



## GIVE EMPLOYEES FAST, CONVENIENT, RELIABLE IT SUPPORT

### EDS SERVICE DESK AND SITE SUPPORT SERVICES

Our world-class service offers innovative, Web-accessible self-help, on-site support and Service Desk agents with fully integrated tools to ensure a responsive single point of contact for effective IT management. The EDS Service Desk will ensure service requests are handled and all IT incidents are resolved quickly.

#### FEATURES

- **SERVICE DESK** - Gives you a single point of contact and ownership for all related incidents.
- **SITE SUPPORT** - Provides reliable IMAC (install, move, add, change) support and resolves any hardware or software incidents that can't be handled remotely or by the Service Desk.
- **SELF-HELP TOOLS** - Enable users to submit and track incidents, view systemwide bulletins, link to password reset tools and enjoy convenient, fast access to the answers they need - for greater workplace productivity and fewer support calls.

#### If your employees' IT equipment isn't working, neither are they

Employees want workplace IT problems solved quickly, but in-house help desk staff often struggle to support today's diverse, growing mix of office and mobile devices, new software, and requests for change that occur. Without the right training and tools, agents take too much time on complex requests and resolution rates drop. Your workers get behind and frustrated if their computer equipment isn't working or they can't communicate via mobile devices. Today's competitive business environment requires companies to transform and update their contact centers to avoid sharp declines in employee productivity and satisfaction.

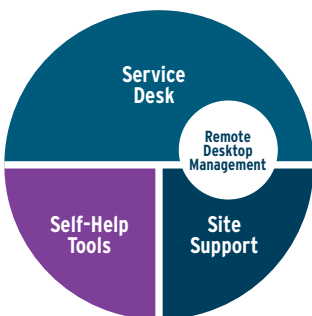
#### EDS offers advantages of an experienced, single contact

As a leading provider of service desk and on-site services, EDS, an HP company, has the knowledge and experience to successfully manage all your IT requests and incidents. Unlike niche providers, we're a single contact for questions and requests related to networks, servers, desktops and mobile devices. Our global Service Desk - staffed by trained and proficient agents - resolves incidents quickly so your employees stay productive. We offer global support in 35 languages, as well as a wide range of service levels and service options.

#### Eco-friendly outcomes

- Reduces need for on-site technician travel - reducing petrol and CO<sub>2</sub> emissions
- Keeps users productive and reduces downtime
- Reduces need for replacement parts storage

#### SINGLE SOURCING ADVANTAGE





## UNMATCHED SERVICE DELIVERY

### First contact resolution

EDS resolves more than 70 percent of incidents during the first contact, so workers stay productive. By engaging the agent with the appropriate skill level, we reduce the number of follow-up contacts and the need for on-site dispatch.

### Quality assurance and service excellence

EDS drives continuous improvement at our Service Desks and in the field by monitoring agent and technician performance and quality, and by providing ongoing training to enhance skills and certifications. Regular case reviews and continuous client surveys provide feedback to ensure the highest level of customer satisfaction.

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## How we deliver results for you

- EDS Service Desk agents explain desktop and mobile application features and functions - whether shrink-wrapped, enterprise or custom.
- Our agents and on-site technicians provide technical assistance - everything from lost server/network connectivity to forgotten passwords.
- Agents rapidly diagnose and remedy most incidents by using remote desktop takeover tools and a detailed online knowledge base. We dispatch our Site Support staff only when remote resolution doesn't succeed - and for the most critical needs.
- Employees can use the Web to securely reset passwords, report incidents and track resolution, view service bulletins, and search our knowledge base.

## Boost productivity, efficiency, customer service and satisfaction

- Rely on a single point of contact accountable for supporting your end-to-end environment and resolving all incidents.
- Get seamless, multilingual support no matter where you're located around the world.
- Improve user satisfaction and productivity with higher first-call resolution.
- Maximize efficiency and customer service through automation and Web-based self-help.

## EDS - a leader in delivering reliable IT support

- EDS supports 5.4 million desktops for more than 500 clients in over 125 countries.
- We're recognized as a leader in both Gartner Magic Quadrants for North American Help Desk and Desktop Outsourcing Services, 2008.
- Each year, we respond to 43 million Service Desk support calls in 35 languages.
- Certified global on-site technicians execute more than 28 million tickets annually.
- We support a wide range of software, hardware and mobile devices using standardized ITIL-based work processes, including QMS and ISO 9001/2000 certification.
- Market-leading technology: #1 in technology hardware, #1 in distributed management software