help technology

Enhanced End-User Experience
- Intuitive toolsets and targeted training
- Experienced Service Desk analysts

Control and Management Reporting
- Transparency on service performance
- Compliance with industry best practice

Service Integration
- Service management integration
- Flexibility across the business

Capgemini's Global Service Desk is a packaged, scalable solution designed to ensure the business is in control and fully aware: fully aware of incidents – when they happen and when they are resolved; fully aware of performance against Service Level Agreements (SLA); and fully aware of the value that the Service Desk brings to the business.

The comprehensive set of people, products and standards guarantees speedy and satisfactory incident resolution and improved productivity of the end user, by providing:
- prompt visibility of high-priority, business-impacting incidents;
- meaningful data on service availability, quality, satisfaction and value;
- transparency and control of costs;
- metrics and proper process controls;
- consistency of service across geographies;
- enhanced user perception;
- improved end-user experience;
- flexibility to respond to business change.

Flexibility and Choice Built In
Global Service Desk flexes and adapts to your business needs. It can respond to peaks and troughs in your daily, weekly or monthly business cycle, and can provide access to High Priority Incident & Problem Managers who perform trending and root cause analysis as required. Using "customized industrialization" we shape our service scope, best practices and processes to fit your business practices and culture.
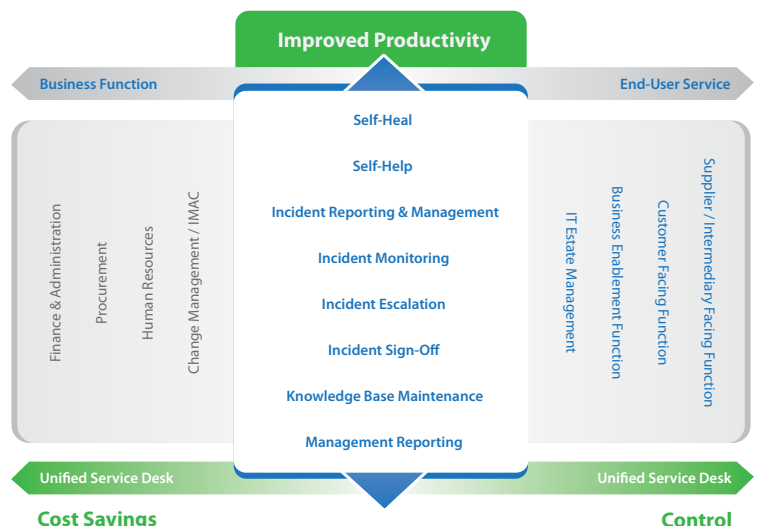
Unified Service Desk
Global Service Desk can be an integral part of a larger controlled and managed service, and can act as a single point-of-contact across business functions. The same package can be applied to other end-user services such as intermediary or broker support, field engineer dispatch, or other enablement services such as HR or procurement – offering the potential to unify business functions into a single competency.

Part of our comprehensive Outsourcing Services Portfolio
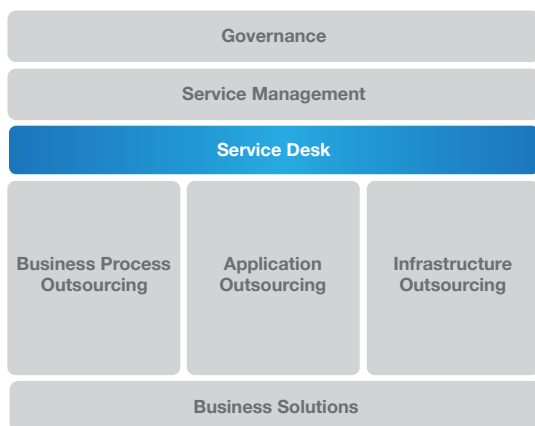
A robust, cost-effective service right across the business

IT Service Desk

Capgemini is well known for providing superior IT Service Desk functionality, either as an autonomous service or as part of a wider service package. Dedicated Service Desk units within our service centers can expand to handle many thousands of calls per month, to support a vast range of applications and infrastructure across many end-user communities worldwide.

Multi-Client, Multi-Lingual (MCML) Service Desk

This is an ideal service for smaller enterprises, project pilots or specific business requirements, e.g. to provide IT support during a business merger or acquisition. The MCML Service Desk is built around standard processes and complex support technology to offer the full benefit of mutualized industrialization, but retains intimacy with and relevance to your business. It delivers levels of service and cost/productivity benefits comparable to those of larger, dedicated Service Desk teams while accommodating rapid start-up and flexibility to scale up and down as your needs change.

Our Service Desk Agent

There's no such person as a "typical" Capgemini Service Desk agent – all of our people bring unique skills and personalities to the role. Take any one of the 1,500 agents based at our Krakow and Katowice centers in Poland. All are educated to degree level and are trained to the required level of industry standard accreditation. The majority speak at least two languages fluently – across our service centers worldwide, our agents speak more than 35 languages – some commonly used, others not so.

Around the globe, Capgemini service center agents provide round-the-clock cover to a multitude of clients across all industry sectors. Capgemini Service Desk agents consider themselves to be part of the client's team – and the client views them as valuable members of their team. For example, agents working on a major retail client account train at the client's training center, shops and warehouses. They gain a real understanding of the impact of a till breaking or a picking list not printing.

Capgemini's Global Service Desk in Action

Sun Microsystems – *part of the Oracle Corporation*

The Challenge: When Sun Microsystems took the decision to outsource some of its business functions, it looked for a partner capable of providing these services in a cost-effective and reliable manner. Sun wanted a partner who not only had a proven reputation for service delivery but one who knew Sun's business intimately.

The Solution: Capgemini's solution comprised a centralized service desk for Sun's German-, Dutch-, Italian-, Spanish- and French-speaking customers across Europe, the Middle East and Africa (EMEA). Sun's main requirement was to double the call volume while introducing new highest-profile cases. Capgemini worked within very demanding timescales and reduced ticket prices by an average of 40 percent, to deliver on all objectives stipulated by Sun.

The Result: Today, over 200 Capgemini employees work in Madrid, Krakow, Katowice and Iasi, Romania on a thin-client computing platform to deliver hardware and software support for Sun Microsystems products in the EMEA region. Technical Solution Center – Partner service desks provide second-level technical support to Sun's clients in English, German, Dutch, Italian, Spanish and French from sites that are officially security audited by Sun Security Managers. Human resources dedicated to providing customer support work on equipment provided by Sun Microsystems. Staff training responsibilities are shared: basic staff training is provided by Capgemini; intermediate training is organized in-house by Sun-certified engineers; advanced training of Capgemini personnel is managed by Sun.

PPG

The Challenge: PPG had an established service desk handling about 3,500 incidents per month across Europe. The service desk was an efficient, fine-tuned function supporting the PPG infrastructure and office applications. However, PPG wished to extend the scope of the service desk to other countries as part of a strategic commitment to IT Service Management across the company.

The Solution: PPG enlisted the assistance of Capgemini to expand the service desk in terms of both geographical cover and function. Following a seamless transition from the internal function to a dual-location service desk, Capgemini took on the management of PPG incidents ranging from unavailable systems to out-of-order printers. An industry-leading Knowledge Management system was introduced and each incident, including its resolution or workaround, was documented to ensure a strong body of information was accrued to assist with self-help incident resolution later.

The Result: From day 1 of the Capgemini contract, the expanded geographical capability was successfully introduced. Stringent Service Level Agreements (SLAs), overseen by a collaborative PPG and Capgemini steering committee, ensured that the service quality was maintained. The success of this multi-cultural, multi-lingual service desk resulted in the progressive addition of more sites in more countries, as well as in extending the functionality of the support to new areas of service. An additional, surprisingly important benefit came from the unification of the processes and procedures across the corporation.

How does Service Desk cut costs?

Capgemini's Global Service Desk delivers superior quality of service and yields significant cost advantages to your business through:

- **Economies of Scale:** Our purpose-built and resourced service centers mean the right level of highly skilled Service Desk staff to meet peaks and troughs in demand.
- **"Shift-Left" Self-Help Technology:** Capgemini uses best-of-breed, web-based knowledge management and self-help software to improve speed of resolution and, consequently, end-user productivity.
- **Deployment of Rightshore® resources:** Depending on your language requirements, a Capgemini Service Desk based in one or more of our global centers in Europe, India, China and Central and South America can be a source of significant cost rationalization. There are also significant savings to be made in the cost of time to incident resolution through the virtual Service Desk model where multiple locations use the same tools and processes and can support your business needs and hours of operations in a "follow the sun" environment.
- **Adherence to industry practices:** We utilize industry best practices for incident management process and workflow to ensure a high standard of staff competence, enabling aggressive SLAs and, consequently, improved end-user productivity.

Why Capgemini?

Capgemini has a proven track record and demonstrable success rate in delivering superior Service Desk services. In short, we deploy the right tools, processes and people to enable

a rapid transition and deliver a robust, cost-effective service.

Capgemini's Global Service Desk is part of a comprehensive portfolio of independent, yet integratable, managed services. These services have evolved from many years of experience of working with businesses to deliver cost savings without compromising service levels. With our global delivery capability, strong transition pedigree and a full (multi-tower and discipline)

service portfolio, Capgemini is among the world's leading outsourcing service providers with deep technology and industry expertise and sound knowledge bases in ITIL, COBIT and other processes that have been implemented on a global basis across many industries. Underpinned by flexibility and innovation, our approach is simple, effective and quantitative in nature... and executed in collaboration with the business.

"Gartner has placed Capgemini in the Leaders quadrant of its 2010 European Help Desk Outsourcing Magic Quadrant"

Gartner Inc., "Magic Quadrant for Help Desk Outsourcing, Europe," Gianluca Tramacere, Claudio Da Rold, Frank Ridder, 27 July 2010

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About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs 95,000 people worldwide.

Capgemini Outsourcing Services (OS) draws on the expertise of more than 28,000 employees to manage, innovate and improve the IT systems and business processes of its clients. Capgemini OS offers a full spectrum of services including Applications Outsourcing, Infrastructure Outsourcing, Business Process Outsourcing and Transformational Outsourcing.

For more information:
www.capgemini.com/services/outsourcing

Rightshore® is a trademark belonging to Capgemini

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