

Workplace Service Centre

Provide the service desk experience your organisation deserves

We help organisations enhance the performance of their IT services to deliver greater productivity and a superior experience

It has never been so important to enable your organisation digitally. However, organisations are juggling both new and old systems and ways of working, making requests difficult to manage. Our Workplace Service Centre improves workforce productivity and satisfaction by combining technology with method, people, process and tooling to deliver a superior experience that people will be happy to use.

Overview

Our Award Winning Workplace Service Centre provides a modern, omni-channel, scalable function that delivers a single point of contact for all service related Incidents, Standard Changes and Service Requests.

Combined with our SIAM (Service Integration & Management) methodology, designed to easily integrate disparate systems and multiple suppliers to control both cost and risk, you'll have a complete solution that will enhance the performance of all your IT services while delivering an experience your organisation will be happy to use.

Deliver a superior workplace experience.

Key features

FastPass

Our FastPass password reset tool provides a minimum call reduction of 20%.

First call resolution

With over 80% of all calls resolved on the first call, our Service Centre sits 15% ahead of the industry benchmark.

Best Managed Service Desk

Our Workplace Service Centre won Best Managed Service Desk 2018 at the Service Desk Institute Awards.



Top Tips for Delivering a World Class Service Desk

On the 14th March it was announced that Agilisys were the winners of the Best Medium to Large Enterprise Managed Service Provider by the Service Desk Institute (SDI), beating 360 other providers from around the world.

We're immensely proud of this achievement and of our dedicated team that made this happen. In recognition of the award, we have compiled a list of five top tips to delivering an award winning Workplace Service Centre.

Right people, right team

Creating the right balance of skills, enthusiasm and passion has provided us with the analytical skills to measure performance and the interpersonal skills to engage effectively with our customers.

Understand your customers

Building rapport with each and every customer who calls the Service Centre is crucial to efficient problem resolution. The better the relationship we have with our customers, the faster and more effectively we can diagnose, troubleshoot and resolve issues.

Create a thriving and rewarding work environment

Creating an environment that demands professionalism but enables people to enjoy what they do creates a productive, detail orientated and enjoyable culture that directly transfers to the way we engage with customers.

Disrupt the norm

Constantly pushing boundaries and challenging the traditional view of service desks and their perceived value has driven the team to continuously iterate and improve process and technology to ensure our service is always fit for purpose.

Become the leaders

We set an objective to exceed and improve every known industry performance measure to raise the bar and set new benchmarks. This ultimately provided us with the focus and blueprint to deliver a world beating globally recognised Service Centre.

If you're interested in finding out more about how we can help your organisation enhance the performance of your IT services to deliver greater productivity and a superior experience, don't hesitate to contact us.

Third Floor
One Hammersmith
Broadway
London, W6 9DL

t +44 (0)845 450 1131
e info@agilisys.co.uk
w www.agilisys.co.uk

