thoughtonomy™
your virtual workforce

Computacenter automate 95% of key service desk activities for 16,000 users

Sector: IT Services
Use Case: Customer Service & Support Desk

Client overview

Computacenter is Europe's leading independent provider of IT infrastructure services, enabling users and their business. They advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage their customers' infrastructures. In doing this they help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.

Computacenter
Enabling Users

Introduction

With a continual focus on innovation and service excellence, leading European IT provider Computacenter were keen to further enhance the quality and efficiency of their award winning service desk operations and ensure that analysts were focused on the provision of service excellence to end users. They recognised that automating repetitive service desk activities and presenting users with the ability to self-serve for common requests would improve service levels and reduce resolution times and error levels.
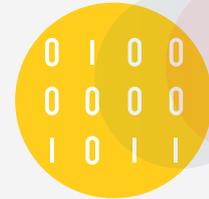
PRODUCTIVITY SAVINGS
>€1M saved

FASTER RESOLUTION
83% improvement

DIGITISED
95% online self service

The challenge

An analysis of service desk agent activities revealed that a high proportion of time and effort was being expended on repetitive and manually intensive tasks and activities.

Automation and self-service were identified as potential solutions, but with complex systems and applications to support across a multi-lingual community, traditional approaches and standard tools were not suitable.

The solution

Through the use of the Thoughtonomy Virtual Workforce, Computacenter have taught virtual agents the key processes involved in supporting and administering users. Software-based Virtual Workers emulate human staff, following the same processes and decision logic as their human counterparts.

Through an integrated web portal, users are able to directly raise service desk requests, which are then passed to the Virtual Workers for execution. Exceptions, non-standard or incomplete requests are escalated by the platform to human agents for immediate resolution.

By deploying automated services using the Thoughtonomy Virtual Workforce, Computacenter were able to achieve significant cost efficiencies, with automation levels of over 95% and a reduction in resolution times averaging 83%.

> " *By moving manually intensive tasks from service desk analysts to a virtual workforce initiated on demand, we are able to offer rapid, error-free 24/7 execution of key activities and allow our service desk staff to focus on providing world-class customer service.* "
>
> - Simon Oecken, Group Director, Managed Services, Computacenter

PRODUCTIVITY

Each Virtual Worker does the work of over **3.5** FTE

CONSISTENT EXECUTION

0% error rate

Find out how the Virtual Workforce can help you at **www.thoughtonomy.com**