

DXC Support Services

Support Services provides clients and their employees the support services needed to ensure workplace productivity.

Digital Support Services

Give your employees delightful experiences — not just technology and IT support.



Digital Support Services

We believe your workplace experience should be personal, enabling you to work the way you want, having the right support available when you need it. No tedious tasks, no waiting in line, no boring tickets. Just innovative use of technology that makes the IT support experience feel easy, fast and engaging.

Digital Support Services bring clients and their employees the next generation of support services, leveraging the latest artificial intelligence (AI) and analytics to power virtual assistants, self-service portals, system and device remote monitoring and management, and proactive and predictive analytics. By applying these technologies to improve user satisfaction, your employees can engage in simple support interactions whenever they need to and through whatever channel they like best, because choice means empowerment.

Proactive Services: Use a digital service that automates processes and workflows, monitors systems and devices, and predicts what issues or problems will occur, so you can prevent them before they extend across the enterprise.



Read [Proactive Services Whitepaper](#)

DXC MyWork Portal: Delivers self-service options that go beyond answers and adapt to user needs via embedded intelligent analytics and bot automation that matches information and action to the individual employee's needs.

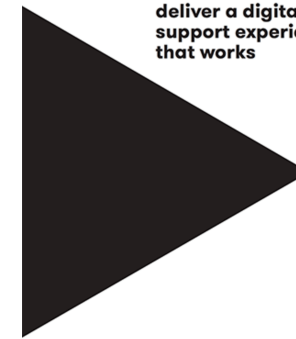
A digital workplace applies technology and expertise to ensure your employees get the support they need. This results in improved productivity, higher retention and satisfaction in the workplace, improved operational efficiency, and global consistency and accountability.

Read [MyWork Portal Whitepaper](#)

 DXC Technology

White Paper

**Employees want
service their way —
here's how to
deliver a digital
support experience
that works**



Virtual Agent: Right at your fingertips, this personal assistant helps you with any IT request, questions, or advice, 24x7. Your virtual agent is already available right in your Skype contact list. It uses artificial intelligence (AI) to interact with users and solve problems. The DXC virtual agent presents your employees the right information at the right time. This is truly the next generation of support services leveraging the latest AI and analytics to power the virtual assistant.



For many workers, our proactive support and automation service monitors and eliminates the need for support altogether. If there are still questions, employees can turn to automated self-

service, such as the DXC MyWork Portal. For others a great experience could mean interacting with our AI Virtual Agent; and for some, a hands-on experience at a Walk-In Support Center or a video support kiosk could make a difference during the stressful situation of hardware failure. Applying technology and expertise to the way in

which your employees get the support they need results in improved productivity, higher retention and satisfaction in the workplace, improved operational efficiency, and global consistency and accountability.



The future of the employee service experience is now

Read the insight



Digital support solutions use data and advanced technologies to improve not only your employees' support experience, but also your business outcomes.

Employees want support options to be engaging, fresh, enjoyable and simple. Frankly, they also want to spend as little time as possible dealing with support. A thoughtful approach can both dramatically improve the support experience and reduce the need for support in the first place — which in turn can optimize support costs and improve employee productivity, satisfaction and retention.

By personalizing support, analytics can enable engaging employee experiences. Dashboards — personalized for individual employees — can offer a real-time, end-to-end view of their environment, based on collected diagnostics. This, in turn, enables self-service solutions similar to Amazon's "recommended for you" approach, further enhancing the employee experience.

A proactive example of this is when an event in the employee's environment reaches a warning state, the

solution can fetch from the knowledge base the best articles relevant to that event, then present those articles to the employee in a personal message area. In this way, the support solution is contextualized, dynamically changing as the employee's environment changes by discovering areas to address before they become disruptive events for the individual.



AI and cognitive computing have great potential for improving the employee support experience even further. New consumer devices such as Siri and Alexa are helping employees become familiar with the idea of working with virtual personal assistants. And chatbots are already being used throughout the retail web. Now, as a complement to IT self-service portals, virtual agents are starting to act as front-line support for employees and they promise to deliver enhanced support capabilities and more options for employees to receive help quickly and simply.

That's important, because today's employees no longer want just help desk or onsite support. Instead, they want a true end-to-end digital solution that optimizes the entire experience across all possible channels of support. That could mean proactively receiving guidance from self-service, connecting with a virtual agent or smart bot, receiving convenient face-to-face support from a technician or leveraging analytics to fix issues without users ever needing to ask.

[DXC's digital support service](#) starts with your enterprise's greatest asset — its people. Then we take it to the next level. Our well-designed support services, built on our AI and automation capabilities, are available across a broad set of engagement options. Delivered as a personalized experience, they can lead employees back to work quickly, simply and cost-effectively. DXC's digital support capabilities include a rich suite of support services. Among these are integrated analytics and machine-learning capabilities, which build and learn from DXC's extensive knowledge base; global experts and best-in-class operational processes. In this way, our digital support services enable intelligent actions that proactively orchestrate and optimize the overall employee experience.

Site Support Services

Get instant access to the skills
needed to resolve today's complex
hardware and software issues.



Site Support Services



Get instant access to the skills needed to resolve today's complex hardware and software issues.

Employee perceptions of IT are uniquely shaped by how they interact with support tools, services and channels. Your employees want convenient, straightforward and easily accessible support options, when and where they need them, for any device. They want easy ways to connect, work and solve issues, and stay productive. They expect a modern, digital-first experience that gives them convenient choices.

Site Support Services bring many different, face-to-face options for providing the consumer-like support your employees need. Our skilled IT technicians work on-site with your users — whether through a leveraged service, from our walk-in

centers, video support kiosks, or accessed from the support app — to bring a new level of user experience for implementation, support or dealing with maintenance issues. Tap into experts who serve clients in more than 150 countries — and who speak 56 languages — for on-site support in managing deployments, migrations and moves for all IT devices.

- **Walk-in Support Center:** Set up a convenient walk-in support center that integrates a retail-like space for user support, education and information, with a back-office space for repairs and parts.



View [Walk-in Support Center Overview](#)

- **On-site support:** Service for infrastructure platforms, user devices and software configuration are expected, but DXC also provides technical guidance, support and troubleshooting for issues outside the standard support model.
- **Instant Support Spot:** Use video conferencing technology for face-to-face support in a convenient, onsite spot. And use the IT locker system to provide new, replacement or loaner devices.



View Instant [Support Spot overview](#)

- **IT Vending Solutions:** Receive instant access to new or replacement equipment and accessories with vending solutions. The system tracks disbursements, billing and inventory; it is also frequently attached to the video conferencing support spot.



DXC Support Services gives you many customized options to address your employees' support needs. Get instant access to the skills needed to resolve today's complex hardware and software issues.

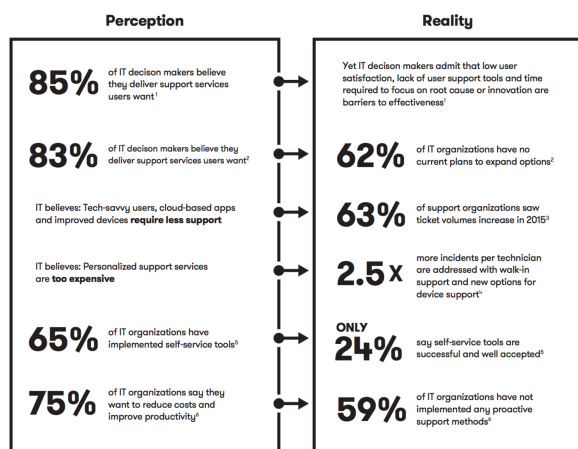


Bridge the IT support perception gap

View the insight



Between the IT department and its customers, perception and reality often don't match. Most IT organizations typically believe support services are working and their users are happy. But too many users view IT services as slow, frustrating and less than helpful. This difference in perceptions and expectations generates frustration and dissatisfaction. And it translates into very real downsides including inflated call volumes, higher support costs, lower productivity, security risk proliferation, and significantly reduced growth and innovation.



Depending on mobility, devices, and applications, technology can be a powerful advantage. But to fully realize that competitive edge, organizations must squeeze every ounce of value from their systems and personnel.

Getting a competitive edge in world-class IT support capability demands that companies focus not just on costs or service programs, but on how employees

work, solve problems, and deliver value. Unfortunately, in all too many situations, there is a real gap between the support IT believes it delivers, and what users perceive. Mind the gap.



We listened. A research study completed for DXC Technology shows that IT organizations often focus on devices, applications, projects, contact volume reduction, and cost controls. Conversely, employees simply want to be productive and expect the focus to be on delivering a flexible, retail-like service experience that makes their work life simpler.

Perception and reality don't match.



That gap generates frustration and dissatisfaction. And it translates into very real downsides including inflated call volumes, higher support costs, lower productivity, security risk proliferation, and significantly reduced growth and innovation.

The gap still exists because IT organizations are focused on products, service-level agreements (SLAs), and reports. On the other hand, their users are focused on the experiences of using IT devices to do their work.

Turn services into experiences

Services are frequently seen as the ultimate capability to evolve a product's value chain. As products advance, users become accustomed to receiving more and more value until the product itself is secondary and the consumer becomes more interested in the experience that surrounds it—the overall benefit

provided. Just as in their consumer lives, employees expect IT to do the same with their service experiences at work, so they can be productive.

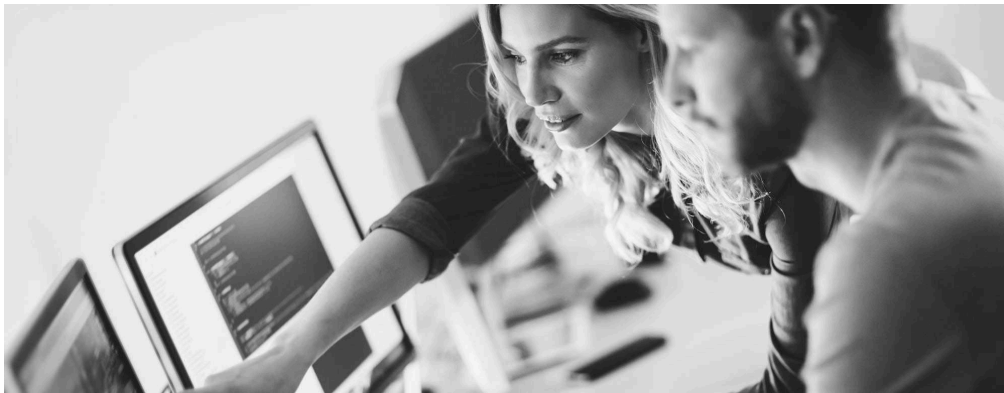
This is where much of the perception gap is seen in the workplace. Users expect more than a nice device that is well supported. They want to fill the gap with an IT experience that enables their productivity and connects with their emotional preferences and individual workstyle. Pushing away from the old mentality, the device is no longer as relevant. Traditional services, which focus on response times and SLAs, are being replaced by the more important “experience.” This is an environment that lets employees accomplish their goals in a way that benefits the business.

The traditional IT service desk will not support rapidly evolving digital workplace needs, which include increasing employee engagement, exploration of new ways of working and exploitation of consumer-oriented technologies. 8 User pain points - Waiting for supports - “The fix” takes too long - Getting replacement parts

Gartner

This growing importance is what might be described as the “modern enterprise user experience.” It’s an experience-oriented approach that combines all previous workplace support elements—tools and technology components, hardware and software products, and IT services—and extends those to embrace a driving focus on the user.

The new intelligent workplace takes advantage of an experience-driven support model that focuses on how users work and play, and prefer to interact, and the specific tools needed to meet and exceed their service expectations.



Know what users want

In today’s more mobile and digital workplace, employees expect and demand IT support that is fast, reliable, and easy to use. But in a C Space study, with worldwide IT decision-makers, respondents indicated they primarily deliver support in traditional ways with help desks and self-service tools. The gap occurs when users want more personal, retail-like service and face-to-face

assistance available wherever they are—to solve whatever issue arises.

Forrester Research describes the three Es of the Customer Experience as:

- Effectiveness
- Ease
- Emotion

Any experience delivered to IT users must be one that provides value. The user has a productivity objective, and IT should enable them to achieve it. IT interaction must be easy to use and strive to connect with the users’ emotions—so they have a good feeling about their experience. You see, satisfaction comes from a user experience that’s engaging, well-designed, and delivered with the right user interfaces, from comfortable, convenient environments.

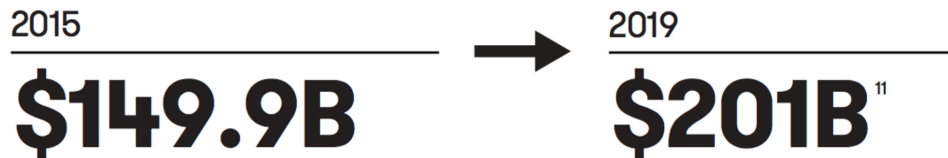
Users want a fast, efficient service that resolves issues and problems with the minimum amount of fuss and provides a complete support framework. My company offers a support vending machine that came in real handy when I needed a headset for an important client call. —Courtney T., Global Marketing, Technology — Marino A., Operations and IT Director, Construction

To bridge this gap, IT organizations must develop on-demand support capabilities that positively impact perceptions and go far beyond traditional support. This includes offering seamless and intuitive online service options, and

closer and more intimate assistance when needed.

Additionally, support must be customized to individual users and current needs. While some workers prefer minimal interaction and self-driven alternatives, others need and want more personalized attention and advice.

Worldwide spending on enterprise application software



View the [full infographic](#)

Know perception is reality

There is no end in sight. Sixty-three percent of support organizations saw ticket volumes increase in 2015 and almost 84 percent of IT decision-makers say call center/help desk request volume will either stay the same or increase. But a gap in support leads to lost productivity, staff turnover, and employee dissatisfaction. It's time to deal with users who are frustrated and dissatisfied. Those negative perceptions become reality in today's competitive marketplace.

Understand and bridge that perception gap, and you begin to build a world-class user experience. Focus on user expectations and shift away from commodity-oriented, bargain-basement support solutions to a model that

delivers superior user experience at a cost-competitive level.

To fully appreciate the emerging experience-driven support model, it may help to examine the key elements of a holistic, user-oriented approach to technology support.

“Cost savings alone is no longer the principal motivation for outsourcing. Today's buyers also want to increase revenues and improve the customer experience ... market is beginning to emphasize qualities that include predictability (through use of analytics), self-healing (with autonomic computing and automation), and self-service (with adaptation to cloud models and use of service 'stores').”

5-6, Average number of devices that employees may use as wearable devices and the internet of things (IoT) become mainstream.

Gartner

Deliver intelligent workplace support

The focus going forward must be less on specific services and rock-bottom costs, and more on a user experience that drives engagement and productivity. Smart IT leaders will consider a number of support options and

components—then combine various options to meet specific users' needs.

Certain support channels are better suited to address particular issues. Users vary significantly in preferences and requirements, and no single communication channel or service is right for everyone.

Figure 1 shows a unified support model that combines self-service, a telephony-based service desk, varied in-person capabilities, and more modern options that leverage the best of today's automated, virtual, and proactive technologies. Each support element shown consists of various technologies, processes, policies, and customizations.

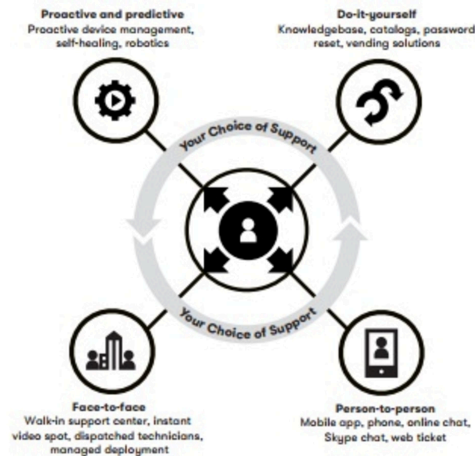


Figure 1. Support choices in a unified, experience-driven support model

Let's take a slightly deeper dive into each of these elements.

Improve with proactive and predictive support

Companies can leverage automation, advanced analytics, preventive techniques, and a proactive stance to further improve support performance and cost efficiencies. The data to enhance the analytics system comes from remote monitoring technologies that spot developing issues. Catching these before users are aware of the problem, and performing root-cause analytics and data analysis, enables IT teams to quickly identify issues, and create and deploy faster and less costly resolutions.

When multiple data sources are linked together, new Big Data analytics tools help find issues so autonomous robotics systems can automate repetitive tasks and eliminate the requirement for human intervention. Data helps IT better understand user needs so they can fill gaps for specific support activities that contribute to greater satisfaction and productivity.

My company offers a support vending machine that came in real handy when I needed a headset for an important client call. —Courtney T., Global Marketing, Technology

Do-It-Yourself

For many organizations, seeking more effective and affordable support, self-help tools are a common and logical step. A significant portion of users—most

notably millennials—actually prefer do-it-yourself (DIY) options such as web portals, knowledge-based libraries, and other automated tools.

However, these options are also often the source of a perception gap that exists when IT believes self-service use, adoption, and user satisfaction are all “in the green,” but users don’t agree.

To address the gap, the best DIY options offer simple graphic interfaces and engaging encounters. It must be said, however: Self-help cannot be seen as the only answer, or a means of eliminating other forms of support. Automation is more than self-service and should not be just an easy way to reduce call volumes. Most importantly, a good self-help model is just a portion of the overall support strategy—a foundation upon which other user-oriented methods can be built.

Provide Person-to-Person

Service desk agents are often the primary and most remembered contact between users and the IT organization. So person-to-person phone-based support should be designed to offer fast, personalized interactions that resolve the caller’s issue.

Dimensional Research reports 72 percent blame their bad customer service experience on having to explain their problem to multiple people. So, it’s important to ensure the success of this key person-to-person element, and the overall support effort.

You can’t underestimate how important it is for service desk teams to be knowledgeable, motivated, and professional. So, back those teams with efficient processes, extensive knowledge databases, visibility beyond the call center, incident data, root cause analytics, and other tools and processes that empower agents to drive every call to resolution—further enhancing the user experience.



Use Face-to-Face

As organizations realize the value of greater user and customer satisfaction, many are returning to a more intimate, face-to-face style of support. New methods of providing this contact capability can be an effective and surprisingly cost-efficient component of a successful service program.

In larger or technology-dependent organizations, walk-in support centers can be the new, more personable face of IT. Staffed locations become places where users get answers to questions, resolve incidents and repairs, and touch and try new devices and applications. Many organizations experience positive

improvements in productivity and customer satisfaction, while reducing the volume of unresolved service desk calls and high costs of deskside support.

For smaller companies and branch offices, video agent kiosks and other automated solutions can supplement visiting technicians. When combined with new features such as IT lockers and vending machines, a video agent at a 24x7 kiosk can mirror the same support experience as a walk-in center.

31% of users in mature markets are planning to purchase a new smartphone in the next 12 months.

Gartner

Close the gap

Our C Space study reported that 83 percent of IT decision-makers believe expanding user support options and providing a better user experience is important for them and their users, but 62 percent have no plans to do so. Surprisingly, only 14 percent ranked “better user experience” as the most essential element to deliver.

Priorities need to shift. Focusing on the right user experience will naturally improve more basic, traditional measures and bring higher user satisfaction. Many believe lack of budget impedes IT support and struggle to understand

how to implement cost-effective options. This is another perception gap.

Reap the benefits

Organizations of all types and sizes can realize significant advantages by adopting a more holistic, user-oriented approach to IT support. Such a model enables them to:

Bridge the gap—Improve the perception of IT, create a more attractive workplace, and deliver a more positive user experience.

Drive service quality—Provide more choices and greater convenience with greater self-sufficiency, social collaboration, proactive diagnostics and automation, and personalized interaction.

Know your users and respond—Gain real visibility into employee needs, emerging issues, service uptake, and user satisfaction—then tailor support activities to their needs.

Embrace new opportunities

As your workplace grows in speed and complexity, it is more important than ever to bridge the gap and deliver convenient, effective IT support. That requires close attention—to devices, applications, and services, and more importantly, the totalities of the user experience.

Download the [business white paper and report](#)

You may not need every element of a comprehensive environment, but you should have the ability to mix and match user service capabilities to get your organization on the right pathway.

The holistic approach from DXC drives savings and productivity, user satisfaction, and positively impacts your business. IT support should be a powerful tool for supporting employee performance. DXC Advisory Services workshops and DXC Workplace Support Services experts can help identify and deliver those solutions.

If your organization is looking to improve user-oriented support outcomes, turn to DXC as a trusted service and technology partner to provide a modern support environment. Work with us to transform your user support to the type of support they love.

- Detailed strategies for resolving the IT perception gap
- The benefits of aligning IT and user expectations
- How DXC Technology's approach creates savings and improves user satisfaction
- Interesting facts from the research



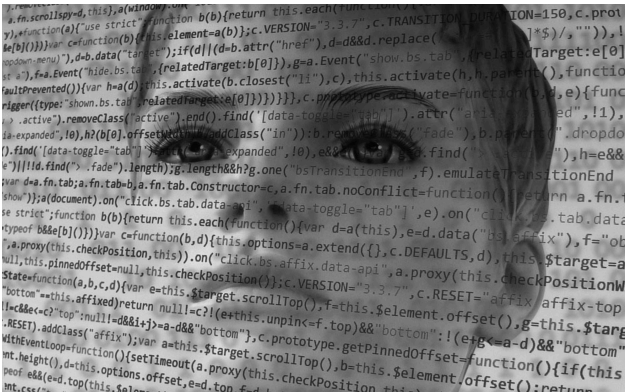
Blog Posts



[Delivering proactive and predictive IT user support](#)



[How AI can make user support more proactive](#)



[Ready or not, AI is changing the workplace](#)



[Speaking of voice-activated workplace assistants, here they are!](#)



[Moving your digital transformation beyond ad-hoc initiatives](#)



[Making IT an invisible enabler of change](#)



DXC Support Services

Contact us to let DXC Support Services experts assess your workplace support levels and advise you on the services that can help bridge the gaps and transform your IT support.

www.dxc.technology/contact_us