

## Hitachi Consulting Level 1 Service Desk

### Future-Ready Service Desk Improves Efficiency and Resource Allocation



IT is the backbone of modern enterprises. It keeps an organization operating at maximum efficiency and employees working productively. But keeping an IT help desk or service desk running smoothly to support these workers can be a constant challenge. Many help desks wrestle with a lack of resources and outdated tools and processes, making life difficult for both users and help desk staff. The reasons for these challenges vary.

Some organizations don't have the expertise or the time to handle ongoing issues. Still others struggle with processes, whether they are for training people, implementing new technology or making the help desk more efficient, productive and automated. For companies that struggle with these issues, it might be time to consider outsourcing Level One help desk to a credible and competent partner – and explore the future-ready service desk.

#### **The future-ready service desk**

The goal of the helpdesk shouldn't just be to catch and dispatch tickets, but rather to transform itself into a service desk that delivers value to the business and meets corporate objectives. These include reducing IT incident volumes and costs, increasing customer satisfaction, and improving the accuracy and frequency of operational information. The future-ready service desk increases opportunities for self-help, lessens the impact and the cost of downtime due to IT service outages, and reduces the overall total cost of support

through process improvements.

Hitachi Level One Service Desk is the single point of contact for all IT-related issues globally to provide support for nearly any concern. Our service desk solution focuses on the end user, providing tailored IT support across all devices. Our mobile capabilities are designed to give end users quick resolution with multiple choices for service requests. Our support offering includes 24/7 technical support, password resets, access management and remote desktop support. It also offers request fulfillment, call/ticket routing and effective transfers to higher levels of support.

We deliver traditional helpdesk capabilities with well-defined processes that help us log, track and resolve end-user issues quickly. We handle customer issues in an appropriate way while delivering key performance indicator (KPI), service level agreement (SLA) and customer satisfaction (CSAT) reporting so you know your service desk is running at top form.

Our service desk offers automation capabilities that focus on reducing costs, removing human error, improving efficiency and productivity, and providing consistent and reliable services. Automation is integrated into our global ticketing system, with capabilities such as our classifier bot, which performs automatic triaging and assignment based on historical data. The classifier bot reduces idle waiting time, helps decrease the resolution time, and eliminates human errors.

In addition to our multilayer service desk support, we provide a number of other services such as deskside support, return material authorization (RMA), asset management and mobility services that make our single point of contact a reality. Through our Workstation and Image Management Solution (WIMS), we offer a full end-to-end managed solution for distributing hardware. We fulfill client machines, desktops and laptops globally to any organization, provide centralized imaging, handle and allocate licenses, and deliver cloud-enabled endpoint management and single-source decommissioning. We manage hardware throughout its lifecycle.

#### **Gain more visibility into your end users' habits and needs**

By outsourcing your IT service desk to Hitachi, you not only improve user efficiency, but you also expand the output of your company. Your organization can rely on scalable 24/7 support rather than waiting on an overtaxed in-house IT team. Gone are the days of users waiting for help resetting the passwords they keep forgetting or waiting in line to resolve an issue with the program that keeps shutting down in the middle of conference calls. Your users can get help 365 days a year for all their service needs – regardless of their location, interface or hour of day.

With Hitachi, we engage your end users better by providing a variety of service channels that meet their needs and preferences. This means the service desk moves toward a more cutting-edge approach and transforms into a service desk that is future ready. We enhance your end user's experience by promoting high-touch and high-feel experiences within each region. This personalized approach means your users feel unique, valued and special, and not driven by script-based support.

In addition, we equip your users with self-service and automated online resources, training and communication so that users are more knowledgeable and ticket volumes can be lowered. Finally, we empower your users with multiple people, processes and technology improvements via innovation and improved analysis to promote excellent quality of service. This simplifies processes, develops a robust knowledge base and improves the understanding of technology applications, cloud technologies and unique day-to-day user work flows.

## Global companies benefiting from the future-ready service desk

### Global Telcom Provider Uses Service Desk for Energy Program

A multinational telecommunications giant needed a service desk as its single point of contact for customers to call regarding building, lighting and HVAC issues. It included inbound call and email handling, event management, third-party ticket management and service request fulfillment. Hitachi provided Level One service desk support for 200,000 devices across 530 plus sites. We averaged 92% SLA for ticket resolution and customer satisfaction results of 88% at very satisfied.

### Global Pharmaceutical Company Needed Service Desk Support

A leading drug company built a global site footprint by acquiring facilities

from leading pharmaceutical companies with demonstrated records for the highest quality and regulatory standards. The organization needed support with facilities as far flung as Puerto Rico, Ireland, France, Italy, the U.S. and the United Kingdom.

### Global Contract Manufacturing Company Consolidated Multiple Help Desks

An international contract manufacturing and technical services company acquired manufacturing facilities from various pharmaceutical companies around the world. These facilities were separated from the former parent company in accordance with a Transition Service Agreement that spanned one year. During this time, all IT systems, data and operations were successfully integrated into their operations, and a consolidated global service desk now provides 24/7 support.

## Hitachi IT Service Desk – your single point of contact

IT service teams are often overwhelmed with the volume of responsibilities on their plate: constant rollouts, keeping up with end-user requests and improving the customer experience, all while protecting against unauthorized access and breaches. Outsourcing to Hitachi relieves the burden of running from one task to another to put out fires. It also enables your in-house team to focus on what matters most, such as strategically growing your business, without detracting from your organization's productivity.

Our future-ready service desk helps you increase end-user satisfaction, improve accuracy and frequency of information, and meet the needs of baby boomers, Gen Xers and millennials to satisfy different generations and their preferences. Hitachi offers flexible pricing models, including options for scalable pricing based on the contact methods your users prefer. Moreover, we can help shift your users to lower-cost services – through marketing, simple training and education of your employees.

## About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com).