global service desk

The Global Service Desk (GSD) from HP is a cost-effective way to reduce the complexity of your IT organization while delivering improved service levels to your end users and enhancing their productivity.

The Global Service Desk supports desktop, mobile, and wireless users with a single point of contact for all questions and problems, taking full ownership of each problem or question from the moment it reaches the service desk until it is resolved. Designed for clients with complex support requirements, the GSD increases focus on Level 0 support, problem avoidance, and continuous improvement. It brings consistent processes to the support function while leveraging the HP best-in-class global infrastructure, people, processes, and proven experience to deliver a service desk solution with the quality you need to support your user community.

Tailored to meet the precise needs of each individual client, the Global Service Desk reduces the complexity of managing your IT infrastructure and transforms your support function into a value-add component of your IT organization.

benefits

Clients that use the HP Global Service Desk have been able to:

- improve control over direct and indirect support costs
- free up IT resources to focus on company core competencies
- improve service response times and resolution times
- reduce and even eliminate some of the support problems end users were experiencing
- transition quickly and easily from their current help desk environment to the HP Global Service Desk
- better understand and ultimately control their environment when rolling out new programs, upgrades, or hardware to end users

Customer satisfaction is a key metric for HP Global Service Desk delivery. When end users are getting the right support to solve their problems quickly, they can be more efficient and more productive in their work. By continually measuring customer satisfaction, we maintain a clear focus on this important goal.
features

The HP Global Service Desk is built on a set of standard service components tailored to meet specific client requirements, and it is managed to service-level agreements (SLAs) to ensure customer satisfaction:

- support levels 0–3, including full incident management, escalation, and vendor management
- support for the entire end-user computing environment, including standard and custom applications and infrastructure
- seamless integration with the client’s IT environment
- 24 x 7 x 365 global coverage, with multi-language support
- custom scripting capabilities
- consistent, global, industry-standard IT Service Management (ITSM) processes, with closed-loop processes for continuous improvement
- rapid implementation and smooth transition
- the services of the HP Program Management Office for single-point-of-management contact and accountability with a focus on client satisfaction and exceeding service levels
- the ability to provide procurement, asset management, installation/move/add/change, break/fix, disposal, security, software imaging, and distribution services

service overview

The HP Global Service Desk reduces IT complexity for your end users by providing a single point of access for all requests, and by taking ownership of those requests until their final resolution.

Global Service Desk solutions are delivered from global, networked Operations Management Centers, the client location, or a combination of the two. The GSD can easily be scaled, and it supports client requirements for a wide range of service levels—from low-complexity, high-volume advice to dispatching complex support, design, and development expertise.
Each service desk is crafted to meet the client’s unique business requirements, leveraging modular solution design, shared infrastructure, and proven technologies and processes to achieve rapid implementation. HP Global Service Desk processes and tools can be integrated with the client’s existing call system, as well as with third-party vendors that provide specific support components.

**Level 0** support includes tools that enable self-help, self-healing, and proactive problem avoidance. State-of-the-art tools offer Web-enabled capabilities for improved service levels and cost efficiencies. Level 0 tools—including password resets, request logging and tracking, and system alerts—promote end-user autonomy and reduce call volume.

**Level 1** support provides analyst-assisted logging, triage, dispatch, tracking, and problem resolution. Level 1 support analysts are directly responsible to the end users for the resolution of all requests, whether they are resolved at first call, escalated, or referred to a third-party vendor.

**Level 2** support provides access to a higher level of technical skill for companies with support issues that typically cannot be resolved at Level 1, as well as for companies that would like their HP support personnel to perform technical environment management tasks. Level 2 analysts may or may not be dedicated to a particular desk, depending on the size and complexity of the client’s infrastructure and specific support requirements.

**Level 3** support is the ultimate technical resource for rapid problem resolution. Typically, Level 3 resources have product design or development skills and can make highly technical and detailed service modifications.
The Program Management Office is the single point of accountability for the Global Service Desk client. It provides relationship services that “close the loop” for client requests, as well as an accounting of completed activities and performance against established metrics. The program manager meets with the client on a regular basis to ensure that all client needs and issues are addressed. The program manager will also work with the client to address evolving support requirements and proactively drive improvement of the client’s IT environment.

Customer satisfaction is tracked on an ongoing basis through end-user surveys and is included in standard monthly reports.

service desk is the hub

Although the HP Global Service Desk is primarily designed as a tool to improve the efficiency of technical support within the enterprise, it has the potential to deliver value in a number of other ways as well. The GSD can be used to support asset management functions such as billing and asset tracking; procurement functions such as order entry and contract management; access functions such as application management and mobile user security; and network management functions such as automated diagnosis and remote management—just to name a few. By centralizing management functions in this way and using GSD as a hub for these tasks, customers have a valuable opportunity to reduce the complexity and costs associated with managing the broader IT environment.
complementary services

All HP Managed Services leverage the best-practices ITSM Reference Model, which provides standard delivery models, processes, and operational procedures. A GSD from HP can be expanded to include complementary services delivered seamlessly, with consistent quality and processes across all service components, managed through a single point of accountability. Other solutions available from HP include eWorkplace, infrastructure management, application management, and on-demand computing.

why hp services?

By partnering with HP Services, you are choosing to work with a global company that has an unparalleled reputation for service and client satisfaction. HP Services leadership, expertise, and experience in outsourcing make all the difference in ensuring your success.

HP Services has been developing and delivering end-user support solutions in a wide range of industries since 1989, with a high rate of account retention. We continue to invest in building, operating, and growing a state-of-the-art infrastructure across the globe to support this service business.

When you select HP to deliver your Global Service Desk, you are choosing a partner that:

- is a recognized leader in desktop outsourcing; HP was named the #1 outsourcer in a customer survey conducted by InformationWeek (November 18, 2002) based on our quality of service and technical excellence
- pioneered many of the remote service-delivery techniques used today and continues to drive innovation in service delivery
- has the lowest analyst turnover in the industry and the largest staff of Microsoft® Certified support professionals in the world

By choosing HP, you will be able to leverage best-in-class capabilities in service delivery, including the following:

- global, multi-language service delivery
- best practices and structured processes to ensure that solutions work together seamlessly and integrate into your environment smoothly
- a modular delivery approach for rapid implementation of a tailored support solution
- business agility, enabling your organization to meet evolving market conditions
## specifications

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| program management office     | The Program Management Office is the single point of accountability to the client, ensuring that all service-level objectives (SLOs) are met and all issues addressed. Key functions include the following:  
• program reporting: regular reports, ad hoc reports, Web-accessible reports  
• standard reporting covers all aspects of service delivery and includes analysis and action plan to enable continuous improvement  
• data analytics, root cause analysis, and trend analysis for problem reduction and avoidance  
• service-level agreement (SLA) management  
• vendor management  
• project management  
• change management   |
| contract and pricing flexibility | Among the available options are:  
• per seat, per call, per incident pricing  
• shared risk/shared reward clauses  
• utility pricing                                                                                           |
| multi-language capabilities   | HP delivers Global Service Desk in multiple languages, including Cantonese, Danish, Dutch, English, Finnish, Flemish, French, German, Italian, Japanese, Malay, Mandarin, Norwegian, Polish, Russian, Spanish, and Thai. |
| multi-channel contact         | The GSD provides multiple channels of interaction between the end user and the support system and analysts, including phone, e-mail, text chat, and Web.                                                                                         |
| rapid implementation          | HP can implement a Global Service Desk in 60–90 days.                                                                                                                                                                     |
| transition services           | HP ensures a smooth transition with proven processes and transition methodology and a focus on clear communications. Key transition processes are as follows:  
• manage the business and technical transition in parallel  
• support continuous operations while the personnel transfer is in process  
• limit end-user disruptions to the fullest extent possible  
• ensure the client’s new business processes are aligned with the new IT processes                                             |
| standard SLOs                  | SLA management and reporting offers program management and provides the client with a set of measurements that address business, operational, and customer satisfaction requirements. Standard metrics include:  
• average speed of answer  
• abandon rate  
• first-call resolution rate  
• priority-level resolution rates  
• escalation time frames  
• customer satisfaction                                                                                     |
| global infrastructure         | A best-in-class global infrastructure provides global coverage and reach. Clients can leverage on-shore, near-shore, and off-shore resources to achieve an optimal level of skills and cost of delivery.  
• voice and data networks  
• business continuity and security  
• problem avoidance, self-help, and multi-channel tools  
• call management system  
• data warehouse and analytics                                                                                   |
for more information
Contact any of our worldwide sales offices or visit www.hp.com/go/services.