

Digital Desk Solution

IT Infrastructure services



With IT users demanding personalized experience, self-help features, and faster service delivery, companies are increasingly investing in enterprise mobility and social media platforms. Moreover, with the proliferation of the Internet of Things (IoT,) large volumes of data need to be processed and analyzed for business decision-making. Given these imperatives, companies are looking to setup next-generation service desks to foster greater collaboration, boost productivity, and improve the overall end user experience.

Tata Consultancy Services' (TCS') IT Infrastructure Services Digital Desk Solution helps companies adopt a proactive approach to IT service management (ITSM). Backed by robust monitoring tools and self-heal features, the solution improves first call resolution by prioritizing tasks based on business criticality, and leveraging domain and technical expertise at the helpdesk level. Being mobile-friendly and compatible with social platforms, TCS' solution helps deliver an immersive digital experience to your workforce.

Overview

The lack of effective tools for IT monitoring and incident management in a dynamic technological environment is increasing the mean time to resolve (MTTR) recurring issues. Existing service desk operations are not able to cope with the ever-increasing ticket volumes, leading to a sub-optimal end user experience. Traditional phone- and email-based service channels have become obsolete as more employees work remotely and expect services to be made available through smartphones. Further, companies are dealing with burgeoning data volumes that must be monetized better to build a digital roadmap, which is currently a challenge due to ineffective analytics tools.

TCS' IT Infrastructure Services Digital Desk Solution helps organizations provide a superior user experience by delivering fast and reliable IT services. It includes an analytics engine that derives rich insights from usage patterns and user feedback to drive continuous improvement and digital transformation initiatives. The solution is equipped with artificial intelligence (AI)-enabled bots that continuously monitor the IT landscape to identify potential incidents and take corrective action, leading to a ticketless IT experience. The customizable helpdesk is integrated an enterprise mobility platform to allow smooth integration with ITSM and password management tools, and live chat applications.

Benefits

With TCS' IT Infrastructure Services Digital Desk Solution, companies can reap the following benefits:



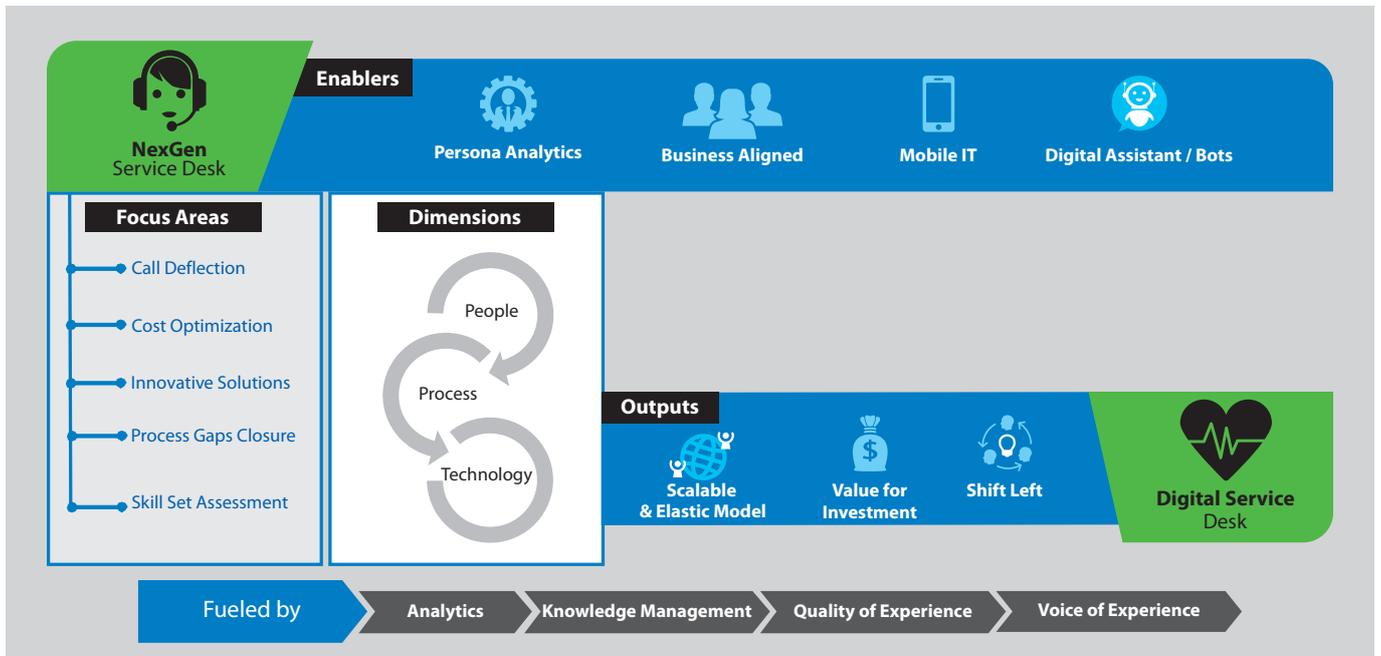
Improved end user experience: Shortened turnaround times and faster issue resolution through self-service capabilities; increased first call resolution (FCR) due to domain expertise and advanced technical capabilities. Enhanced

user satisfaction through a personalized experience based on data insights derived using sentiment analytics, speech analytics, and text mining.

Our Services

Key features of our solution are:

- **End user experience monitoring with advanced analytics:** Track the end user touch points in real time, to proactively determine issues in IT infrastructure. Use in-built analytics to analyze structured and unstructured data including log files and system details, to identify the root cause and take necessary action, reducing dependency on helpdesk agents.
- **AI-enabled digital assistant:** Provide a tailored experience to end users using an AI and natural language processing (NLP) engine, accelerating incident resolution. Automate troubleshooting for mundane requests such as password reset, status check, and accessing hardware and software catalogs, thereby reducing the number of calls made to the service desk.
- **Intranet forum for end user collaboration:** Enable end users to interact with each other and drive faster resolution of frequently faced IT issues through discussion forums and communities.
- **Business-aligned, automated service desk:** Improve the maturity of your service desk and ensure alignment of IT with business strategy through domain and technical subject matter expert (SME) intervention and assistance.



The TCS Advantage

By partnering with TCS, you can leverage the following differentiators:

- Technical experience:** We have more than 10 years of experience in providing business-centric service desk services to global corporations across geographies. TCS' digital offerings are built on the premise that undivided focus on customer experience is necessary for driving business value through IT innovation.
- Delivery excellence:** TCS has a vast library of proprietary digital accelerators and enablers, which when coupled with our ITIL v3-based delivery framework, enables end-to-end service ownership, leading to superior IT governance. We continuously measure qualitative and quantitative aspects of our service delivery to enhance operational transparency and improve the quality of experience. Moreover, we collaborate with key stakeholders at client organizations to bolster IT governance at a tactical and operational level.
- Strategic investments:** We have set up multiple research and development labs and dedicated centers of excellence to accelerate innovation and support continuous improvement of IT operations. TCS' Co-Innovation Network (COIN™) is an ecosystem that allows subject matter experts across academia, research, startups, and global corporations to collaborate on developing innovative solutions to industry challenges.



Efficient service operations: Alternative customer service channels like mobile app and intranet forums will result in call deflection to the tune of 10%. AI-enabled bots and robotic process automation (RPA) can further drive down the call volume by 25 to 30%.



Lower operating expenditure: Optimized TCO through headcount rationalization because of significant reduction in the daily ticket load and effective utilization of IT teams.

Awards & Recognition



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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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