



TECH SUPPORT JOURNEY

VIDEO TRANSCRIPT

Remember when “Tech Support” meant physically taking your laptop to the nearest “Help Desk” for repair?

The process was friendly... but also slow, inconvenient for employees who worked from home or on the road, manpower-intensive, and expensive.

That was the way Tech Support once worked, and at many companies, still does today. But at Accenture, employee technology support has been transformed in a radical way toward a self-service model.

Employees can choose the channel that best suits their needs...web, phone, e-mail or chat window. More than 60% of all support requests are via these self-service channels.

A Global Service Desk operation includes 200 agents working to provide multi-language support 24x7x365.

Our Service Desk resolves almost 80 percent of the cases that come in... including 70 percent on the very first try.

And whenever the issue requires it, highly skilled remote and local support teams are available by to help.

How did Accenture get from the “old” to the “new?” By introducing successive innovations over several years.

Our self-service portal gives people tips and educational tools to help them get the most from

their technology tools.

This customer-centric portal is a digital one-stop shop where everyone goes to find solutions, request services, check the status of a case, and see personalized alerts.

Our entire Technology Support effort is dedicated on keeping the employee experience simple and intuitive... allowing employees to choose what works best for their needs.

Remote Support capabilities have been enhanced to resolve issues anytime, anywhere. For example, hardware support transitioned to a “restore” model, device independence and cloud storage of the computer image.

The cumulative impact of these innovations cut headcount incidents per customer, which in turn reduced total costs to serve.

Today, Tech Support at Accenture is providing high-quality, multi-channel, intuitive support across our global employee base at optimal cost and with high levels of user satisfaction.

In fact, the Technology Support scene you see around Accenture might actually make you think you are seeing (pause) tomorrow (longer pause) today.

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