

Service Desk and Contact Centre



As digital transformation continues to accelerate, service desks and contact centres are at the heart of this organisational change. A digital service desk can underpin your enterprise service organisation and deliver outstanding customer service.

Our advisors will work with you to review the totality of your service desk and contact centre activities, identifying business problems and challenges, and taking into account user expectations and experience to produce a service improvement plan. We will investigate opportunities to introduce self-service, intelligent automation, robotic process automation (RPA), artificial intelligence (AI) and additional omni-channels to support your desired business outcomes.

Service desk advisory services

Leveraging our extensive experience of delivering service desk and contact centre services, we can provide the following consultancy services:

- Service desk/contact centre digital and omni-channel transformation
- Targeted assessment of service desk or contact centre maturity and continual service improvement (CSI) planning
- Identifying processes fit for service desk automation and configuring/maintaining the knowledge required for intelligent automation
- Service desk virtual assistant, RPA and AI assessments
- Service desk tooling requirements development, toolset selection and delivery. Optimising toolset usage to enable automated ticket flows, self-service/self-healing and deliver an effective service catalogue.



Why CGI?

CGI was the first service centre in the world to achieve a 5 star accreditation from the Service Desk Institute. From this award-winning centre, our 700 analysts operate ITSM processes for over 200 clients, handling 2.7 million contacts, managing 60,000 changes and proactively addressing over 1000 problems each year. We operate mature, standardised processes across all of our services.

Experienced advisors conduct all of our service activities with direct access to subject matter experts, including:

- IT and enterprise service specialists
- SIAM subject matter experts
- Service architects
- ITSM process experts
- Service centre and service desk operations managers
- IT and enterprise tooling architects

Our world-class services

We were the first organisation in the world to be awarded a 5 star certification from the Service Desk Institute (SDI). We have maintained this world-class standard for eight consecutive years, demonstrating the strength, depth and commitment of our service desk organisation to delivery outstanding customer service.

You will be working with professionals who have extensive operational experience, having developed, built and managed service desks and contact centres first-hand. They understand the real life pressures of delivering a live service and supporting outstanding customer satisfaction whilst striving to deliver service improvement and transformation.

We will work closely with you to design and deliver a modern, omnichannel, cost effective solution which delivers your business outcomes.

Service desk and contact centre maturity assessments

We have enhanced a leading capability framework to form the basis of our service desk and contact centre assessment and outcome improvement programme. Completing the assessment process allows you to understand where your future investment should be focused; you are empowered by our improvement plan to introduce new, effective technology to your operations.



The benefits of a maturity assessment

- Getting an independent and objective review of all of your service desk and contact centre
- Helping you to prepare for a major programme such as digital transformation
- Preparing for a move to a multi-vendor operating model, such as a service integration & management (SIAM) approach
- Collating findings into a single deliverable which can be used as a baseline for continual service improvement
- Providing impetus, direction and structure for improvement activities
- Enabling your service desk and contact centre focus to shift from only process, to alignment with service value chains, business outcomes and the delivery of outstanding customer service.

“For the eighth consecutive year, CGI has been awarded the Service Desk Institute (SDI) 5 star certification for its own service desk operations.”

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more at www.cgi.com/uk

For more information

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