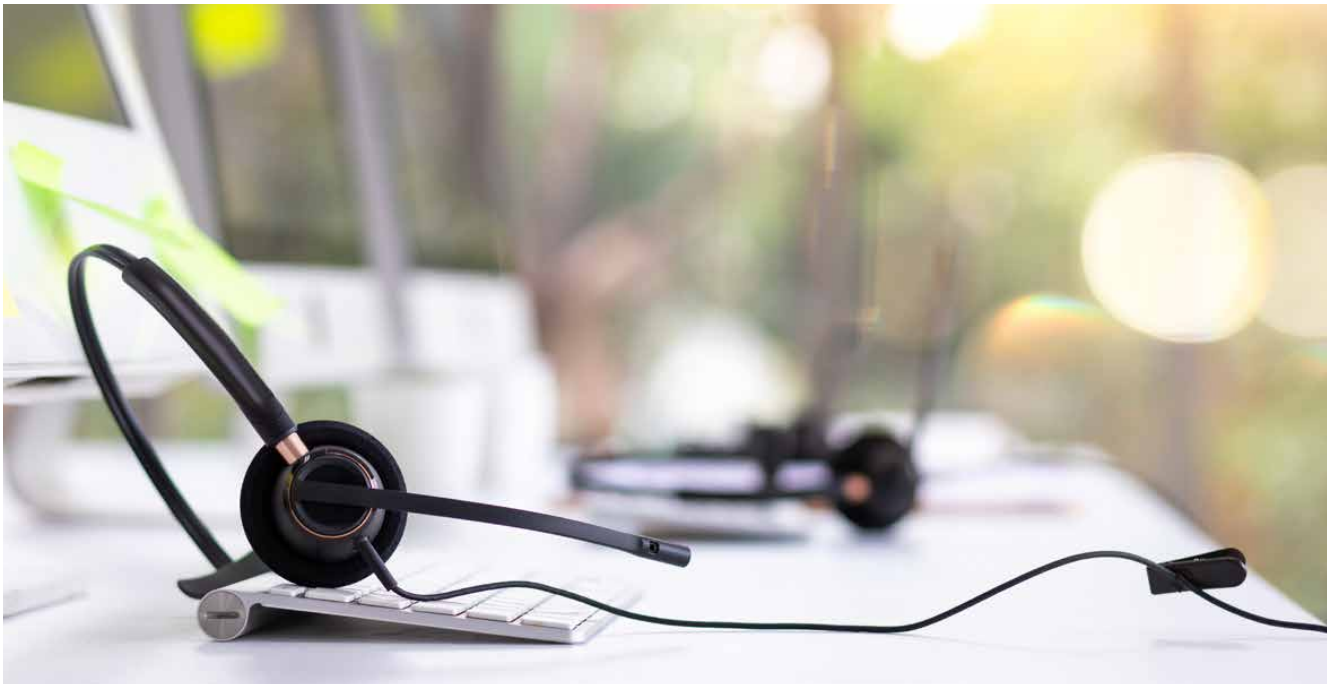


# Our service desk

CGI in the UK



# Delivering sustained results beyond IT



As the need for IT solutions in varying market sectors continues to grow, there is an increasing demand for high quality support functions that help organisations obtain the maximum benefits from their new and existing IT investments.

IT solutions are only useful when they are fully functional. System and/or application downtime is costly and detrimental to any organisation.

Therefore, a fundamental component of any IT support structure is the service desk. This provides a single point of contact for the control and monitoring of all elements of IT support. By focusing on the provision of swift, constructive advice on IT support issues, the impact of IT failure is minimised.



## Our award-winning service desk

Our 24x7x365 UK service desk was the first in the world to achieve a [5 star accreditation from the Service Desk Institute](#) (SDI), and has retained this world-class standard for twelve years.

Highlighting our best practice approach to service desk delivery, this globally recognised SDI certification is based on the European Foundation for Quality Management's (EFQM) model and measurements for quality and delivery. Our service desk operations are also aligned with ITIL best practice guidelines and conform to ISO9001 and ISO27001 quality standards.

To honour our commitment to service excellence, in 2022 the SDI provided us with the [Industry Recognition Award](#).

## The technology

Our service desk is underpinned by integrated toolsets for service management and supply chain collaboration. We use sophisticated multimedia contact management tooling for workforce planning and optimisation.

## Our analysts

From this award-winning facility, our 400 service desk and service management analysts operate ITSM processes for over 80 public and private sector clients, handling more than 1.5 million contacts, managing 18,000 changes, and proactively addressing 800 problems each year. We operate mature, standardised processes across all of our services.

# How we can help you

As digital transformation continues to accelerate for all organisations, we place our service desk at the heart of this organisational change.

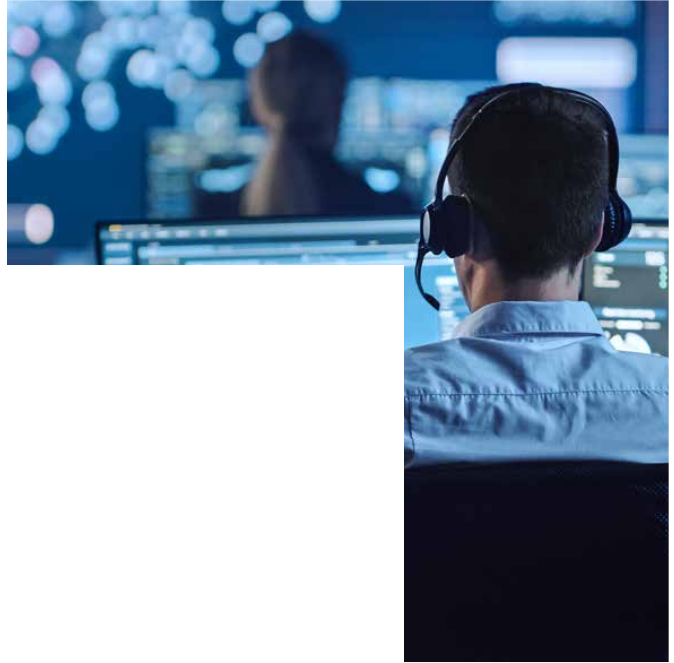
Our world-class service desk underpins the operations of enterprise service organisations, providing a 24x7x365 single point of contact for IT support.

With a +93% customer satisfaction score, our expert analysts deliver outstanding customer service, minimising the impact of IT failure to ensure that our clients maximise both user productivity and their IT investment.

With our award-winning service desk, clients benefit from the following capabilities:

- An omni-channel experience providing user convenience and flexibility (voice, email, web chat, self-service portal, Amelia virtual assistant)
- Rapid responses, answering 80% of calls in 20 seconds
- High first time fix rates provided by skilled analysts – greater than 95% of resolvable issues are fixed at first point of contact
- Automated management of operational level agreements/service level agreements
- Comprehensive management information reporting
- Management of third party suppliers
- Customisable service hours dependent on business requirements
- Blended service offerings, utilising both UK and offshore capabilities to assist with cost reductions
- Shared service model to generate further cost efficiencies





## 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 21 industry sectors in 400 locations worldwide, our 91,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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