

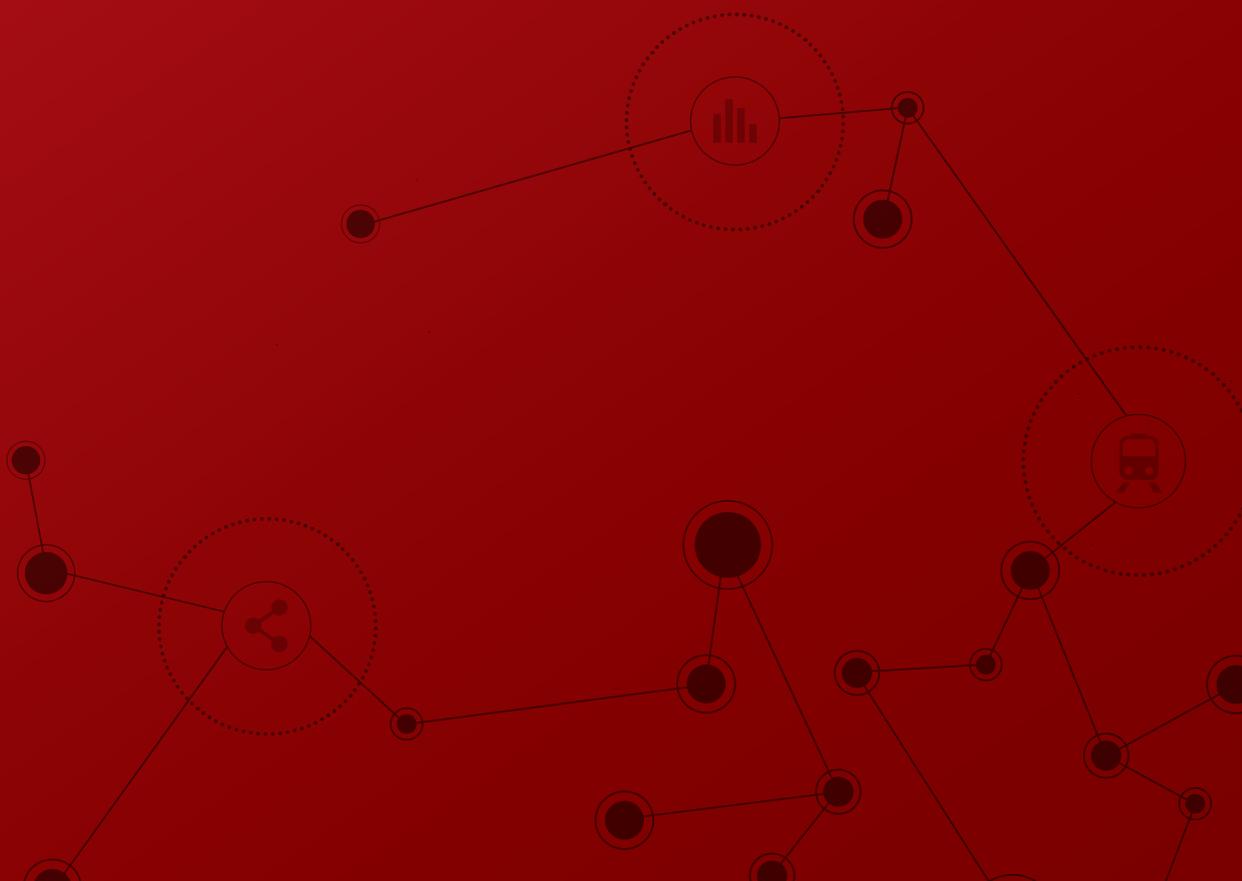
The Connect IT Bar

Expert support - at a time to suit you



Twenty-first century customer service

Employee expectations are changing. They want support that mirrors their consumer experience. They want professional help at a time that suits them. Make this available, and you'll create a more productive workforce. The Connect IT Bar is 21st century customer service. It's personal, high-quality IT support. It provides your employees with the service they expect.





The Connect IT Bar is a customer-centric, on-site IT support solution. Your employees can book appointments to fit around their day. Or they can drop in and get help from dedicated engineers. Problems are triaged on arrival and your employees can wait for their device to be fixed, or walk away with a replacement.

The days of waiting for an engineer to come to you are over. The Connect IT Bar means your employees get support at convenient times. They no longer wait to be helped: they get help when they need it. This is fast, efficient, and helpful support.

The Connect IT Bar moves away from the traditional break fix model to offer an enhanced experience. Part of our Intelligent Engineering services, it uses data to provide predictive, proactive and preventative support.

Our customers have already seen IT incident rates fall and user satisfaction increase.

- 95% of surveyed users rated The Connect IT Bar service as good or excellent

Over six months:

- 28% rise in people using The Connect IT Bar service instead of calling the help desk
- 86% of service requests were managed through The Connect IT Bar

The Connect IT Bar is a dedicated on-site IT support service that:

- lets users book their own appointments – at times that suit them
- reduces delivery costs through using on-site resources more efficiently
- educates users to avoid repeat incidents and calls
- gives access to highly-trained deskside engineers
- recommends and provides customised training for any issues identified in your business
- prevents issues through proactive device health checks and MOTs
- brings together multiple employee benefits, including phone screen replacements
- removes the need to use different channels for different devices: it's a single point of service delivery

A service designed for you

The Connect IT Bar is designed with you – the user – in mind. You'll be greeted on arrival and your problem triaged, then you'll receive a set of solutions. These could be anything from an instant fix to a replacement device. Either way, you'll be back on your feet in no time at all, ensuring minimal disruption to your day.

You can do everything you need at your convenience.

Get in touch for your bespoke Connect IT Bar assessment.

To find out more call 0870 242 7998 or email askfujitsu@uk.fujitsu.com

Putting your employees first



Whether your employees are digital natives, or speak digital as a second language, The Connect IT Bar caters for them. It's designed to offer people support the way they want – from sending the support team an IM to dropping by. It makes The Connect IT Bar a great way to support all your workers

The Connect IT Bar provides professional support across these areas:

Fault Resolution

Your employees get the support they need, when they want it, thanks to The Connect IT Bar's on-site facility and team of engineers. This is fault resolution at convenient times.

A 30-minute triage slot is allocated on arrival. Your employees then have two options. Quick fixes occur while they wait, or they get a temporary device to work on while our experts solve the problem.

The Connect IT Bar reduces down-time, improving overall productivity.

Drop and Collect

Drop and Collect gives your new starters a great experience and is designed to welcome them into your business in a professional way.

New starters will get the training they need and receive all their equipment and devices ready to go from day one.

Drop and Collect helps with:

- Giving your new starters a professional welcome, and immediate access to the network
- Choosing new devices from a pre-approved list
 - Devices are available on display so users can 'try before they buy'
- Picking up new smartphones, already set up with Wi-Fi and mobile device management
- Dropping off old IT equipment for secure disposal or recycling

Show Me

Take a proactive approach to IT incidents. Based on service data and trends, we can recommend and provide training for your employees.

Hands-on learning always triumphs over how-to guides. Show Me is a personal service that helps your employees to do more with their technology and applications. It is perfect for teaching small groups how they can use their devices and programs more effectively.

Show Me includes device health checks and MOTs to troubleshoot any faults. That way, you're always one step ahead. It also creates awareness of key intranet locations and standard business functions.

Why should you choose The Connect IT Bar?

- Access to a premium face-to-face support service
- Support for your service improvement strategy
- Achieve more first-time fixes
- Increase employee satisfaction due to a premium support service
- Support for launches and business changes with a physical help centre
- Increase productivity with fewer employees waiting for help
- Training based on incident occurrence and trend analysis
- Complement your existing support, such as Intelligent Engineering services
- Improve staff retention thanks to great user experience and instant support
- Link up IT services for asset control, fixes, training, and service requests
- Use modules in combination or individually –
The Connect IT Bar is a bespoke solution for your business

Why would your employees choose The Connect IT Bar?

- IT support at the point of need, with minimal disruption
- The ability to view and order devices and accessories
- A dedicated welcome service
- Access to a team of highly trained Fujitsu engineers
- Service reflective of their everyday experiences
- Empowerment through convenient support and IT training
- New joiners get up to speed faster, learning about IT systems and processes



Why choose Fujitsu?

We have over 35 years of experience successfully delivering support services for all sectors. We use proven proactive and preventative models to drive down your incident rates.

With Fujitsu, you get:

- vendor-agnostic support. Our end-to-end multivendor capability means we provide full lifecycle support, from installation to disposal, regardless of the devices you use
- flexible support levels and delivery models, to suit your requirements
- preventative, proactive steps to reduce business downtime
- access to our global innovations and support models, bringing knowledge and experience from other markets
- tried and tested methods. We use our own in-house facilities to help us reduce costs, and improve our product understanding to reduce failures
- advice and guidance on a variety of service areas, from service desks to applications, and their impact on technical support
- world-class technical support services, thanks to our huge investments in technology, tools, processes and skills
- a high-quality, customer-focused service, thanks to directly-employed engineers, long-term training and system development
- an adaptable service that can satisfy your changing business needs

Creating a better future, together

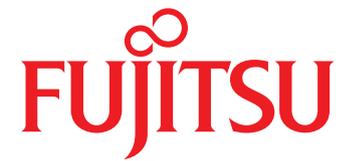
The Connect IT Bar can adapt and evolve to your employees' needs thanks to surveys taken at the point of use. The survey asks users how we can improve their experience, and what we can do to meet their requirements. This direct feedback allows us to deliver a better service to you and your employees.

Get in touch to find out how we can design the right Connect IT Bar for your business, and meet the needs of your employees.

Call us on 0870 242 7998 or
email askfujitsu@uk.fujitsu.com



shaping tomorrow with you



FUJITSU LIMITED

Contact: [fujitsu.com/uk/contact](https://www.fujitsu.com/uk/contact)

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