



*High performance. Delivered.*

Accenture recently helped a large financial and insurance company consolidate IT operations at one of their regions, establishing a wholly-owned subsidiary that provides IT services to all its operating companies at a \$33.2 million per annum cost savings.

It is an oxymoron no executive wants to hear: "Our IT service desk needs support." When you are hiring IT support to help your IT support staff, maybe more support is not what your organization really needs. Maybe you need a new approach: Service Desk Optimization.

Most executives today are under pressure to do more with less. Cut costs by 25 percent while servicing a more mobile, global workforce. Or, increase turnaround time by 25 percent but with fewer resources. Sound familiar? We thought so.

Accenture has helped numerous clients improve their IT service desk function, using the ITIL® (IT Infrastructure Library) framework and a simple, five-step optimization process. By consolidating service, providing preemptive service, migrating to self service, enhancing assisted service and measuring service delivery, many organizations can cut costs, accomplish more in less time with fewer resources and help drive their organization toward high performance.

#### The Challenge

Service desks generally begin at reasonable scale. As the organization grows, hardware and software proliferate in sometimes haphazard fashion. Most employees become accustomed to calling for help regarding even simple IT issues. They may get differing answers, depending on who is handling the incident. Our experience tells us that handling of a typical incident can range from \$20 to \$60. The support system becomes unwieldy and expensive due to the volume of

## Accenture IT Service Desk Optimization

requests. Many enterprises have neither the time nor the resources to adequately measure quality and cost of service on a consolidated, cross-service basis.

#### The Strategy

Accenture helps clients drive down costs by establishing a one-stop shopping hub for all service requests. We help you consolidate to a scalable platform. Most importantly, we help you improve quality and cycle time. Our five-step process provides a rigorous framework to ensure maximum benefit, reducing many transactions to a mere fraction of their original cost.

#### Step 1: Consolidating Service

Whether it means consolidating multiple physical support locations or virtual consolidation, Accenture can help you streamline the support you provide your internal customers. We integrate our solution with your existing legacy, packaged and external applications for more efficient access and control.

#### Step 2: Providing Preemptive Service

By identifying the most common problems and routine issues before your end user does, your team can vastly reduce its day-to-day workload to focus on more strategic issues. From automatic system fixes, virus prevention and application updates to resetting passwords and outage notification, Accenture can help your team develop rapid deployment capabilities—proactively solving problems before they occur.

• Consulting • Technology • Outsourcing

### Step 3: Migrating to Self-Service

Automating high-volume employee transactions allows a service support team to increase its productivity. By integrating self-service knowledge bases with incident management tools, many users find they can solve their own problem with little trouble and without waiting on hold in long telephone queues. Not only does service desk productivity increase, end user productivity does also. Accenture's e-Support<sup>®</sup> solution allows our clients to achieve the ultimate goal of lower costs and higher productivity.

### Step 4: Enhancing Assisted Service

The right tools make any job easier. Accenture utilizes its breadth and depth of experience with a multitude of IT tools to help clients make the right choice. By using tools to integrate knowledge bases and asset management, as well as maximize information gathered before the end user calls, service desk agents can reduce call handling time and improve productivity.

### Step 5: Measuring Service Delivery

Ongoing measurement allows IT professionals to rapidly identify emerging problem clusters, analyze root causes for problem areas, monitor service delivery versus agreements and drive new automated solutions wherever possible. Accenture helps our clients develop a standardized and ongoing measurement system to ensure continued service support improvements into the foreseeable future.



**Iterative lifecycle of capabilities that can help you improve your existing support, optimize your service desk performance and lower cost.**

### Our Experience

#### Leading Pharmaceutical Company.

When executives from this pharmaceutical company needed service support optimization and consolidation due to merger integration activities, they turned to Accenture. The organizations worked together to define a single, integrated service desk function. Accenture teamed with the client to meet not only asset management requirements, but also to institute the necessary change management that comes with any merger. Dealing with over 20 locations and more than 12,000 employees can be overwhelming. Accenture proved it does not have to be.

We helped the client:

- Select and implement common tool sets for service desk, asset management, and change management
- Define and implement common ITIL based processes across all three functions
- Redefine and develop interfaces to Tier 2 support and other related functions
- Create an integrated operational capability combining Accenture resources with the existing client's team
- Perform all of these activities without service disruption

The result was a combined organization structure that provided continuous operations at or above target service levels throughout the transition.

Accenture. We take our own medicine. Accenture developed and tested our service desk optimization process within our own organization before ever offering it to our clients. In 1998, as our entire workforce became increasingly mobile and IT costs began to climb, Accenture developed service support optimization to ensure high levels of service to employees, but at a much lower cost. We saved \$600,000 in the first six months of operation by optimizing our service support. The average cost per contact decreased from \$12 to \$0.30, and 95,000 worldwide employees were able to make a smooth transition.

Accenture can help you optimize your service desk, and drive your organization towards high performance.

For more information, visit our website: [www.accenture.com/infrastructure](http://www.accenture.com/infrastructure) or contact:

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### About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills and technologies to help clients improve their performance. With more than 140,000 people in 48 countries, the company generated net revenues of US\$16.65 billion for the fiscal year ended Aug. 31, 2006. Its home page is [www.accenture.com](http://www.accenture.com).

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