IBM Workplace Support Services for service desk

Support today's end users with personalized experience and faster issue resolution

Highlights

- Delivers superior personalized experience to tech-savvy end users on virtually any device, any time, from anywhere

- Provides single-contact solution that supports traditional IT workplace as well as complex mobile environments

- Transforms your IT user environment into a more scalable and security-rich workplace to optimize productivity and responsiveness

With end users becoming more and more tech savvy, organizations are under pressure to provide a consumer-like support experience to their employees. They face the challenge of not just resolving service issues more quickly and optimizing the end-user experience, but also providing consistent, around-the-clock IT support across a variety of channels, for a growing range of devices and applications. A scalable, security-rich and flexible service desk infrastructure is essential to help address the complexity, cost and security issues. Without that, meeting end-user requirements can be difficult.

IBM Workplace Support Services for service desk can deliver a superior, personalized experience across multiple channels for more consistent, exceptional end-user support. Using IBM Wokrplace Support Services fosters self-sufficiency in the end users through self-help options, chat features and service desk analytics. Our services take a consumer-based, multichannel support approach that is personalized to the unique needs of the end user.

Delivering superior experience to users on virtually any device, at any time

Our solution delivers personalized end-user support services—on almost any device, at any time and from any location—to help you achieve superior end-user experience and increased productivity. Our services focus on supporting end users and their specific needs to improve customer satisfaction, not just managing calls. In addition, we leverage analytics to provide a deeper understanding of the support environment and performance insights. This enables continuous improvement of business operations and processes, resulting in an improved user experience.

Offering a solution to support both traditional IT and mobile environments

IBM provides a single-point- of-contact solution, with automation and self-service features that take into account both the traditional IT workplace and the growing complexity of mobile environments. Our solution, delivered from more than 30 call centers globally, offers around-the-clock support in more than 55 languages. Deploying our service desk solution can help your organization transform from traditional and virtualized environments into an integrated mobile-enabled enterprise.

Transforming your IT user environment to optimize productivity and responsiveness

Our service desk solution transforms your IT user environment into a more, scalable, security-rich and flexible workplace to optimize productivity and improve business responsiveness. IBM's global factory model facilitates seamless deployment and management of hardware and software across devices, empowering end users to work virtually anywhere, anytime and from any device. We leverage IBM infrastructure and best practices to help resolve your end users' issues more efficiently. This can result in improved operational efficiencies that enable you to better manage costs and increase end-user productivity.

Why IBM?

Top industry analysts regard IBM as a leader in mobility services with over thirty years of experience delivering end-user services to clients worldwide. Our standard solution components are built with processes, tools and best practices supported by industry-leading innovation and analytics. IBM's proven right-to-left strategy to move call resolution closer to the end user consistently helps improve operational efficiency enabling IBM to reliably deliver a superior user experience for both traditional IT and mobile IT environments.

For more information

To learn more about the IBM Workplace Support Services for service desk please contact your IBM representative or IBM Business Partner, or visit the following website:
ibm.com/services/us/en/it-services/workplace-services/service-desk-services/index.html

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: **ibm.com**/financing

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