



 Billion Dollar Company

 Global Service Provider

 Applications, Business Process Services and Digital Technology Operation

 Banking & Capital Markets • Insurance  
Manufacturing • Media & Entertainment  
Telecom • Healthcare • Life Sciences  
Travel & Transportation • Hospitality  
Retail & Consumer Goods  
Energy & Utilities • Government

# SERVICE DESK DIFFERENTIATED SUPPORT THROUGH SELF-ENABLEMENT



# Overview

The IT Support ecosystem has evolved from a reactionary system which addresses technical concerns of the end-users to a system, which engages with the end-users and involves them at every level. Previously, the typical IT service desk agents who used to spend their entire time in helping users reset passwords, manage printing errors and resolve network issues now spend a significant amount of time in enabling users to adopt and make the most of newer technologies.

Millennials, who use a record number of devices at work and at home, do not prefer to wait for the service desk to resolve their technical difficulties. This millennial mindset, acquired from a lifetime of digital exposure, has caused a shift in the way service desks operate with users being more than willing to self-troubleshoot, to achieve instant resolution.

# How Mphasis helps

Mphasis service desk acts as the nerve center of your business, allowing you to resolve incidents faster by leveraging best practices, reduce IT support costs through knowledge management and automation and expedite technology adoption by adapting to business changes effectively.

With more than a decade of experience and a large pool of well-trained resources across multiple locations and processes geared towards continuous improvement, we enable your business to bring down total cost of ownership while maintaining high first contact resolution, user satisfaction and service levels.



**Single point of contact for IT:** Mphasis service desk acts as a sole point of contact for all your IT related queries and concerns. We provide 24x7x365 support through a myriad of support channels like phone calls, walk-ins, chat or email while taking end-to-end ownership of the incident until resolution.



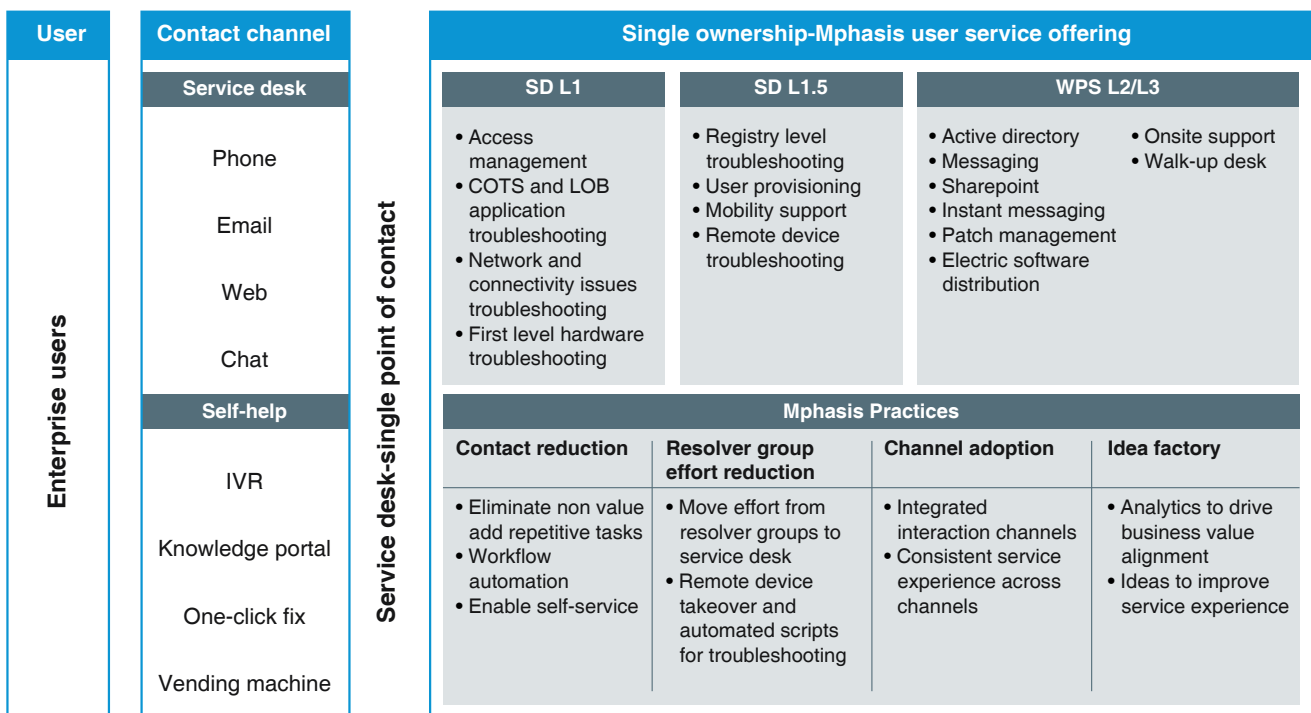
**High first contact resolution:** We continuously strive towards achieving higher first contact resolution rates by enabling self-service with the use of our database of automation objects. This helps us resolve up to 80% of incidents in the first contact so that productivity does not get hampered due to service delays.



**Enterprise IT knowledge management:** Our state-of-the-art knowledge database also facilitates custom content development so that it can be tailored to your business needs. The use of knowledge analytics to eliminate known issues helps reduce dependency on the service desk, driving further cost-reduction.



**Technology advocacy program:** Mphasis Service desk forms the central node for all customer feedback and helps pre-emptively identify issues and communicate them to the customers. We collect feedback across multiple channels and use analytics to drive business value alignment to ensure the highest level of satisfaction.



Mphasis Service Desk forms a part of our broader End User Support Framework

Service attributes



The ecosystem of tools that is built around the core framework makes your service desk highly responsive and agile:



**Automigrate:**  
Self install and migration tool kit helps user achieve instant fix to an incident



**ShipMyFix:**  
Automated directory mapping utility for greater administrative control

## Success stories



Client

**Mphasis has served as a single support vendor for one of top 5 US banking & financial companies.**

- Client suffered from multiple outages
- More than 2,500 tickets generated linked to the master incident

### Problem Statement



- High contact resolution rate
- Customer experience impacted due to improper incident assignment

Mphasis service desk went into overdrive mode to handle the outage that resulted in over 2,500 tickets related to the master incident. A dedicated IVR channel was set up and real-time status updates were provided across clients, support groups, command center and the service desk.

### Solution Provided



Mphasis implemented a specialized queue and a dedicated team was set up to screen all assigned tickets. The specialized team worked with clients and end customers to ensure swift resolution and decreased incident assignment to support groups.

- Achieved 400+ consecutive weeks of customer satisfaction
- Facilitated 63% high cost effort reduction

### Business Value Delivered



- Improved resolution rate to more than 84%
- Incident resolution at the service desk improved to more than 50% of incoming calls

## The Mphasis advantage

At Mphasis, we enable you to meet the demands of a changing market place by providing you a comprehensive, flexible, scalable and cost-effective service desk solution. We support 2.3 million incidents every year and handle more than 170,000 requests.

The highlight of the Mphasis Service Desk solution is the ability to offer differentiated support through our shift-left self-service paradigm. Exhaustive knowledge databases, automation objects and self-heal practices results in increased first level resolution up to 80%.

Experienced subject matter experts and impeccable business alignment enables us to offer blended L1 and L1.5 support where L1.5 service desk team is able to resolve a substantial amount of L2 incidents resulting in up to 50% reduction in L2/L3 efforts.

When you partner with us, you take advantage of:



**400+ knowledge articles** that enable self-help and curb single user incidents



**200+ automation** objects that provide one-click fixes to recurring issues



**One stop self-heal portal** that is chat-enabled and facilitates incident management



**Adherence to best practices** like ITIL yields agents who understand your business better



**Service Delivery Management tools** through alliances or created in-house

# Service Desk

## Differentiated support through self-enablement



Incident resolution is evolving. Service desk also needs to transform to ensure the IT staff focuses on mission critical tasks without any technology issues.

Need a service desk solution that not only serves as the single point of contact for all requests, but also empower users via self-service options, increasing their productivity and satisfaction.

### Challenges



Low business satisfaction



High service desk costs



Frequently recurring time consuming issues



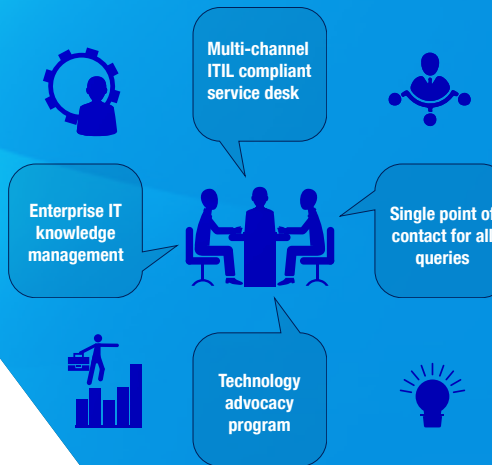
Poor service desk reporting



Slow adoption of new technologies

### Mphasis service desk offering

Expectations from service desk have changed as users are more willing to self-troubleshoot to achieve instant resolution



### Success story



One of top 5 banking & financial companies in the US



Challenges

- Application outages
- High meantime to resolution



Mphasis solution

- Outage specific IVR frontend and real time status updates
- Blended L1 + L1.5 support



Business value delivered



1 million client contacts handled annually



51% reduction in time in finding resolution



400 consecutive weeks of exceeding SLAS



63% reduction in high cost L2/L3 effort

## About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ( $C = X2C^2 = 1$ ) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit [www.mphasis.com](http://www.mphasis.com)

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