

Reduce your ICT Support costs

Fujitsu analysis: first-line Incident resolution rate should exceed 70% in a well-run Service Desk.*



Client Challenge

The cost of unstructured support for ICT end-users – where users directly call members of the ICT staff – is unacceptably high. Recognising this fact, most large organisations have set up a help-desk to act as a central point of contact for handling support calls from its ICT end-users.

In many cases, the expected benefits have not been realised. The number of calls resolved at the first line (the help-desk) is low. The same defects and incidents are repeatedly reported. Underlying causes of multiple calls remain undetected. There is a great deal of unnecessary re-work. The help-desk ends up not meeting the needs of the business; its reputation and that of the ICT function are negatively affected.

Fujitsu's Solution

Fujitsu can help your organisation address these challenges with our Service Desk Process Assessment Service. Service Desk is the IT Infrastructure Library (ITIL)-mandated term to be used in preference to help-desk. Sense and Respond is Fujitsu's own approach to 'lean' Service Desk. This service assesses the current state of your processes and their degree of alignment with ITIL and Sense and Respond; with gap-analysis and recommendations for improvement. Implementation of these recommendations will streamline the Service Desk enhance its efficiency and reduce support costs.

Benefits

Implementation of the recommendations produced by this service will result in lowered cost of handling support Incidents; greater first-line fix-rate; reduced burden on specialist ICT groups; detection and elimination of underlying causes of Incidents; and improved customer satisfaction with the Service Desk.

Our Approach

With your assistance, the assessment delivers, in 4 – 6 weeks elapsed (effort may be less), an assessment of your organisation's Service Desk function and processes, and a set of pragmatic recommendations based on your requirements and context. As a result, you will get a clear guideline for improvement and cost reduction.

Our Expertise

Fujitsu has extensive experience in Ireland of implementing Service Desks in line with ITIL and Sense and Respond norms. Clients include AIB Bank and the Revenue Commissioners.

SUMMARY OF KEY FACTS

Solution

Service Desk Process Assessment Service

Key deliverables

- Analysis of your current Service Desk function and processes
- Analysis of Incident-handling statistics
- Gap-analysis of the 'as-is' and 'to-be' Service Desk processes
- Documented recommendations for improvement
- Specification of required reporting
- Roadmap for Service Desk process improvement

Benefits

- On implementation of the assessment recommendations:
- Reduced cost per Incident handled
 - Increased first-line Incident resolution
 - Reduced burden on specialist ICT functions
 - Detection and elimination of underlying causes of repeat Incidents
 - Improved service to end-users
 - Extension of services beyond Incident handling
 - Improved reputation of the Service Desk and the wider ICT function.

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