



Gwibs 24/7 Help Desk Services





Confidentiality statement

All information contained in this document is provided in confidence for the sole purpose of introducing Gwibs 24/7 and very briefly outlining our capabilities, and shall not be published or disclosed wholly or in part to any other party without prior permission in writing from Gwibs 24/7, and shall be held in safe custody. These obligations shall not apply to information that is published or becomes known legitimately from some source other than Gwibs 24/7.

All transactions are subject to the appropriate Gwibs 24/7 Standard Terms and Conditions.

Copyright

© Gwibs 24/7 Registration number 04584398
registered office:
39, Moor Bridge Road,
Moorbridge Industrial Estate
Bingham.
Nottingham. NG13 8GG

Any question relating to this document should be directed to:

Phil.jenkyns@gwibs.co.uk

Gwibs 24/7 Business Development

Telephone 07795 396 367 – mobile
 01949 831 821 – office





Contents

- Introduction 4
- Benefits of using the Gwibs 24/7 Help Desk..... 4
- Components of the Service..... 5
- Service Options..... 5
- Continuous Service Improvement..... 6





Introduction

Gwibs 24/7 Help Desk Service has been designed to offer our customers a cost efficient service that can complement a customer's internal support desk. Further to this, if a customer is looking to reduce employed staff costs, then we can provide a bespoke service effectively replacing an internal Level 1 Help Desk.

Building on our "Green IT" credentials, we have set up this service based on a flexible home worker model. This allows us to expand efficiently as we have access to skilled staff across the UK, rather than being constrained by the labour market in a specific area. There are clear benefits for our employees of being home based, so we have great employee retention rates, which helps in our efforts to constantly improve our service.

The Help Desk is run using SiteWebdesk software. This is a web based system that is extremely flexible and allows a wide range of users to access the system within certain security restrictions.

Customer's nominated staff is given a URL that will take them to their specific support pages on the system. Here they will be able to see all the details relating to the call, and how it is progressing.

Management will have access to the system to review call progress and view various reports that will have been designed to meet your specific reporting requirements.

Benefits of using the Gwibs 24/7 Help Desk.

- Reduces or even removes the Increasing costs of managing an in house First Line Support team.
- Consistent standard of problem determination that is not affected by staff turnover causing a drop off in skills.
- You will have a service that is designed to meet your needs, and we will contract to deliver to agreed SLAs.
- Improved customer service with a high first time fix rate.
- The service can be expanded at peak times without the customer having to invest in expensive internal resource.





Components of the Service

- We will provide a call management service which gives initial diagnosis using agreed technical scripts, combined with the support agent's own expertise and experience.
- We will provide follow up to each call giving response times based on the nature of the call.
- We will escalate calls to the appropriate area for further resolution and call closure. This could be the customer's 2nd 3rd or 4th level support teams, or to other agencies such as the Hardware Maintainer.
- Regular updates to keep the client informed of incident progress leading to the resolution of the incident relating to the software and / or equipment installed to the client's store(s) and head office(s).
- A basic or enhanced service providing agreed support levels for software and hardware incidents.
- To offer a cost effective solution using fixed cost shared resources as a stand-alone service or as part of a whole solution for the duration of the contract.
- To provide support when the client undertakes a system / POS refresh / store rollout programme.

Service Options

Every customer has unique service requirements, however as a start point we can provide two different options:

Standard Service

Monday to Saturday 8am to 6pm
Sunday 9am to 4pm
Shared Support Personnel
English Language
Dedicated phone number
Generic contact messages
60% fix by phone
Target Fix time 15 minutes
Average Call to Answer <50seconds
Call Abandonment Rate <10%

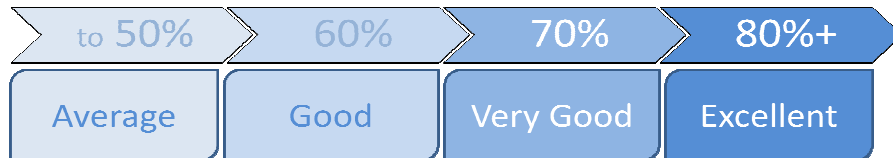
Enhanced Service

Monday to Saturday 8am to 9pm
Sunday 9am to 6pm
Option for dedicated Support Personnel
English Language, options for French German Italian and Spanish
Dedicated phone number
bespoke contact messages
80% fix by phone
Target Fix time 10 minutes
Average Call to Answer <30seconds
Call Abandonment Rate <5%





Continuous Service Improvement.



Service improvement is built into our Help Desk; it comes as a standard feature. This is not to say that the service will be poor to start with and then get better, rather it is a reflection of the fact that our knowledge of the solution that we are supporting will increase.

However rather than simply sit back and wait for the service to get better, we take active measures to ensure that this is the case, regardless of the SLA we may be achieving. We actively take the following measures:

- Creation and use of a knowledge bank to indicate how best to resolve a problem first time.
- Feedback from subsequent line support (i.e. second, third and fourth line) providing insight into incidents and problems generated.
- Improvements by upgrades to the system following new releases.
- Experience of dealing with the client, the stores and their idiosyncrasies.
- Increased levels of training.

