

# Improving user support across the enterprise, and beyond

*Managed service desk solutions as the key to end-to-end workplace support*



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## Highlights

### Managed service desk solutions from IBM can provide:

- A proven implementation of an end-to-end, right-to-left approach to IT user support
  - Operating cost reductions of 10 to 40 percent over traditional service desks, plus greater value through pay-per-use options
  - Flexible and scalable design to help maintain service resilience and mitigate risk
  - Global 24x7x365 support in 55+ languages through 70+ call centers
  - Standardization of processes, tools and measurements with proven best practices
  - Access to industry-leading innovation and technology, including analytics.
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The workplace no longer resides within the enterprise alone. It is on the road, at home, on a laptop, tablet or smartphone. In order to help assure users can be their most productive, collaborative and innovative, IT needs to provide high-quality service desk support that reaches far beyond office walls—and takes advantage of industry-leading techniques and technologies to speed incident resolution and better manage costs.

In order to meet the service desk needs of today's workplace and today's users, **organizations need to focus on:**

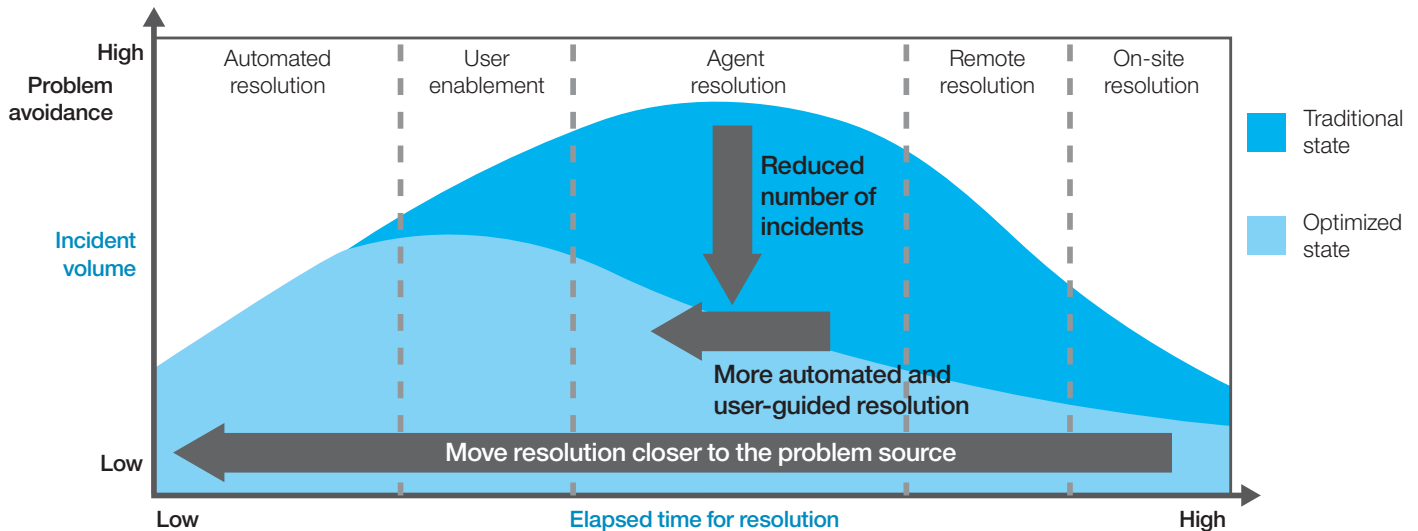
- Improving first-call resolution percentages
- Allocating adequate and skilled resources to the service desk
- Leveraging automation tools and new processes to improve service desk efficiency and anticipate potential problems
- Monitoring and responding to user support satisfaction levels
- Enabling new support capabilities within budget.

**A right-to-left approach to IT user support**—as delivered by managed service desk solutions from IBM—can help reduce both time to resolution and cost per incident by moving relevant support requests away from a labor intensive model (the right) towards a self-service, automated and preventative model (the left). Additional benefits include:

- Improved user productivity due to reduced time to resolution
- Less downtime, through the use of automation to correct problems and analytics to pinpoint potential problems before they significantly affect the workplace
- New ability to focus on innovation and business value, by liberating IT staff from service desk functions
- Most important: higher user satisfaction as a result of all the above.

**The bottom line:** a managed support solution that optimizes your support capabilities, reduces costs and stands ready to help your users wherever and whenever they need it.





IBM's right-to-left approach—delivered by managed service desk solutions—is designed to support today's workplace needs while reducing costs. (Source: *Taking end-user services to the next level with IBM's Right-to-Left strategy.*)

## For more information

To learn more about managed service desk solutions from IBM and their benefits for your organization, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

[ibm.com/services/us/en/it-services/end-user-support-services.html](http://ibm.com/services/us/en/it-services/end-user-support-services.html)

To further explore the ramifications of today's flexible workplace, you can read the study report [Achieving success with a flexible workplace: Forward thinkers' best practices for enhanced productivity, innovation and cost savings.](#)



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