

shaping tomorrow with you



Fujitsu's Next Generation Service Desk

The service desk of the future,
here today.



Support when you need it

In global enterprises, flexible working drives productivity.

It suits your employees' lifestyles, and helps your business' bottom line.

Your employees are available 24/7, and can work where they want.

However, the standard service desk doesn't support this new way of working.

The traditional service desk is based around core working hours: Monday to Friday, 8am to 6pm.

When available, 24/7 services come with huge costs.

Contact channels are often limited to the phone.

It's typically reactive in nature, rather than proactive.

It's not enough for our changing world. You need a service focused on your users and on your business outcomes.



That's why we've created the **Next Generation Service Desk:** a 24/7 end-to-end support service.

Our Next Generation Service Desk:

- Knows who you are – from your skillset to your location
- Works at any time, from any location, and on any internet-connected device
- Understands your device, its operating system, and its business use
- Communicates at a level chosen by you – from highly technical to plain English
- Factors in your environment, whether you're at work or in an airport lounge
- Personalizes your experience – from recognizing your device to remembering previous requests
- Takes minimal effort to find an answer
- Provides one simple interface to deal with all requests
- Fulfills all business support needs – from HR to IT
- Requires very little training, as the interface is similar to many popular websites

Today's consumers

You order goods from websites. You crowdsource information from your peers. You use web chat to find answers when problems arise. Most likely, you use a smartphone or tablet to do the above. You love the device you use. It's what you picked, it's easy to use, and you probably prefer it to your business IT.

You now seek out a personalized experience. You'll use companies that know about you: where you are, what devices you use and even what your shopping habits are. Organizations that make services relevant to customers are those who have their loyalty and support.

If you can treat your employees in the same way, then you can build a more productive, satisfied workforce.

Personal. Relevant. Simple.

When you need help, when do you expect to get it?
After a couple of hours? The next working day? In a few days?

We believe that when you need help, it should be instant – like support offered by our Next Generation Service Desk.

One simple interface

Give your employees a single hub for all their business support needs, with a consistent experience from start to finish. This removes the need for multiple service desks and systems. Our **Next Generation Service Desk** covers the majority of your support needs: from finance and travel to timesheets, technology, and HR.

Our Service Desk looks similar to many popular websites, making it easy to use.

Minimizing down-time

Your employees can work where they want and when they want, and **still receive 24/7 support**.

Our **Next Generation Service Desk** resolves problems for users working outside of core hours – meaning they can continue without having to wait until business hours.

Omni-channel selection

Some people prefer the phone. Others want to crowdsource information from peers. Our **Next Generation Service Desk** allows users to choose their preferred channels. Using the phone, searching information added by others, and online web chat are just some of the ways users can get help.

If an employee doesn't like one channel, they can move seamlessly onto the next. Information is stored across channels, meaning your users won't have to repeat anything they have already entered. Users can select the best experience for them, based on their preferences and environment.

A personalized service

How many of your users know their VPN from their LAN? Our **Next Generation Service Desk** understands the difference on behalf of your users.

Our Service Desk is contextualized and personalized. It knows who the user is, what their skillset is, what their device is, and what operating system it runs. Thanks to this added context, our Service Desk provides a fast resolution with little input required from the user.

Anytime, anywhere, any device

Our **Next Generation Service Desk** is available **24/7, 365 days a year**. Your users can access services from any device, in any location, and at any time.

As long as they have an internet connection, they have access to full support.

Learning from industry mistakes

For years, IT vendors have tried to shift left with the service desk: moving the resolution of an issue away from a handling agent, and towards the user.

Poor user experience resulted in minimal use and a mistrust in IT support. Our **Next Generation Service Desk** doesn't repeat these mistakes. Its user-friendly interface encourages adoption, and personalized help ensures people continue to use it.



Why choose Fujitsu's Next Generation Service Desk?

With our Next Generation Service Desk, you:

- Work with the market-leader. Other vendors have released elements of the futuristic service desk, but we have taken the next step in creating an all-encompassing **Next Generation Service Desk**. Gartner has positioned us a leader in their Magic Quadrant for End-User Outsourcing Services, Europe
- Use a game-changing approach. We work bottom-up, not top-down. We asked users what they wanted and needed from a service desk, and our Next Generation Service Desk is the result
- Have a service desk that can be used as a standalone service, or as part of our End User Services portfolio
- Give your employees an experience that they're used to seeing and using on a daily basis. Our extensive user experience research resulted in our Service Desk's modern, intuitive interface
- Use one portal for all business support needs. It's an A-Z experience that includes everything from sorting travel to ordering a new business phone
- Increase your organization's productivity. Employees can work wherever and whenever they want, and still receive 24/7 support
- Have a support system that understands the needs of your business and your employees
- Ensure high user uptake. The interface initially attracts users, and its personal touch makes people continue using it
- Consolidate business support functions, meaning your employees can get on with their work.

You also have access to our industry expertise and global delivery capabilities:

- We have extensive experience of delivering end user services across the globe
- 24/7 access to multi-lingual support and expertise
- We have global capabilities available both onshore and offshore, five global delivery centers and local Service Desks in more than 30 countries



Want to know more?
Contact us

Call us on 01235 79 7711 or visit www.fujitsu.com/service-desk
For more information on our **Next Generation Service Desk**:



[Learn more here](#)

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