



INDUSTRIES

SERVICES

SOLUTIONS

KEY TOPICS



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- Global delivery model
- Tools and processes
- Transition management
- Domain expertise

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Technical service desk

The right skills for service desk success

As IT environments grow increasingly complex, today's global workforce demands a much higher level of technical support. To be successful, **technical service desks** must be prepared to provide know-how, availability, and responsive service. But attracting, training, and retaining top talent in a fast-paced service desk environment can be challenging at best.

At CGI, our business *is* technology, so we fully understand the need to support users with management and technical expertise, scalability, and advanced call management systems. CGI's technical service desk offering provides fully-managed services support, while integrating seamlessly and cost-effectively with your existing in-house capabilities, quickly extending world-class service, wherever and whenever you need it.

Since 1994, CGI has worked to develop and establish a leading technical service desk offering. Based on our experience, we are able to provide well-tested and innovative solutions. Our service desks are available 24 hours a day, 365 days a year, and serve as a common point of contact for all IT-related issues.

CGI provides a complete service desk solution with multiple options. Clients can choose the optimal level of delivery according to their organization's needs. All issues are registered in an issue management system, which ensures traceability and structured issue management.

CGI's service desks support our clients day-to-day operations and eliminate their need to find solutions to problems on their own. We provide service desk operations across three continents, covering a

Experience and expertise

- Contact channels that include phone, email, live chat, or self-service to ensure that the right people with the right skills are available at the right time
- Integrated, central point of contact to manage incidents from start to finish
- Multi-site capabilities to ensure effective load balancing and failover strategies
- Sophisticated self-service portal and enterprise dashboard to monitor real-time service levels
- Highly-skilled technical service desk personnel, many of whom are industry-certified and security-







wide spectrum of clients and all time zones.

CGI was awarded Help Desk of the Year 2010 in Finland by the Help Desk Institute (HDI) Nordic. The award recognized our commitment towards personal development of service desk personnel, continuous cooperation, and carefully documented processes and tools. CGI was also recognized as a world-class service center in the UK in 2011 and 2012 by SDI (Service Desk Institute, UK) and, in our pursuit of reaccreditation, we achieved the highest score ever achieved in the industry.

Also see

- **Brochure – Technical service desk** (PDF): CGI's technical service desk provides fully-managed services support, while integrating seamlessly and cost-effectively with your existing in-house capabilities, quickly extending world-class service, wherever and whenever you need it.

cleared

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