



# Service Desk

## Typical Service Desk Problems

- No electronic service request system
- Multiple service desk locations
- Low customer satisfaction
- Limited hours of service
- Inconsistent processes, quality, and response
- Incremental (peak) demand for support due to IT change
- Pressure to reduce costs
- High call abandonment rate

## The Perot Systems Solutions

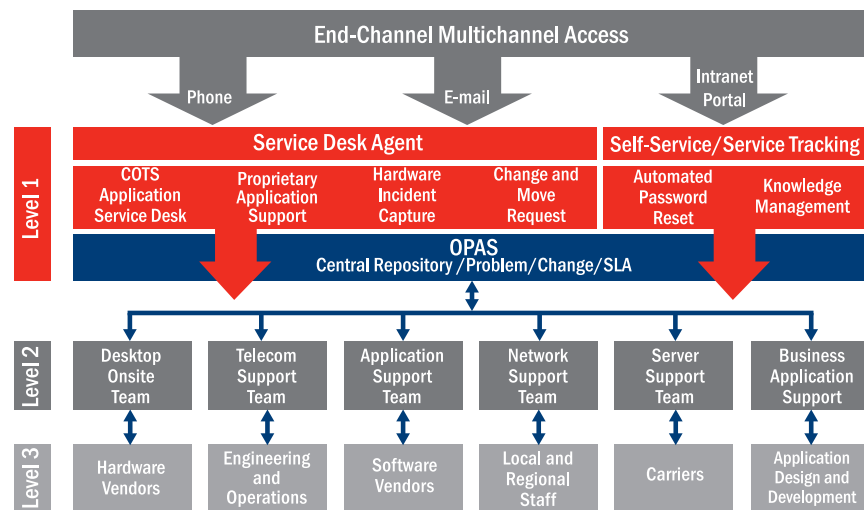
- Single point of contact
- Global leveraged service desk
- Tiered, flexible fee structure
  - First Call Resolution (FCR) SLA options from 50% to 75%
  - Remote resolution services
  - Tiered service levels (Base or Gold)
  - Self-service
  - VIP services
- Fully redundant operations
- Integration with your IT environment
- Rapid startup
- Service level reportings

Perot Systems uses disciplined workflows, automated process tools, and industry best practices to increase efficiency and control costs. Our Service Desk offerings provide a single point of contact for resolving technical issues and application support while assisting with business requests. To help ensure our clients are successful, we offer 24x7 global coverage, multi-language support, and multi-channel access for a broad variety of technical, application, and business support functions.

Our multi-level service desk uses IT Infrastructure Library (ITIL)-based best practices and systems developed over years of providing service to clients around the world. We:

- Maximize FCR by providing initial assessment of all incidents and escalating to second-level support when required
- Train all service desk agents in customer service skills
- Define clear and consistent escalation procedures
- Contribute to your problem management system to help determine root causes for common incidents
- Build an advanced knowledge base for continuous learning
- Survey customers to ensure quality and satisfaction
- Provide standard reports to keep clients well informed

## Tiered, Multi-Channelled Support Levels and Disciplined Methodologies Help Ensure Service Quality



## Industry Evaluation by Gartner, Inc.

Perot Systems was positioned as a “Leader” in Gartner reports for both “Magic Quadrant for Desktop Outsourcing Services, North America” (Gartner Research, W. Maurer and R. Matlus, March 3, 2009) and “Magic Quadrant for Help Desk Outsourcing, North America” (Gartner Research, R. Matlus and W. Maurer, March 4, 2009).\*

# Service Desk

## What Makes Us Different?

- There are generally no capital or startup costs
- We offer low labor rates for highly skilled people
- We use best practices to accelerate results and lower efforts
- We manage simple-to-complex IT environments using disciplined workflows and automation processes that can reduce costs
- Flexibility–You buy what you want with the quality and process you need
- Buying power–In many instances, we can offer better rates through the Perot Systems IT purchasing power
- Proven, reliable delivery–Our success with high-efficiency delivery models is recognized by our clients for value

## Achieving the Highest Standards of Excellence in Customer Support

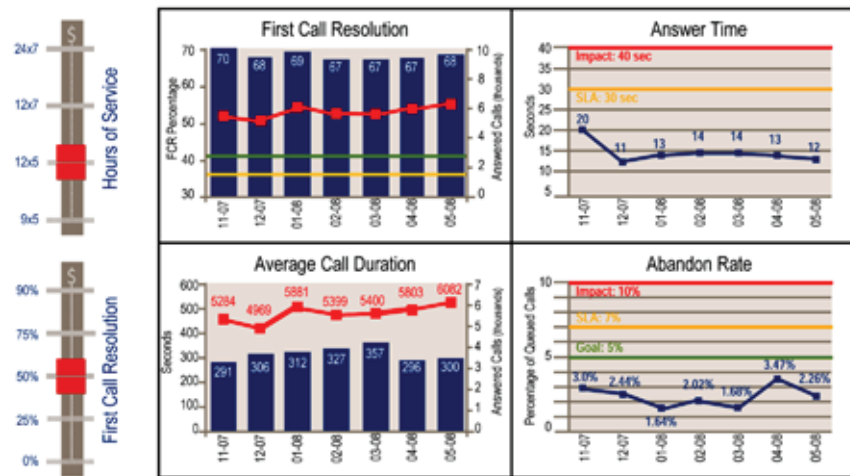
Perot Systems was awarded the prestigious Team Excellence Award for External Service Desk Support from Think Services' HDI®, the world's largest IT service and support membership association, certification, and training body.

### Improve Customer Satisfaction and Performance Cost-Effectively

Perot Systems provides “best in industry” services at a low cost. By using our global delivery model, you may be able to significantly reduce your service desk Total Cost of Ownership (TCO).

Our service desk delivery model provides a single point of contact and ownership. Service response and hours can be tailored to meet your specific needs. All calls and incidents are recorded, resolved, or routed, and monitored using either the Perot Systems or the client's ticket management system. Self-service tracking and automated customer satisfaction surveys provide service status and immediate feedback.

### Service Metrics From a Real Client Engagement that Show Examples of the Typical Performance Levels Our Methodologies are Designed to Help You Achieve



### We Deliver High Levels of Value

- We provide cost economies and consistent levels of quality through process-based global delivery
- We offer tiered rate options using our unique Operational Process Application Suite (OPAS) through the client system, network connection, or as a stand-alone
- We provide process audit readiness via ticket tracking to resolution
- We have 24x7 support available, with accent neutralization services, regardless of location
- We set up a regular and meaningful customer satisfaction survey system
- We improve FCR and restoration times for issues and problems

\*The Magic Quadrant is copyrighted March 2009 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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