

New Age Service Desk Driving NEXT-GEN WORKFORCE Productivity

WITH INCREASING INVESTMENTS IN DIGITAL, END-USER SUPPORT IS NO LONGER ABOUT SUPPORTING DESKTOPS AND LAPTOPS. ENTERPRISES ARE NOW RECOGNIZING THE NEED FOR A USER-CENTRIC APPROACH TOWARDS IT.

The role of IT is shifting from **'Operating IT'** to **'Orchestrating IT'**

83%

Top CIOs have responsibility for areas of the business outside traditional IT. The most common are innovation and transformation.

- Gartner CIO survey



50%

Millennials will form the global workforce, by 2020

- PwC

Digital is prompting end-users especially millennials to relook at their workplace expectations. Millennials are the new frontiers of the digital economy. They seek instant gratification and their affinity with the digital world defines them.



50%

Team collaboration and communication will occur through mobile group collaboration apps, 2018

- Gartner

Enterprises need to reimagine their support and engagement strategies to attract and retain millennials. In this context, IT operations require unified, observational, social and people analytics to discover, design and share better work practices. In this new digital age, traditional service desks are becoming obsolete.

CHALLENGES FACED BY ENTERPRISES

Driving a seamless IT support operation is not as easy as it looks. It requires rigorous planning, focused technology investments, a strategic roadmap and execution, as it is linked to the overall productivity and efficiency of an organization.

IDC

The mean cost of an hour of downtime can range from \$224,952 to \$1,659,428, depending on the size of the organization.



Co-existing with Legacy and Digital Infrastructure



Disconnected Business Process Workflows Leading to Productivity Losses



Lack of Contextual Approach Towards IT Modernization



Increasing Mean time to Repair (MTTR) and Cost

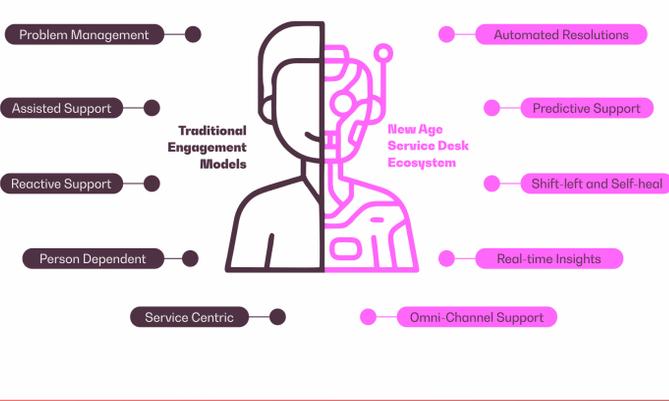


Surge in Support Calls and Lack of Automation Strategy

TRADITIONAL SERVICE DESK

VS

NEW AGE SERVICE DESK



MOVATE'S NEW AGE SERVICE DESK – FINDING CLARITY IN CHAOS

Movate's new age service desk goes beyond traditional support models and provides incomparable experience, availability and remediation across the end-user ecosystem.

Our data driven solution offers predictive intelligence, automated queuing, routing and channel allocation. It provides a 360° view of user interactions and business insights. We offer device and platform agnostic services and serve as a single point of contact for all IT service needs – all from a single console.

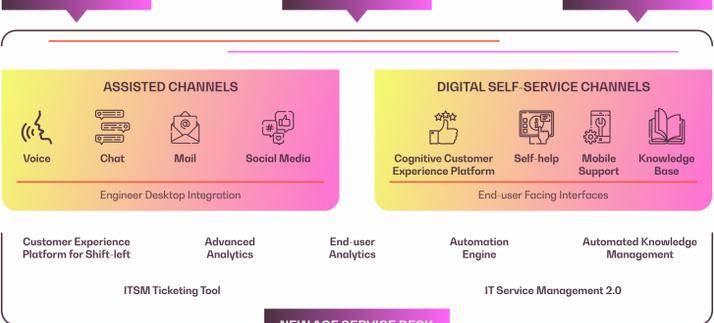
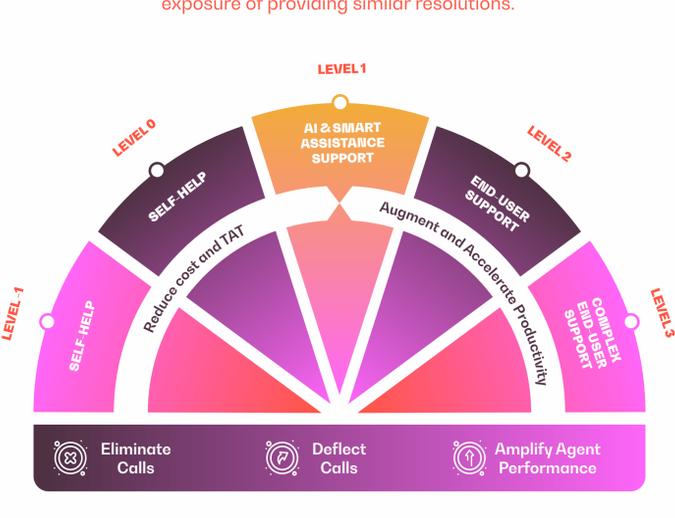
IT self service can address close to **50%** of calls made to the IT service desk...



...but just **34%** IT organizations currently use IT self-service

USER-CENTRIC APPROACH TOWARDS WORKPLACE PRODUCTIVITY AND IT SUPPORT OPERATIONS

Our approach ensures L0/L1 related requests are deflected to low-cost channels and complex issues are intelligently categorized and channelized to relevant agents with exposure of providing similar resolutions.



300K End-users supported

100K End-user Devices Supported

4.25K End-point Devices Supported

45+ Global Customers

25+ Language Support

KEY DIFFERENTIATORS

- Smart Agents to Manage L0/L1 Support
- Persona Based Service Catalogues
- Mobile-based Omni-channel Solution
- Early Warning System to Power IT Operations
- Robust Integration with Enterprise Applications

KEY BENEFITS

