

Next Gen Remote
Field Services



support

Complete technology protection



Next Gen Remote Field Services

Minimise business disruption and maximise the user experience with SCC's Next Gen Remote Field Services.

Designed to meet changes in demand and new ways of working, Next Gen Remote Field Services are particularly pertinent in today's climate, with businesses under pressure to do more with less, whilst delivering seamless, remote IT services to increasing numbers of people.

Our Next Gen Remote Field Services utilise a modern approach to end user computing (EUC) and Microsoft best practice, integrating into SCC's existing ITSM toolset, ServiceNow. Offering a truly user-centric set of services that focus on user experience (UX) and not just SLAs, these services can be tailored to meet different user requirements, regardless of scope or location, to guarantee user satisfaction.

Drivers for change

As technology evolves, so has the culture and working practices of many organisations. This has led to changes in the way we manage

IT estates – particularly in the break/fix environment. We understand that with millions of people now working from home – a shift that began well before COVID-19 and has only been accelerated by the crisis – technology is more critical than ever. SCC's Next Gen Remote Field Services reflect this shift towards a faster, more reliable swap service to reduce downtime and maximise efficiency.

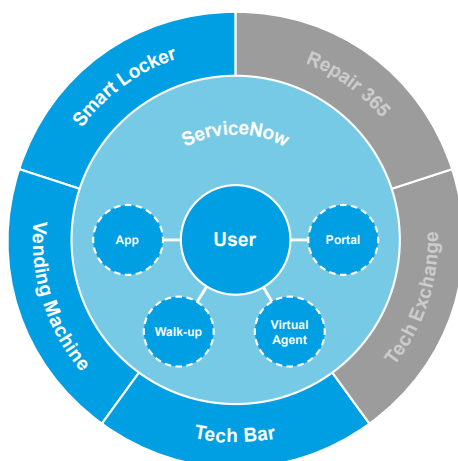
Despite a larger mobile workforce, there remains an expectation for on-demand IT services alongside a greater self-serve culture. This as more organisations are increasingly

reliant on cloud computing, software-as-a-service (SaaS) application delivery, and consumed desktop services.

Just as technology has changed, attitudes towards sustainability and the environment have also come into focus, with greater emphasis placed on reducing carbon footprints and contributing more positively to the planet. SCC's Next Gen Remote Field Services promote this by enabling seamless remote work and reducing the number of miles travelled by end users and engineers.

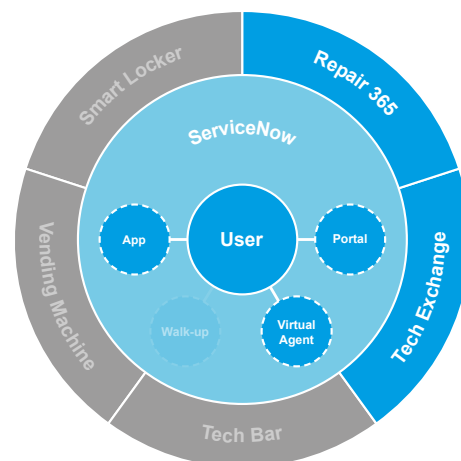
Head office and campus based user

“As I regularly work from the Head Office, I want a flexible on demand service that's available when I need it. Fitting around my schedule, focused on fast resolution and self-service.



Mobile and home based user

“As I primarily work from home, I want an IT service that comes to me and causes minimal disruption to my working day.





The services



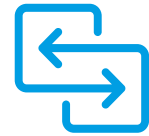
Tech Bar



Locker and Vending



Repair 365



Tech Exchange

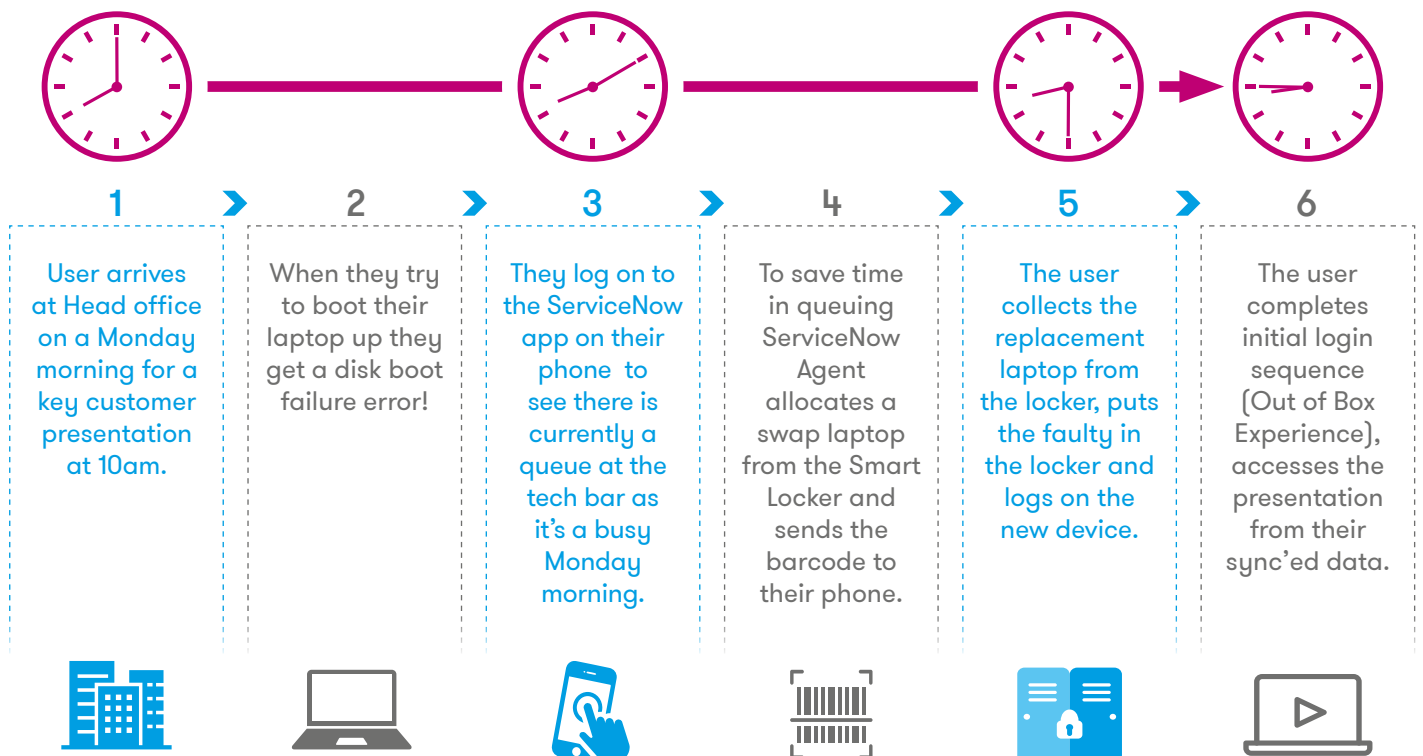
More than just a presence, Tech Bar is a holistic, user-focused and approachable face to on-site IT services. With engineers located in a highly visible dedicated IT support area within your office, the SCC solution includes the resources, processes, knowledge base and integrated management tools required.

Instant access to IT peripherals and consumables, and an 'anytime' location for storing devices such as laptops, with 24x7 swap-out device support. This can be fully integrated into SCC's ITSM toolset.

Supporting the Configure 365 service and maintaining the integrity of your investment in IT (Windows 10, AutoPilot/Intune and Azure AD). Repair 365 integrates, automates and maximises UX in the office or at home. Repair 365 ensures devices remain secure, monitored, and managed.

To complement SCC's own field engineering team, we have partnered to deliver a UK-wide exchange service. Where on-site repair is not required, this delivers a fast-response device replacement.

A day in the life





Next Gen vs Traditional

Traditional	Next Gen
Component repair onsite takes 1-hour on average	Devices can be swapped and the user up and in running in 15 minutes
Typical break/fix SLA is next business day, Monday-Friday	Smart Lockers make replacement devices available within minutes, 24x7x365
On-site storage of new starters, swap and loan devices need to be in a locked room or cupboard	Smart Lockers deliver access controlled, readily available storage locations
Lengthy procurement and fulfilment processes can drive users to purchase their own equipment from high street stores	Peripheral Vending Machines instantly deliver corporate standard peripherals
Manual user specific configuration of new and replacement devices adds further time and complexity	Repair 365 enables AutoPilot zero touch configuration when combined with End Point Management solutions, E.g., Intune
On-site engineers are hidden away and inaccessible	SCC's Tech Bar solution utilises ServiceNow's Walk-up experience for appointment booking, queue and ticket management



Why SCC?

SCC have traditionally provided remote field services based on our UK wide SC cleared engineers. However, with the changes that have been brought upon us through technology advancements and through the accelerated shifts brought upon us via COVID-19, SCC have moved to embrace this new landscape and are excited to launch our Next Generation Remote Field Services to our customers.

Adapting your current IT infrastructure to become more agile, yet secure has become a challenge for many of our customers. This is the start of your journey to the 'Modern Workplace'. Repair365 takes advantage of our complimentary services such as Configure365 and its use of core Microsoft technologies (Intune/AutoPilot) to provide an agile repair, deploy and restore service that is driven from the cloud.

SCC supports over 3 million devices and answer 500,000 service calls per annum through our ITSM (ServiceNow), our 24/7/365 Network Operations Centre (NOC) offers 1st to 3rd line, bi-lingual support, all under-pinned by our core hardware and software vendors.

At SCC we focus on the 'customer first' mentality, driving a better User Experience (UX) through increased the use of technology and innovation driving our CSAT (customer surveys) scores.

Help yourselves and maximise the use of both technology and service, providing your users with an unbridled service you have complete control over.

Key benefits

- Compliments existing break/fix services
- Enables zero touch build and configuration
- Reduces workload required for on-site engineers
- Cost-efficient exchange as alternative to on-site repair
- Expands IT service hours as needed, up to 24x7x365
- Puts a human face to IT services
- Speeds up resolution versus traditional SLA-led services
- Increases user satisfaction and UX
- Integrates into single ITSM (ServiceNow)
- Maximises benefits when all services are deployed in a modern workplace