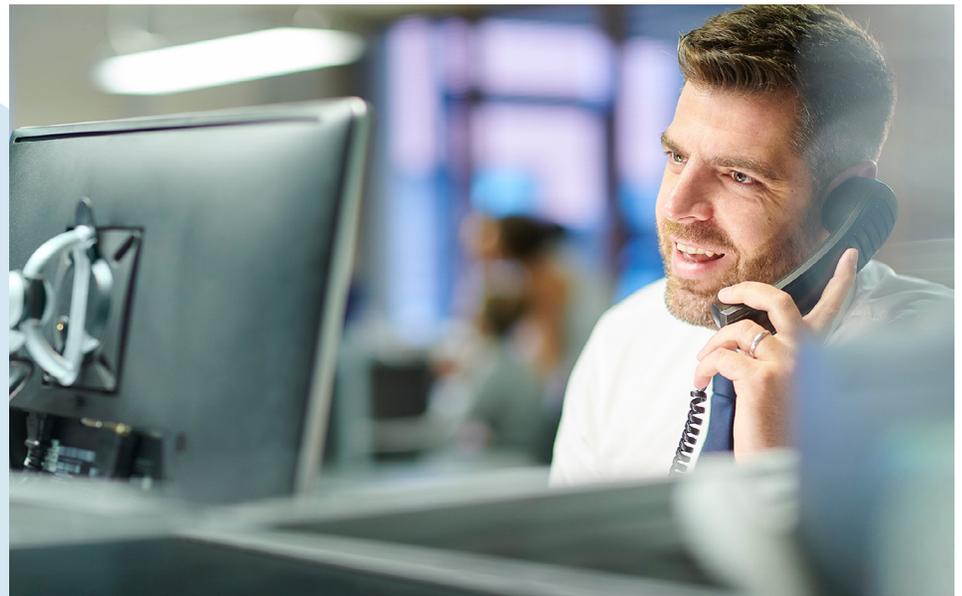


Workplace support services

End-to-end IT support from anywhere and on any device.



Today's challenges in user support

In this fast-paced world, people are expected to be available 24/7 and they expect their technology to support them. When something goes wrong, IT users need to be able to quickly access support services so they can return to their work supporting the mission. Often times, the current support structure does not meet the needs of our ever-changing digital workplace environment for a variety of reasons:

- Support technology is old and out-of-date, and does not meet the new demands for multiple support channels and always-on capabilities
- Service desk resources struggle to keep up with the breadth of devices and services to support
- Budgetary pressure to decrease spend reduces the number of available, up-to-date support service resources

Technology that enables success

At Perspecta, we have experience and knowledge of the tools and technologies that are used to support service desk operations—from automated call distribution and interactive voice response systems to IT service management, remote desktop management, workforce management and reporting systems. Combined with innovative solutions such as artificial intelligence (AI), robotics process automation (RPA) and state-of-the-art proactive desktop management, our capabilities are centered on industry leading technologies that are integrated to provide a holistic solution for digital workplace support. We review the requirements of each customer and balance that with the cost and effectiveness of the tool to create an individual solution that maps directly to the needs of the customer's environment and mission.

Benefits

- User-centric, single point-of-contact, omnichannel support
- Consistent service operations through Information Technology Infrastructure Library® (ITIL) aligned processes support
- Increased end-user satisfaction and productivity and reduced IT expense via applicable use of innovative and flexible solutions with a focus on AI and RPA
- Provides transparency into performance and user satisfaction through enhanced reporting and data analytics
- Proactively manages user adoption to better understand the user experience and engages with users to enable the transition to enhanced services (e.g., self-service and new interaction channels)

It starts with the right team

We have a well-defined staffing process to create teams to serve as the backbone of your IT support. We continuously mentor, coach and train our teams so that their skills and knowledge are up to date. Using workforce management to appropriately size the support teams to meet service levels and knowledge management practices to continually improve resolution rates, our service desk support team is focused on one thing—resolving the user's issue efficiently and effectively every time.

End-to-end support

Dependable service

We manage to clearly define service-level agreements and provide transparent reporting through dashboards and notifications. You'll always be aware of the quality of the service being provided to your users.

Quality through best practices

Our services are aligned to the ITIL framework and built into our tools and training, and managed through our quality program where we track compliance and ultimately user satisfaction.

Continual learning

We manage the wealth of knowledge around your environment—using analytics and proven knowledge management and training practices—so that agents and ultimately users have the most current and accurate information to resolve any service-level issues.

Leading edge technology

We partner with leading technology companies to enable efficiencies and cost savings for our customers. From self-service portals to virtual assistants using AI to RPA bots that manage workflows and back office functions.

Connection and collaboration

Perspecta will collaborate with other support teams in your environment to provide end-to-end support fostering learning and relationships that lead to higher first-contact resolution and fewer contacts dispatched to higher tiers of support—thus reducing cost.

Management of change

Our solution adoption team works with you to understand end-user culture and needs. We proactively develop programs with directed communications and education to enable higher adoption of new services such as chat, virtual assistants and self-service, leading to decreased cost of support and greater customer satisfaction.

Why Perspecta?

- Perspecta has more than 1,000 service desk agents supporting the U.S. federal government
- Perspecta supports the Defense Health Agency Global Service Center, assisting 140,000 health care providers/administrators and 9.6 million Department of Defense beneficiaries
- Each year, our service centers receive and resolve more than seven million contacts across all channels, including phone, self-service, web tickets, email and chat

Next steps

The Perspecta service desk is a flexible, scalable, easily managed solution to meet the requirements of the dynamic government environment. By combining all of these functions, features and capabilities aligned to each specific customer environment, Perspecta brings a service desk solution that is focused on improving the user experience, reducing IT spend and maintaining mission readiness.

Learn more at perspecta.com/offerings/digital-workplace