




Services

Technical service desk



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 can provide full managed services support or can integrate seamlessly and cost effectively with your existing in-house capabilities, thereby quickly extending world-class service wherever and whenever you need it.



Support geared to your business

CGI offers a best-fit service model based on each client's needs. With contact channels that include phone, email, live chat or self-service, we ensure that the right people with the right skills are available to support your employees at the right time. And, in today's multi-service provider environment, CGI serves as the integrated, central point of contact to manage incidents from start to finish.

Above all, CGI is committed to providing clients with the highest level of proactive, quality service tailored to their unique needs – and we back this up with service level agreements aligned to specific business strategies and requirements.

Highly skilled and prepared for the future


CGI's vast client base includes some of the world's largest government, financial and health care organizations – industries that require highly specialized, secure technical support. CGI's technical service desk is not another "one-size-fits-all" call center. With a finely honed recruiting and hiring process, CGI's technicians – many of whom are industry-certified and security-cleared – learn our client's business and technical environments from the day they start with CGI. And, our quality assurance program ensures every user is treated with utmost courtesy and, expertise, no matter what channel.

CGI's formal training program readies its technicians for any type of technical issue – from PCs and peripherals, hardware and software, customized in-house and web-hosting applications to automated teller machines. With an eye always to the future, CGI keeps up with the rapid pace of change and provides support for technologies such as mobile device applications, virtualized desktop services and application virtualization.

By offering a well-defined career progression track – with more than 20% of our technical service desk staff promoted within CGI – we experience high employee satisfaction and low attrition rates. To our clients, this equates to a higher level of first contact resolution and a continuity of service rarely seen in the service desk industry.

Visibility and control

Using standardized, mature ITIL[®]-based processes and workflows, CGI ensures quality service that is consistent. Yet, it is our comprehensive approach to integrated incident, problem and change management processes that differentiates CGI as a provider that consistently exceeds our clients' expectations. Multi-site capabilities ensure effective load balancing and failover strategies as we continuously monitor thresholds and capacity to proactively manage system resources and availability.



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With CGI's highly sophisticated self-service portal, the users are in control. Utilizing scripts that walk employees through symptoms and possible solutions, many issues can be resolved quickly and easily so that people can get back to the work at hand. Employees may also use the portal to perform tasks such as password resets or issue reporting and status tracking. Throughout the self-serve process, if the need arises to contact a technician for assistance, CGI is ready and able to help.

CGI delivers an enterprise dashboard that provides your operation with real-time visibility into service performance. Making critical information such as service levels and alerts available enables management to monitor service trends and take proactive actions to ensure service continuity.



At CGI, we're in the business of satisfying clients by helping them win and grow.

Since our founding in 1976, we've operated upon the principles of sharing in clients' challenges and delivering quality services to address them. As a leading IT and business process services provider, CGI has a strong base of 31,000 professionals operating in 125 offices worldwide, giving us the competitive advantage of close proximity to our clients.

Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the optimal combination of value and expertise required for their success. We define success by helping our clients achieve superior performance and gain competitive advantage.

We offer services to clients across the globe in the following areas:

- Infrastructure Services, Solutions & Consulting
- Managed Application Services
- Systems Integration and Consulting
- Business Process Services

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Business
solutions
through
information
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