

# The Hidden Benefit of On-site IT Support

Consider the business value of on-site advocacy for your strategic initiatives.



This paper describes Distributed Smart Services in more detail and provides examples of how this offering takes on-site support to a whole new level of business value.

## Introduction

The traditional view of on-site IT support is rather one-dimensional: it's an expensive necessity. On-site support typically includes break/fix services, replacement of aging or failed systems, dispatch services to remote offices or branches, and other services that require the physical presence of a skilled technician.

However, there's a new way to look at on-site support—and there are smarter ways to use on-site support services.

Capgemini has created a new breed of on-site capabilities collectively called “**Distributed Smart Services.**” These support services increase flexibility, choice, and quality in service delivery, but even more importantly they provide on-site advocacy for IT's strategic agenda, including such initiatives as the digitization of the IT service desk. In the process, Distributed Smart Services help convert IT support recipients into IT supporters—and they show business leaders that IT is a true service provider aligned with business priorities.

## Recent trends have changed the rules for on-site IT support.

Change is the only constant in business, but recently change has impacted on-site support requirements more dramatically than most IT leaders could have foreseen. For example:

- **Geographic dispersion has accelerated.** For most of today's enterprises, the physical diffusion of facilities and the workforce is a growing challenge. Companies have more and more remote offices, branch offices, distribution facilities, data centers, and geographically scattered teams working together around the globe. For the IT department, that means the need for on-site support is on an upward spiral. However, the budget is not. It is becoming increasingly difficult to provide the full range of on-site support services users need at an affordable cost.
- **The mobile computing revolution has turned up the pressure for digital support.** The proliferation of mobile computing devices has exacerbated the dispersion problem. Now employees and contractors can do their work from anywhere, at any time, using a multitude of different device types, operating systems, and applications. That means the volume and variety of technical issues users may encounter has grown by orders of magnitude, while the logistics of providing on-site support services have become increasingly complex.

This in turn has led to an increased opportunity for digital support services, because digitization allows IT services and support to be delivered via more channels—such as email, web-based chat, instant messaging, video streaming, teleconferencing, virtual agents, even biometrics—and over a broader spectrum of devices, including smartphones and tablets.



IT departments have attempted to address the new challenges in a number of ways, but with mixed results. The two primary categories of solutions include:

- **Outsourcing on-site support.** The outsourcing model seems perfect for on-site support because it allows IT to transfer responsibility for support to a trusted partner that has global reach, local presence where it's needed, a broad range of IT skills, and on-demand scalability—all at a predictable price.

However, these benefits are contingent upon the partner being able to deliver the quality of service demanded by users—and their ability to meet service-level agreements, to comply with corporate and regulatory policies, to provide multi-lingual support, to provide business-level metrics and reporting, to adapt to fast-changing requirements, and to stay abreast of technological developments that impact users. Few outsourcing partners can truly deliver on this broad range of demands.



- **Digitizing the IT service desk.** Many companies have drawn up plans or implemented strategies for transitioning to an all-digital IT service desk. The objectives typically include relieving the burden on internal IT technicians, accelerating the resolution of incidents and fulfillment of support requests, improving the user experience and user satisfaction levels, and reducing the total cost of support.

But all too often, the move to digital services is not fully understood by business leaders or supported by users, and the transition meets with resistance. The net result is that the transition to digital support stalls or even derails—and ironically on-site support actually becomes even more necessary, more prevalent, and more expensive for the enterprise.

### A Smarter Solution: Distributed Smart Services

Capgemini has developed a new approach to on-site service delivery that overcomes the limitations of traditional solutions. Our approach provides high-quality support whenever and wherever it's needed, via knowledgeable staff using globally consistent processes, tools, and methodologies, at virtually any location around the globe—all at a lower total cost and with higher business value than competitive approaches.

### Distributed Smart Services



┌ On-site support when, where, and how you need it. ─┐

While many vendors offer on-site services, Distributed Smart Services are unique because they meet the objectives of all core stakeholder groups—users, the IT department, and the business—rather than focusing on the needs of just one constituency. They combine the following capabilities:

**Comprehensive Support Services with Global Reach and Local Access**

Capgemini is one of the world’s foremost providers of consulting, technology and outsourcing services, and is uniquely capable of combining deep expertise in on-site support, global capabilities, and comprehensive offerings.

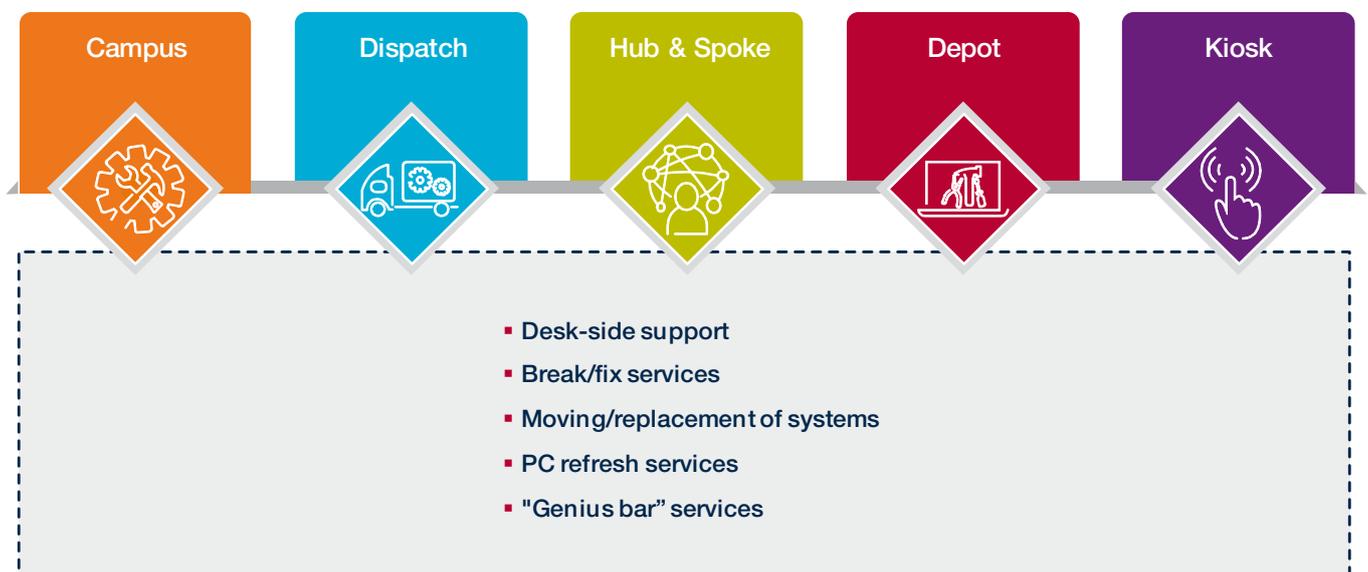
Capgemini’s Distributed Smart Services include desk-side support, break/fix services, moving/replacement of systems, PC refresh services, and more. Multiple levels of support are available to meet varying degrees of urgency or to meet specific SLAs and fulfilment goals, including VIP service for those 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 major rollouts.



**Distributed Smart Services: There when you need it.**

Support when, where, and how it’s needed, using globally consistent processes, tools, and methodologies.





### Exceptional Support Agents

Distributed Smart Services are delivered by 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 the client's organization.

Simply put, our agents get to know your technical needs, your business priorities, your user preferences, and your stakeholders' requirements intimately, so they can meet your objectives completely. That is 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

If business leaders, IT staff, or users don't fully comprehend how a planned IT initiative will deliver value—either financially, operationally, or in terms of improved service quality and IT responsiveness—they have the power to put the brakes on that initiative. Capgemini's 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 services. They can physically show users how to access an IT service via a mobile phone; they can explain how that digital service will help the user get his or her job done more effectively; they can help users download the apps they need or teach them 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 a groundswell of support.

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.

## Summary: All Stakeholders Benefit

To recap the advantages of the Distributed Smart Services approach for the three primary stakeholder groups:



### 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/fulfillment.



### 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 end 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.

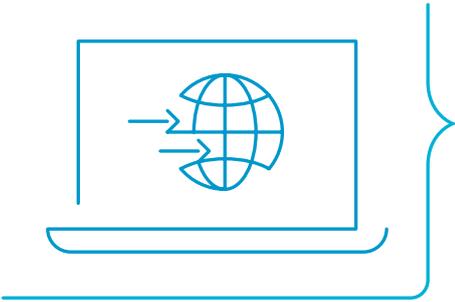


### Business Benefits

- **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 in-house support infrastructure and expertise, IT can simply take advantage of a managed service.
- **Your business profits from the experience of specialists.** Capgemini on-site support agents have core competence not only in industry best practices but also the specific processes and objectives of their client companies. Your business is the direct beneficiary of their combined knowledge and expertise.
- **On-site support scales cost-efficiently.** Capgemini offers extensive global coverage and the ability to scale services on demand, so clients get the resources they need, when and where they 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. use of their tools and decreases in cost, to end users through higher levels of engagement.

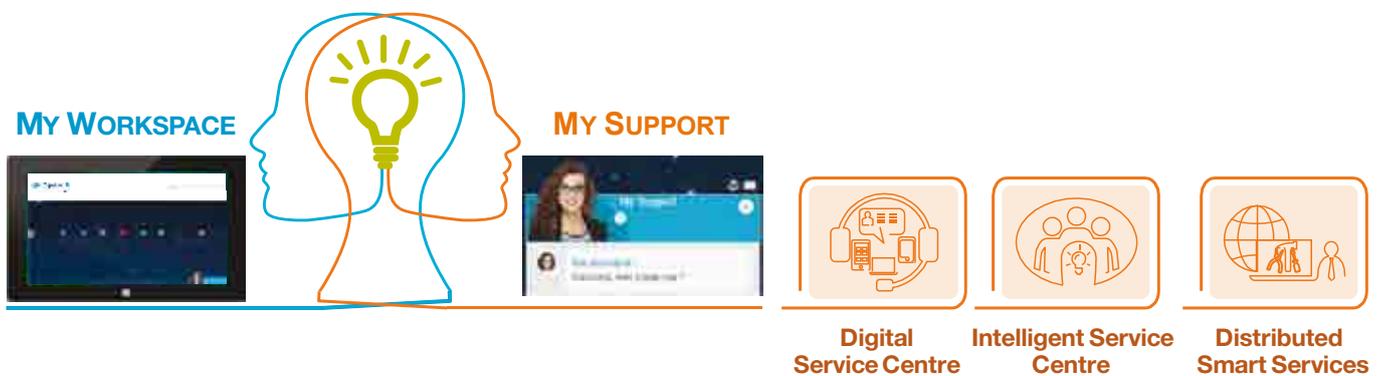
### Core Element of the “My Experience” Portfolio

Distributed Smart Services are an integral part of Capgemini’s My Experience portfolio of services. Together, the My Experience offerings create a seamless work environment that combines any-app/any-device/any-time flexibility with responsive, adaptive support for a superior business experience.

## My Experience: Integrated, complementary offerings



### MY EXPERIENCE



## Explore the Possibilities.

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](http://www.capgemini.com) for additional information about the full spectrum of Capgemini consulting and integration services.



## About Capgemini

With almost 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

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