

CGI UK service desk: seamless support, empowered outcomes

5 star accredited IT and enterprise service management that delivers +95% first-contact resolution and +93% client satisfaction.

Meeting the challenges of the digital workplace

Is your organisation equipped to meet the demands of the digital era? Modern workplaces depend on seamless, scalable service desk solutions to stay ahead of user demands. With fifteen years of 5 star award-winning standards, and a +93% client satisfaction score, CGI delivers a service desk experience that empowers organisations to thrive in this complex digital environment.

As your organisation and its operations continually evolve, driven by new technologies and increasing user expectations, you need a robust service desk solution that can keep pace.

Hybrid working and a reliance on digital tools have made optimised technology solutions essential to modern operations. Employees expect seamless, efficient, and highly personalised interactions, whether they're in the office, at home, or on the move.

That means the modern service desk is no longer just a support function – it's a critical enabler of productivity, collaboration, and user satisfaction.

Without the right support in place, you risk disruptions that impact not only your employees but also your end users, whether customers or citizens.



Managing your service desk operations today means navigating rapid technological advancements, rising user expectations, and increasingly complex organisational needs. Traditional support models can struggle to keep pace. Common challenges include:

High contact volumes and diverse channels: ServiceNow's Consumer Voice Report found that 85% of UK consumers consider a choice of engagement methods important in customer service, supporting the case for more accessible support channels (source: servicenow.com).

Yet, managing growing volumes of queries across phone, email, webchat and self-service can become inefficient and error-prone without effective integration and automation.

Maintaining user satisfaction: Balancing speed, accuracy, and quality in resolving user issues is crucial. Delays or unsatisfactory resolutions can harm your reputation and user trust.

One UK customer services benchmark found that 83.2% of customer experiences are now "right" first time – a key driver of rising customer expectations (source: instituteofcustomerservice.com).

Lack of insights for continuous improvement: Collecting and leveraging meaningful data to improve service desk processes, identify trends, and proactively address potential issues can be challenging.

Analysing service data can also reveal where processes create friction. For example, the 2026 Global IT Experience Benchmark found that around one in eight IT support tickets get reassigned two or more times – a pattern clearly linked to lost time and worse user experiences (source: happysignals.com).

Managing scalability and flexibility: As your organisation grows or encounters fluctuating demand, you need service desk solutions that scale efficiently without compromising performance or cost-effectiveness.

AI for example, is saving significant time across service desk tasks, including an average 3 hours per week on handling end user requests according to one survey. However, leaders need to understand how and where that reclaimed time is improving service outcomes (source: solarwinds.com).

Ensuring cyber security: With increasing reliance on technology, securing sensitive information and maintaining compliance while delivering quality support services is a significant concern.

In a 2026 survey of IT and security decision-makers, 60% said their organisation's service desk had faced social engineering attempts, with 62% reporting confirmed or suspected attempts to misuse account recovery, password resets or account unlocks (source: fidoalliance.org).



These challenges aren't limited to specific industries; they span sectors as diverse as government, finance, healthcare, education, and the third sector. For example:

- **In healthcare**, service desk interruptions can delay access to life-critical systems, impacting both patient safety and staff efficiency.
- **In education**, institutions support diverse user bases, from administrative and academic staff to prospective students and alumni, across multiple devices and platforms.
- **In government**, outdated processes can slow public services, creating cost inefficiencies that directly affect citizens.

These challenges highlight the complexity of managing an in-house service desk, and underscore why many organisations turn to expert providers for support.

At CGI, we don't just deliver service desk support – we partner with you to transform how your organisation interacts with its technology and users. By focusing on outcomes and user satisfaction, we help you overcome these challenges to create a resilient, future-ready service desk that supports your overall success and strategic goals.

Introducing the CGI UK service desk

We understand the intricate demands of service desk efficiency and excellence, and the wider impact on your operations, service delivery, employees, and end users. Our solutions address pain points directly, providing scalable, innovative, and people-focused support that aligns with your specific organisational objectives.

Backed by almost 50 years of global IT and business consulting experience, CGI delivers more than a service desk – we build lasting partnerships.

Our approach goes beyond technical support. We integrate seamlessly into your organisation to deliver IT and enterprise service management that empowers your people and everyday operations to achieve your strategic goals.

What sets us apart is our approach to service quality and continuous improvement.

We are proud to have been the first service desk in the world to achieve the Service Desk Institute's (SDI) 5 star accreditation in 2012. This accreditation sets a global benchmark for service desk quality, going beyond frameworks such as ITIL or ISO/IEC 20000. In October 2026, we earned 5 star status for the fifteenth consecutive year.

We strive to exceed world-class standards, ensuring that as our clients' organisations transform, so do we. We continuously evolve customer experience through self-service and automation tools, delivering innovative, reliable, tailored solutions that drive measurable outcomes:

- **Faster resolution times:** We answer over 80% of calls in 20 seconds or less, with more than a 95% first-time fix rate. Our tools and real-time dashboards enable quicker identification and resolution of issues, reducing downtime and ensuring you have seamless operations.
- **Enhanced satisfaction for your employees and end users:** Our user-centric approach ensures every interaction is aligned with user needs, fostering trust and generating a +93% satisfaction score.
- **Cost efficiencies:** Our AI and analytics tools encourage proactive resolution and automate routine tasks, reducing operational costs and freeing up resources to focus on your strategic priorities.
- **Prevention of issues, increased reliability and productivity:** You'll have consistent IT performance and dependable support. Predictive analytics and real-time insights identify potential disruptions before they occur, minimising service disruptions, impact on users, and preventing costly escalations.

CGI at a glance

+80
service desk clients

+1.5M
contacts per year

24/7/365
omni-channel support

+93%
client satisfaction score

5 star
accredited for 15 years

+95%
first-time fix rate



The key components

Designed to deliver measurable benefits across every aspect of your operations, our service desk includes:

- **24/7/365 availability:** Ensuring uninterrupted support for your users, reducing downtime, and enhancing user satisfaction.
- **Omni-channel access:** Providing seamless support via phone, webchat, and self-service platforms, ensuring users can engage on their preferred channels, at their convenience.
- **Tailored onboarding:** Customised training and induction processes to align with your organisational goals and ensure a smooth transition.
- **Real-time insights:** Leveraging dashboards and analytics to monitor performance, identify trends, and make data-driven decisions.
- **Proactive issue resolution:** Using AI and automation tools to identify and address potential issues before they impact your operations.
- **Enhanced user experience:** Experience level agreements (XLAs) and personalised workflows align your IT services with user needs, fostering trust and satisfaction.

These components ensure that your service desk is not just a support function, but a strategic enabler of your organisation's success.

Our approach to service excellence

The foundation of our service desk is a methodology designed to deliver exceptional results for our clients. This revolves around:

- **Client alignment:** Working closely with you to understand and achieve your strategic goals, we ensure our solutions are fully integrated and customised to align with your long-term objectives, enabling smoother operations and empowering your team to focus on achieving strategic priorities.
- **Proactive support:** Using cutting-edge tools like AI-powered automation and predictive analytics, we identify and resolve potential issues before they impact your organisation, minimising downtime, preventing disruptions, and ensuring continuity for your users.
- **Exceptional user experience:** We prioritise user satisfaction with tailored solutions, leveraging experience level agreements (XLAs) and real-time insights through our INTERACT methodology to exceed industry standards. This improves employee engagement, retention, and trust in their IT services, and fosters a more productive and collaborative work environment.
- **Scalable innovation:** Whether you're a growing organisation or managing fluctuating demands, our adaptable solutions evolve with your business to ensure seamless support, enabling consistent service quality even during periods of rapid change.
- **Continuous improvement and advanced insights:** By continuously analysing service performance, incorporating feedback, and leveraging technology such as real-time dashboards and predictive analytics, we enhance processes and proactively address emerging challenges. We help you stay ahead of trends, optimise resources, and maintain high service standards.

Our comprehensive approach ensures your organisation receives support that is not only efficient and effective, but also aligned with your long-term objectives. With CGI as your partner, your service desk becomes a cornerstone of operational success, paving the way for future innovation and growth.

"…exceptional qualities and exceptional achievements. Over the last 10 years CGI's teams have consistently demonstrated the highest level of excellence achievable in the SDI's Service Desk Certification (SDC) programme."

The Service Desk Institute when awarding CGI UK with the Industry Recognition Award in 2022.

The technology that powers your service

Innovation drives every aspect of our service desk. By combining advanced tools with our analysts' expertise, we provide unmatched support for our clients.

Communication tools

Omni-channel integration

We provide seamless, 24/7/365 support across multiple channels, including webchat, phone, and self-service platforms.

This ensures users can engage with the service desk on their preferred channel as and when they need to, creating a more accessible and convenient support experience. Our approach improves engagement, reduces wait times, and enhances overall satisfaction.

Cloud contact centre platform

Our platform ensures reliable and seamless communication across all user touchpoints.

Integrated with a sophisticated suite of workforce optimisation tools, this system allows for efficient call handling, reduced wait times, and enhanced user satisfaction, creating a dependable service that delivers consistent, high-quality interactions.



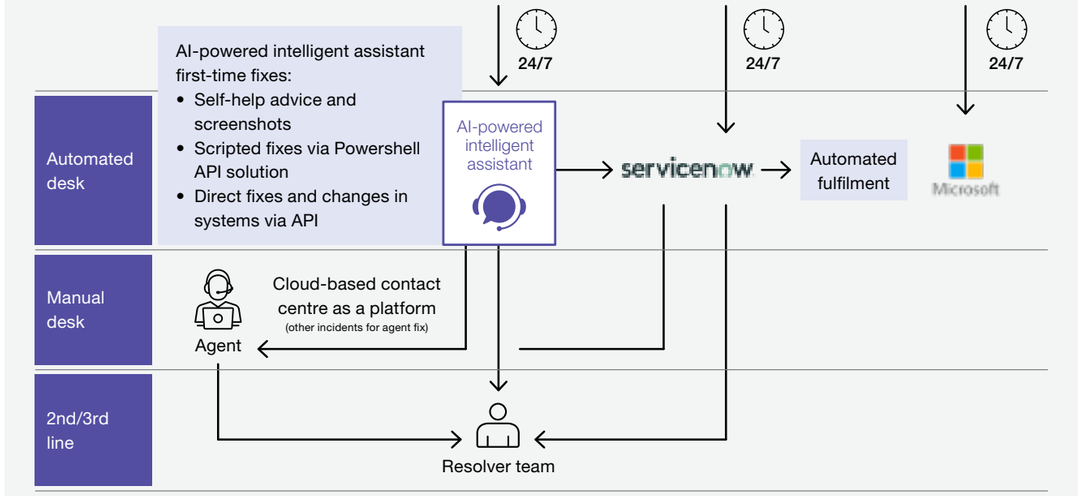
We answer over 80% of calls in 20 seconds or less. This is service desk support you can rely on, with rapid responses creating a first-time fix rate of more than 95%.

Proactive technologies

AI-powered automation tool

Our AI-powered intelligent assistant is at the forefront of our service desk solutions. This advanced AI tool streamlines repetitive tasks, reducing human error and ensuring faster resolution of common issues across phone, and webchat.

By automating password resets, incident logging, and other routine tasks, our AI-powered intelligent assistant not only resolves your issues quickly, but frees up CGI analysts to focus on more strategic and high-value activities for your people. This means reduced downtime, increased efficiency, and enhanced user satisfaction.



Speech analytics

Analytics tools enhance your service by analysing 100% of calls for sentiment trends and actionable insights. This identifies patterns such as user frustration or satisfaction, to help enable faster resolution of recurring issues and refine our processes for a more empathetic user experience.

Our proactive approach builds your trust and satisfaction with the service desk, whilst reducing the need for manual call reviews. It enables us to address common issues more efficiently, creating a responsive service that continuously evolves to meet user needs and improve overall outcomes.

Digital experience analytics

We also harness the power of digital experience analysis tools to identify proactive improvements, optimise performance, and reduce downtime across each user's device.

This allows us to anticipate and resolve issues before they impact users, monitoring a variety of metrics to ensure seamless performance and productivity. These proactive checks support cost savings by optimising licensing and access requirements, improving operational efficiency, and enhancing productivity to create a seamless user experience.

Digital experience tools allowed us to reduce lost productivity by over 50% for our client, ensuring seamless operations and a significant reduction in inbound tickets.

Real-time dashboards and predictive analytics

Our real-time experience (RTX) dashboards provide actionable insights, allowing us to monitor live performance metrics and user interactions.

This predictive capability identifies trends, enabling us to resolve issues before escalation and often before users are even aware. This means improved service reliability, reduced operational risks, and informed strategic planning.



User experience enhancers

Experience level agreements (XLAs)

Traditional service level agreements (SLAs) often focus solely on technical performance metrics, but we go beyond that with XLAs.

By measuring user satisfaction and aligning interactions with your organisational goals, XLAs ensure a truly user-centric approach which enhances the overall experience for your employees and users, building trust, and fostering a more collaborative IT environment.

Striving for the highest quality user experience, our service desk maintains an impressive customer satisfaction rate of more than 93%, and a first contact resolution rate of over 95%.

INTERACT methodology

Our RTX dashboards are powered by our INTERACT methodology; this CGI IP combines proactive and reactive tasks to deliver a comprehensive understanding that optimises user experience. By mapping customer journeys, identifying pain points, and streamlining workflows, we create service desk processes that are both efficient and user-friendly.

With instant access to valuable data, we are empowered to make informed decisions. We can react to issues as they arise and proactively address pain points before they impact users. This methodology not only enhances productivity but also ensures every interaction with the service desk is tracked to deliver value to your organisation.

Using CGI's RTX, INTERACT-powered dashboards, we can:

- **I** — **Identify** end user pain points and experience factors reactively and easily, in one place.
- **N** — **Narrate** an accurate representation of end user experience, enabling transparent conversations.
- **T** — **Trend** data through consistent analysis, making reactive decisions during the contact.
- **E** — **Enhance** end user experience by developing a deeper understanding of the individual's specific IT ability.
- **R** — **Review** sentiment patterns and create remediation plans to improve the service at an individual level.
- **A** — **Assess** the performance of analysts, offering support and target improvements through live coaching sessions.
- **C** — **Check** patterns and progress against individual users' experiences to address concerns.
- **T** — **Target** moving agreement levels in conjunction with the pain points identified.





Customer feedback

We simplify feedback collection. With a quick one question, four-point scale format sent to users after they engage with the service desk, this simple feedback approach boosts response rates so we can continually improve your service.

Users can also leave optional comments, providing richer insights into their experiences, helping us capture actionable sentiment data.

The real-time dashboard then visualises trends and patterns, empowering us to pinpoint issues and implement targeted service improvements quickly. We can baseline performance, measure the impact of changes, and continuously refine the user experience for sustained satisfaction.

Reward and recognition

When our agents are motivated and engaged they deliver exceptional services, contributing to our +93% client satisfaction score.

We use gamification platforms to recognise and reward our service desk agents for their performance. These engaging incentives boost morale and productivity, in turn ensuring consistently high-quality support for your organisation and people.

In 2026, our service desk agents scored us 9.31 out of 10 for satisfaction, which reflects in the quality of service delivered to our clients.

Partner with CGI

Your service desk should be more than a support function – it should enable success. Our innovative technologies, people-focused methodologies, and commitment to always-evolving service excellence empowers organisations to overcome challenges and achieve ambitions.

Whether you're looking to enhance operational efficiency, improve user satisfaction, or implement proactive and scalable support solutions, CGI is your trusted partner.

With a proven track record of +93% client satisfaction and award-winning 5 star status, we're ready to help your organisation achieve its strategic goals.





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 94,000 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
Contact us using this form. One of our experts will be in touch to discuss how we can help your organisation transform.

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