



Digital Service Centre

Automate support and empower users.



Higher-quality support at a lower total cost.

The automated, self-help service desk has been on the IT department's wish list for years. IT would love to boost employee productivity by offering support through more channels, by extending support to more devices, and by automating more support processes. IT would also love to slash incident resolution timeframes, accelerate request fulfillment, and improve its reputation as a service provider.

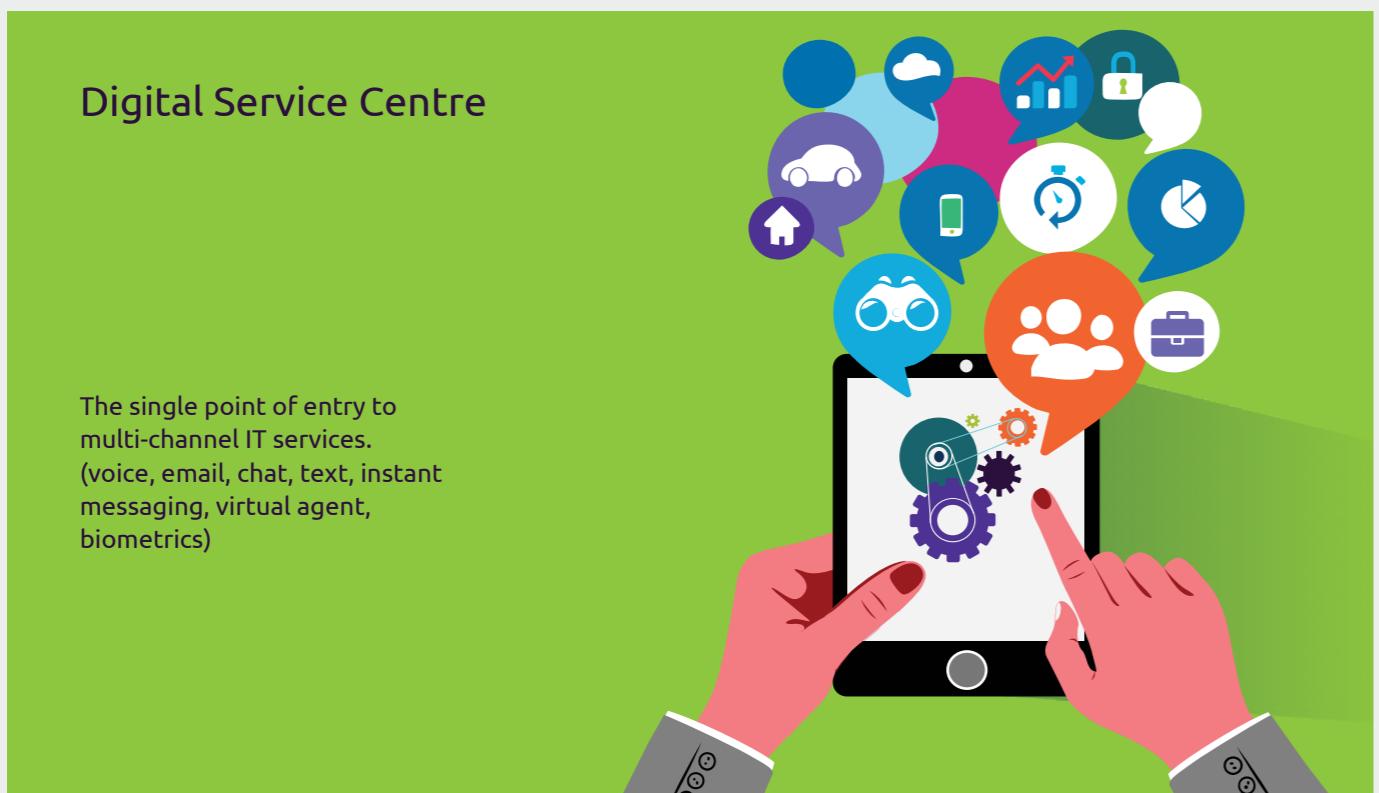
But who has the budget to modernize legacy support infrastructure and processes? Who has the resources to implement a visionary service desk that satisfies the full spectrum of end-user demands and business requirements? Who has the luxury to prioritize service desk modernization above other urgent projects?

You do.

Take advantage of the Capgemini Digital Service Centre offering. It's a price-competitive managed service that delivers automated, multi-channel, multi-device, personalized end-user support at a lower total cost than your in-house service desk.

The Digital Service Centre gives employees and contractors a single point of access to sophisticated self-help capabilities based on an extensive knowledge base, as well as access to responsive, competent support agents as needed. Thus it supports "shift left" strategies, accelerating incident resolution timeframes while also minimizing agent involvement. And it does so while actually reducing support costs.

Simply put, the Digital Service Centre is shift left done right. It's the smart way to modernize the service desk.



The Digital Service Centre offering harnesses multiple channels to personalize and expedite support services.

Digital Service Centre: Big-picture business advantages.

The Digital Service Centre is the new face of the IT department, and it reflects well on IT's commitment to providing superior support services that satisfy users and business leaders alike. It transforms the service desk from a cost center into a source of strategic advantage by delivering the following capabilities:

It empowers users.

Today's digital-literate employees want more choice in the way they access support—and they want instant gratification when they need support. They want immediate answers to their questions, fulfillment of their requests, and resolution of their issues. With the Digital Service Centre, IT can deliver on those demands with:

- **Multi-channel, multi-device access to support services.** Users can instantly access support over their preferred channel, including voice, web-based chat, text, instant messaging, virtual agents, even biometrics—using virtually any device.
- **Multi-persona, multi-language support.** With the Digital Service Centre, support offerings can be tailored to the specific needs of multiple roles, geographies, and priority levels, and Capgemini provides global coverage with support for over 30 languages.

It helps IT align with business priorities.

The Digital Service Centre serves the business while it serves end users. In fact, it helps IT align more tightly with business goals by:

- **Increasing employee productivity.** Extensive use of automation and a better user experience translate to more work getting done in less time—with fewer complaints. It also brings consistency to the user experience and consistently high user satisfaction across the enterprise, which helps the enterprise recruit younger talent.
- **Cutting support costs and improving efficiency.** The use of automation and more productive support channels brings down the cost of high-quality support.
- **Driving continuous improvement.** Capgemini can translate the huge volumes of data generated by the Digital Service Centre into actionable insights about IT consumption patterns, so you can prioritize incident resolution and request fulfillment based on business value and drive constant improvement in support capabilities.

It recasts IT as a true service provider.

The reputation of IT—in the eyes of employees as well as business leaders—is more critical today than ever. By modernizing the service desk in a way that improves service quality while reducing support costs, the Digital Service Centre helps improve IT's reputation as a true service provider and partner to the business.

It supports your transformation strategy.

The Digital Service Centre gives you a quick win on the road to transformation. By providing tangible results quickly, it can build support for the overall transformation strategy among employees, IT management, and business leaders.

Sure, you could do it all yourself. But why?

The Digital Service Centre is an outsourced, managed service offering. As such, it provides significant advantages over in-house support offerings. For example:

Keeps your focus on your core competency.

For substantially less money than it costs to build and maintain in-house support infrastructure and expertise, IT can simply take advantage of a managed service from an experienced, trusted partner: Capgemini.

Harnesses the expertise of specialists.

Capgemini experts have core competence in incident resolution and request fulfillment, and your business is the direct beneficiary of their combined knowledge and experience. In addition, our agents become intimately familiar with each client's technologies, support processes, and business processes.

Scales cost-efficiently.

Capgemini offers the ability to scale services on demand, globally, so clients get the resources they need, when and where they need them, at a lower cost-per-user or cost-per-transaction than is possible by building and maintaining the support infrastructure internally.

Minimizes downtime.

Relying on an outsourced service that is managed by experts can help eliminate the errors and downtime that could otherwise occur. Consider both the hard-dollar costs of downtime, such as unexpected repairs, and the soft-dollar costs, such as idled employees, missed service-level agreements, and a tarnished reputation for IT.

Accelerates innovation.

One of the highest costs of the do-it-yourself model is opportunity cost. When IT staff are spending excessive time responding to user issues and IT management is spending time trying to improve support services and infrastructure, it's time they're not spending on innovations that could more directly deliver business value and competitive advantages.

Every business is resource constrained. Why use precious resources on business functions that aren't a core competency? Don't do it all yourself because you can.

Do it only when you absolutely *have to*.

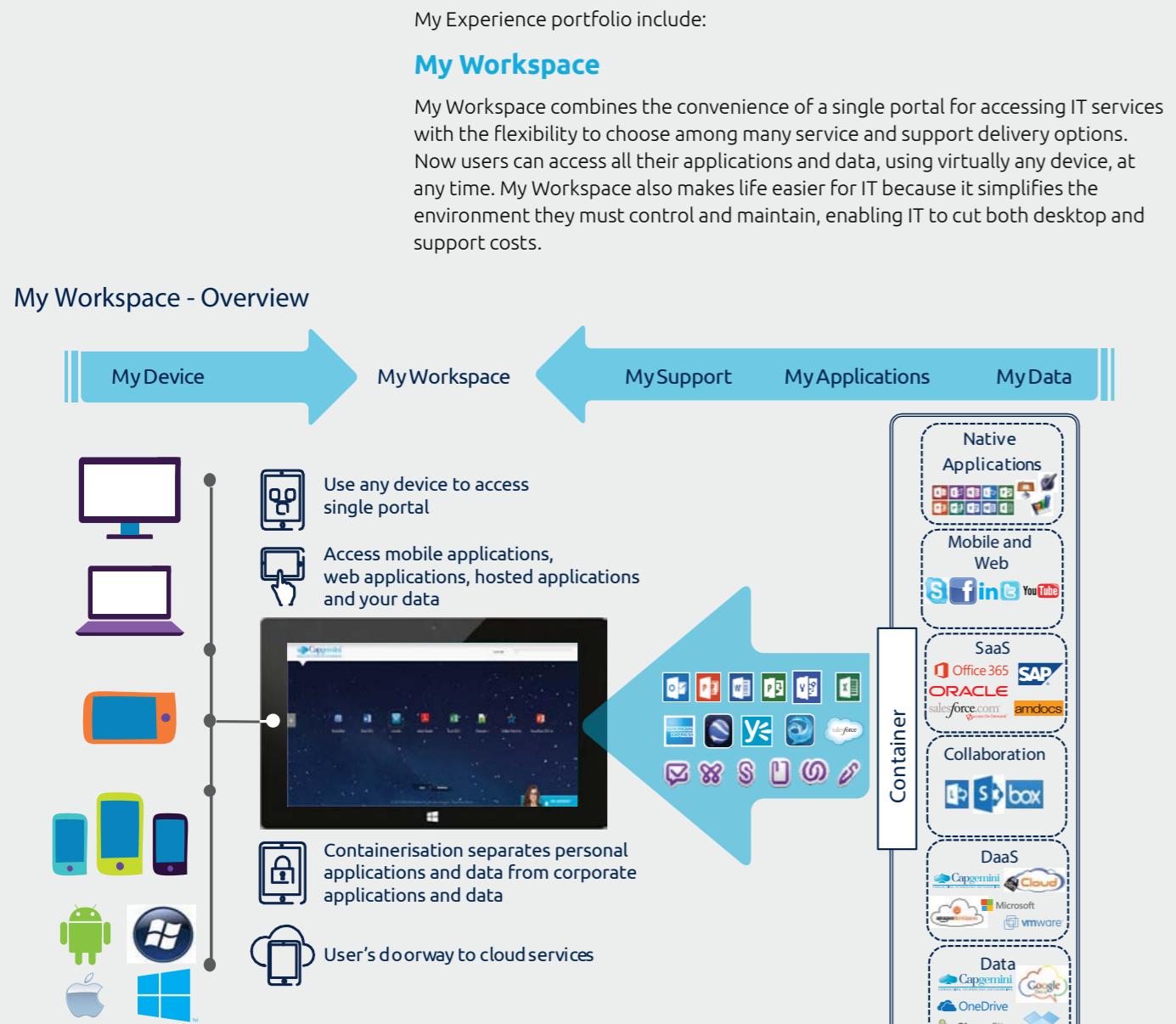
Integral Part of the My Experience Portfolio.

The Digital Service Centre offering is a core element of Capgemini's My Experience portfolio of services. My Experience combines integrated, end-to-end solutions that address every aspect of the user experience—from the accessibility of apps and services on their devices to the responsiveness of the agents manning the service desk.

Together, the My Experience offerings create an integrated, seamless work environment that combines any-app/any-device/any-time flexibility with responsive, adaptive support for a superior business experience. Additional offerings under the

End-User Services: My Experience portfolio





Intelligent Service Centre

This unique service offering adds a business process focus to the capabilities of the Digital Service Centre, giving clients the ability to use powerful, sophisticated analytics to drive continuous improvement of both the service desk operational model and the entire IT ecosystem. The Intelligent Service Centre complements the functionality of the Digital Service Centre, but it can also be implemented separately, integrating with current service desk processes.

Intelligent Service Centre

Linking IT consumption to business outcomes to drive continuous improvement



Adds analytics to the Digital Service Centre to fuel continuous improvement in business processes

Distributed Smart Services

Capgemini provides Distributed Smart Services when and where on-site support is needed, via knowledgeable staff using globally consistent processes, tools, and methodologies. While many vendors offer on-site services, what sets Capgemini apart is breadth of its capabilities and the quality of its people. Capgemini can provide on-site technical support to virtually any campus, almost anywhere in the world. The support representative can be dedicated to that location, and VIP support is available at most locations. Capgemini can also provide dispatch field service; hub-and-spoke on-site support from any designated hub, depot-based repair services, and manned kiosk services.

Distributed Smart Services

A full range of on-site support services and delivery options.



- Desk-side support
- Break/fix services
- Moving/replacement of systems
- PC refresh services
- Personalized, hands-on support

People matter, results count.

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Explore the Possibilities

Contact your local Capgemini representative today and get the details about the My Experience portfolio of service offerings. Or visit www.capgemini.com for additional information about the full spectrum of Capgemini services.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

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