**SCC**
We make IT work

Service Delivery Centre

Business Process Outsourcing

Traditional service desk delivery is critical for helping organisations to manage non-core activities. This enhances business agility, cost-effectiveness and efficiencies, while driving down unnecessary expenditure, and reducing waste and inefficiency.

At the same time, as technology moves out of the back office to become a business enabler, there is increasing pressure on traditional service desk delivery to provide organisations with more flexibility to respond to their customers' needs.

As a result, today's service desk can combine the traditional with next generation service desk delivery, giving customers an outsourced provision that is steeped in experience while capable of driving transformation.

The next generation service desk promises old-fashioned customer focused outsourcing with emerging technologies that incorporate cloud, automation and robotics. This empowers organisations to work smarter, scale faster, reach new markets, increase productivity and gain a competitive edge.

DESIGN SUPPLY
DISCOVER IMPLEMENT
OPTIMISE MANAGE
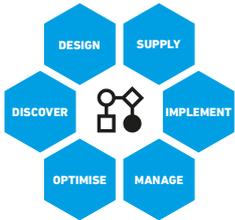
SCC's Traditional and Next Generation Service Desk

With more than 20 years' experience of traditional service desk delivery, SCC's award-winning, ITIL accredited service desk provides 24/7 365 days-a-year support, managing three million service desk contacts per year, speaking to customers in more than nine different languages.

This traditional service is enhanced by our next generation service desk that offers a single point of contact for customers who can access support through telephony, live chat, self-service portals, social media, or our virtual reality agent, TrinITy.

As digital transformation, social networks and apps drive changing behaviours by users, SCC has the experience and capability to take customers on this transformation journey, supporting whatever technologies you adopt.

Why partner with SCC?

SCC's service desk focuses on what's important for your business; allowing you to work on core operations, while we manage and optimise your non-core business. Our traditional service desk delivery offers a unique, end-to-end user support experience that engages and encourages adoption and utilisation, rolling the diverse outsourcing capabilities into one solution. Importantly, we take our customers through a process of assessment, design and delivery to ensure you have the right service to fit your organisation – because often no one size fits all.

Meanwhile, with our next generation service desk, we combine technology, automation and robotics with a traditional service provision that can support you anywhere, anytime – always available, cloud connected, automated, secure, compliant.

For SCC, your business transformation is key to your future success and this is delivered by using our people, processes and technologies. Through our traditional and next generation service desk delivery we can work with you to transform your operations, by sharing the journey with you, or by undertaking the transformation as a service.

TrinITy

SCC's virtual assistant – TrinITy – is key to our traditional and next generation service desk delivery. TrinITy utilises the power of artificial intelligence to take on the work of multiple employees.

TrinITy provides intelligent automated conversations with a human touch. She interactively guides users to find 'answers' to questions, helping users to self-diagnose and resolve IT incidents. TrinITy's intelligence is knowledge base driven; her intelligence will develop as the knowledge base articles evolve.

Live Chat: Not every issue can be resolved without support, so our team members can walk a customer through an issue in real-time, instead of going into a ticketing system.

Knowledge sharing and empowerment: We offer customers FAQs, videos and supporting social media content, so users can solve their own problems with an accessible and user-friendly library of content.

Self-serve: We identify the most common problems and those can be transferred to systems that empower users to solve them without assistance.

Key Features

- Award winning contact centre and service help desks
- IT services
- Recruitment services
- Payroll
- Quality assurance
- Purchasing services
- Payment processing
- Customer service
- Whistleblowing and employment protection
- Order processing and management
- Customer experience, NPS management, retention, complaint and relationship services
- Client workforce field-based management and optimisation
- Digital transformation programme design and management
- Transformation and transition management
- Financial modelling involving payment by results and business outcomes
- Payment by service consumption with little upfront investment
- Management information and reporting design.

Key Benefits

- Maintaining a high level of performance quality
- Decreasing the costs associated with performing field service
- Improving existing levels of customer satisfaction
- Improving productivity and reducing field white space
- Optimising the current estate of a field-based workforce
- Flexibility to scale up or down, accommodating current and future business requirements
- Ability to adapt to changing customer demands.