



Distributed Smart Services

On-site support that creates IT supporters.



Simply a smarter approach to on-site support.

To IT leaders, on-site support has always been about solving issues and warding off trouble. A key system is down? Get a technical on-site to get it back online. Desktops need to be replaced? Send the PC refresh team. The CEO can't connect to a videoconference on his smartphone? Dispatch someone from the personalized, hands-on support to get it working right now.

In short, when you need on-site support you really need it, but you'd like to minimize its use.

Capgemini sees on-site support differently. Yes, on-site support is necessary. Yes, it's an expense that most companies would like to shrink. But on-site support also presents an enormous opportunity. It can provide a way to increase employee engagement with IT initiatives, and thereby improve not only productivity but also the reputation of IT as a service provider and IT alignment with business priorities.

Capgemini has translated this view into a new breed of on-site support capabilities called "Distributed Smart Services." These services increase the flexibility, choice, and quality of on-site support, but they also provide on-site advocacy for IT's strategic agenda, including such initiatives as the digitization of the IT service desk. In the process they provide a whole new level of business value—and over time they slash the total cost of on-site support by dramatically increasing the use of less expensive digital channels.

Comprehensive services from experts who know your business.

Capgemini's Distributed Smart Services are unique because they combine comprehensive on-site services, global reach, and the deep expertise of technicians who understand the specific needs of your users and your business requirements. As a result, they meet the objectives of all core stakeholder groups—users, the IT department, and the business.

Distributed Smart Services include desk-side support, break/fix services, moving/replacement of systems, PC refresh services, on-premises personalized, hands-on support services, and more. Multiple levels of support are available to meet varying degrees of urgency or to meet specific SLAs and fulfillment goals, including VIP service for those who need white glove treatment. In addition, multiple models of on-site service delivery are supported, including:

- **Campus-based on-site support:** Skilled technicians can be dedicated to virtually any campus location worldwide and deliver support in 12 different languages.
- **Field service:** Technicians can be dispatched to field locations as needed.
- **Hub-and-spoke support:** From a designated central "hub" location, technicians can be dispatched to perform on-site services at designated "spoke" locations.
- **Depot support:** Capgemini can create and maintain a depot to operate an advanced exchange model in order to support system replacement/upgrades at remote sites.
- **Kiosks:** Capgemini can provide manned kiosks providing onsite "walk up" support, which can be particularly useful for useful for major rollouts.

In all cases, Capgemini manages and supports the client in the selection of the most suitable options and most cost-effective delivery.

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

Exceptional Support Agents

A key advantage of Distributed Smart Services is the accessibility of experienced, accredited, certified technicians. Capgemini agents have a deep knowledge of industry best practices, and our representatives receive ongoing training not only in the latest tools and methodologies but also in the specific processes and practices of each client's organization. They can cut through the technical complexity and provide personalized assistance quickly. That's why our agents are consistently rated at least 4.5 out of 5 on customer satisfaction surveys.

Business-focused Reporting

As an integral part of its Distributed Smart Services offerings, Capgemini meticulously measures and scores business-oriented metrics such as productivity gains. That enables our clients to see, understand, and track the tangible business value of the on-site support services.

Advocacy for IT Initiatives

Distributed Smart Services can provide on-site, personalized advocacy for your IT initiatives, increasing their odds of success. For example, by working directly with IT staff and users on-site, Capgemini technicians can advocate for and actually demonstrate the powerful capabilities of digitized IT services. They can:

- Physically show users how to access an IT service via a mobile phone
- Explain how that digital service will help the user get his or her job done more effectively
- Help users download, install, and use mobile apps that could make them more productive
- Teach users about additional digital capabilities they're not yet taking advantage of

In short, they can prove the benefits directly and personally, one user at a time, creating both broader use of IT services and a groundswell of support for the IT organization.

This on-site advocacy can also extend to initiatives such as "Shift left" strategies designed to accelerate incident resolution timeframes while also minimizing agent involvement, or even broader IT transformation initiatives aimed at recasting IT's role as a service provider and partner to the business.

All stakeholders benefit

The advantages of Distributed Smart Services extend equally to all stakeholder groups: users, the IT department, and the business.

User Benefits

- **Personalized support.** Employees and contractors receive support that's tailored to their personas—when and where they need it, in their preferred language, virtually anywhere in the world.
- **One point of contact.** Users can receive a comprehensive array of expert support services—from tech support to desktop replacement to virus removal—all through one trusted, expert partner.
- **Predictable delivery.** Since IT is better able to define and meet resolution times, users know exactly when they can expect resolution/fulfilment.

Introducing... Distributed Smart Services

On-site support delivered when, where, and how you need it.



IT Benefits

- **Higher staff productivity.** Distributed Smart Services are a managed service offering, so IT staff is unburdened from the need to provide on-site support and can focus on other critical functions / initiatives.
- **Better support metrics.** IT receives more data about the types and frequency of user support issues and requests, along with resolution and fulfillment timeframes, so IT can know where to focus its efforts for continuous improvement.
- **On-site advocacy.** Personalized interaction between on-site agents and users and IT staff increases stakeholder buy-in for key IT initiatives such as digitization and “Shift left,” helping promote the success of these initiatives.
- **An enhanced reputation.** By improving support capabilities and aligning them with business priorities, Distributed Smart Services help recast IT as a user-centric, business-focused service provider.

Business Benefits

- **Lower total support costs.** The net result of on-site advocacy for initiatives such as service digitization is that fewer on-site support services are needed over time, which can greatly reduce the total time and money spent providing high-quality support services.
- **Quantifiable productivity gains.** Distributed Smart Services formally measure and score productivity, so the business has tangible evidence of the business value.
- **More satisfied users.** Employees who are well supported are not only more productive but also more satisfied with their jobs and their employers—which can be critical in helping to recruit and retain top young talent.

Additional Benefits through Outsourcing

Capgemini Distributed Smart Services also provide distinct cost advantages and strategic benefits compared to in-house solutions. For example:

- **IT can focus on its core competency.** For substantially less money than it costs to build and maintain on-site support capabilities internally, IT can take advantage of a managed service.
- **Your business profits from the experience of specialists.** Capgemini agents have core competence in industry best practices and your specific processes and objectives.
- **On-site support scales cost-efficiently.** Capgemini offers extensive global coverage and the ability to scale services on demand, so you get the resources they need when and where you need them, at the lowest possible price.
- **Downtime is minimized.** Relying on an outsourced service that is managed by experts can help eliminate the errors and downtime that could otherwise occur.

Integral Part of the My Experience Portfolio

Distributed Smart Services offerings are 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 My Experience portfolio include:

End - User Services: My Experience portfolio





My Workspace

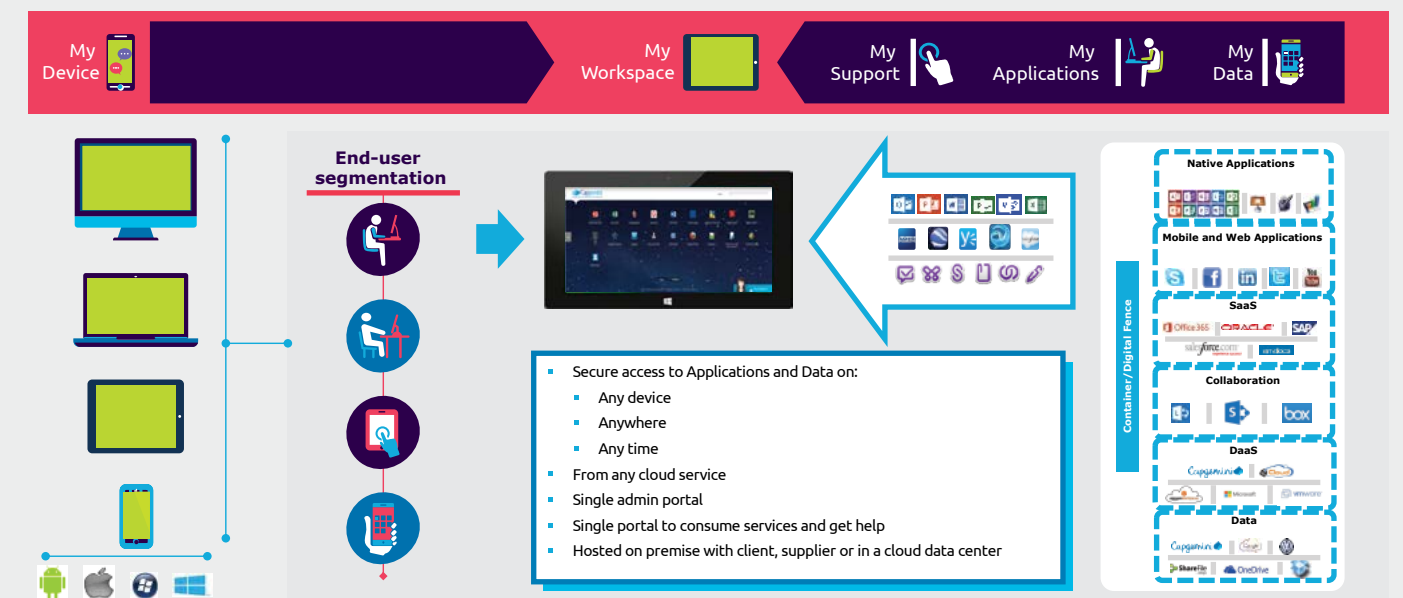
My Workspace combines the convenience of a single portal for accessing IT services with the flexibility to choose among many service and support delivery options. Now users can access all their applications and data, using virtually any device, at any time. My Workspace also makes life easier for IT because it simplifies the environment they must control and maintain, enabling IT to cut both desktop and support costs.

Digital Service Centre

Capgemini's price-competitive management offering provides digital service desk capabilities and a single point of entry to all IT services. It focuses on a variety of digital communication channels for IT Incidents and automates service request fulfillment. Digital Service Centre is available through multiple channels, from any device, based on user preferences.

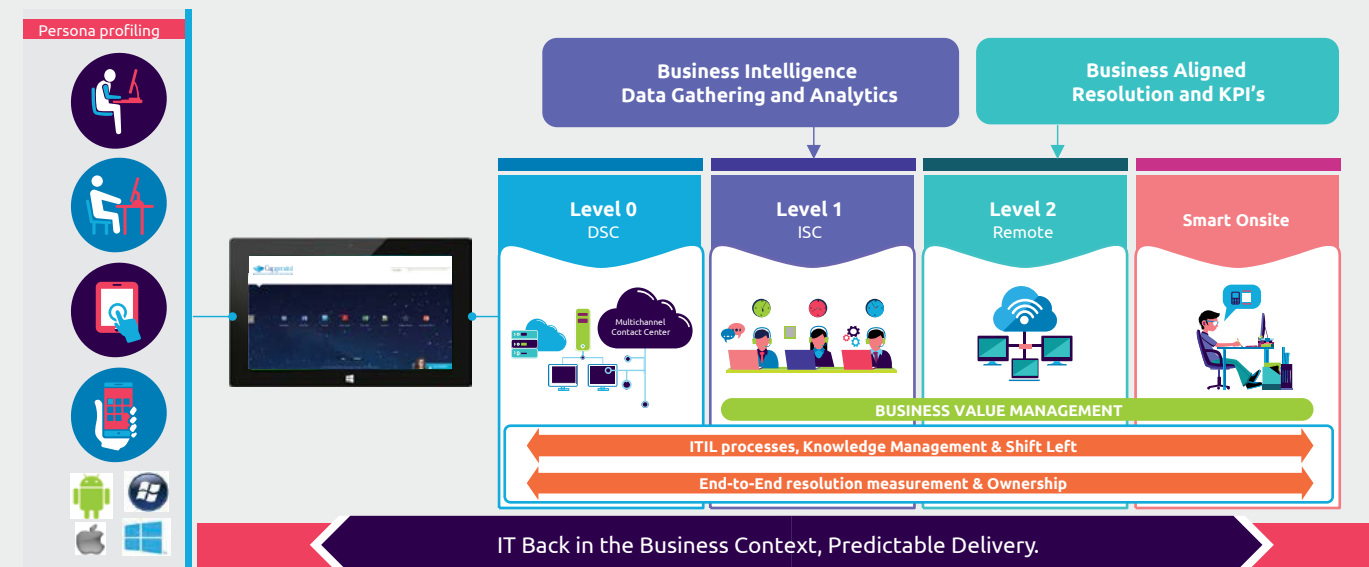
Introducing... My Workspace

A single, secure portal through which users can interact with their entire work environment.



Digital Service Centre

The single point of entry to multi-channel IT services



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

Business-aligned KPIs

Productivity & defect analysis

Reengineering and process analytics

CSIP of customer business processes

- Rigorous analysis of support data
- Metrics-driven
- Satisfies users
- Promotes best practices
- Supports innovation

Automation and user profiling

Enriched digital communication

Dynamic resolution levels

ITIL v.3, ISO 20000, CMMI, 6S, Lean

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



Learn More.

Contact your local Capgemini representative today for full details about the Distributed Smart Services offerings or any of the complementary My Experience services. Or visit www.capgemini.com for additional information about the full spectrum of Capgemini consulting and integration 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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