CGI digital workplace services

Tech bars

Our tech bars deliver the specialised, on-demand support your employees expect from leading consumer tech experiences, bringing expert, on-site assistance directly to your workplace. Every interaction is designed to be seamless and effortless. Users can walk up or book a slot to receive personalised support from certified engineers who solve issues on the spot, helping them continue their day productively.

The challenge

As user expectations evolve and workplaces become more flexible, your organisation needs a modern approach to employee support.

With a growing reliance on technology, users frequently encounter immediate technical issues. Whether it's hardware malfunctions, software glitches, or network problems, they require real-time support to stay productive and avoid delays.

You need fast, reliable tech support tailored to your organisation's needs, empowering employees with the right tools and support to stay productive and achieve your organisation's goals.

We're here to help

CGI transforms employee experiences with fully managed digital workplace services tailored to the demands of modern work environments.

Imagine a dedicated, easily accessible space where users can resolve tech issues, receive expert guidance, and build digital skills in real-time.

With our tech bars, say goodbye to lengthy ticket queues and recurring tech troubles. Our specialists are on-site at your office, helping to boost productivity, minimise downtime, and deliver consistent, high-quality support that keeps your organisation running smoothly.

The benefits

Our tech bars give your users **immediate access to expert support,** enabling:

Sustainability
Reduce CO_2 emissions by minimising engineer travel, as users access support directly from the tech bar.

Convenient access
Experts are centrally located within your office and available remotely, making support accessible and easy for all users.

Employee confidence
On the spot guidance and training empowers users, building confidence with the technology they need to perform their roles effectively.

Increased productivity
Immediate support helps teams stay focused on their tasks, minimising unnecessary interruptions.

Quick return on investment
Proven ROI, improving efficiency and reducing support costs.

The key features

Our tech bars enhance user experience, empowering your employees with fast, consistent IT solutions tailored to their needs.

1 **On-demand technical support**

Our engineers provide **in-person, remote, walk-up, or scheduled** support for quick troubleshooting and problem-solving, reducing downtime for employees facing tech issues.

2 **User experience and accessibility**

Tech bars simplify the support experience, offering a physical or virtual space where users can access help without needing advanced technical knowledge.

3 **Improved efficiency and response times**

Our tech bars streamline support by addressing many issues in real-time, minimising lengthy ticketing processes and enabling faster problem resolution.

4 **Proactive issue resolution and maintenance**

This proactive approach to end user support tackles issues before they escalate, assisting employees with updates, patches, and system checks.

5 **Training and tech education**

Our engineers provide basic training and coaching, empowering users to become more self-sufficient with their tech, reducing future support needs.

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-focused to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 90,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit: cgi.com/uk/digital-workplace | Email us at: enquiry.uk@cgi.com