Becoming World Class

SDI WebEx

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Service Desk Operations Director
14th August 2018

CGI

Experience the commitment®

Agenda

- Our Certification Journey

- Company Growth

- Customer Satisfaction

- Staff and Culture

- Engaging our Members

- Gamification

- Continuous Service Improvement

- Our Champions!

- Oxygen – Health and Wellbeing

- The WOW Factor

CGI
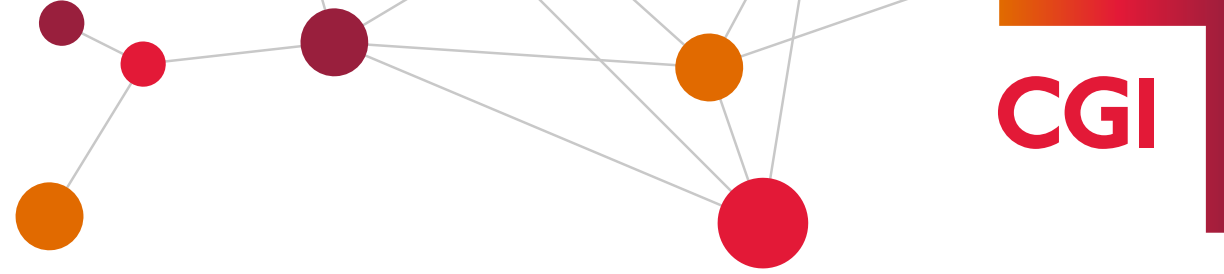
74,000
Professionals

5000
Clients
Globally

84%
Member
Shareholders

40
Countries

9/10
Client Satisfaction
Score

Service Desk

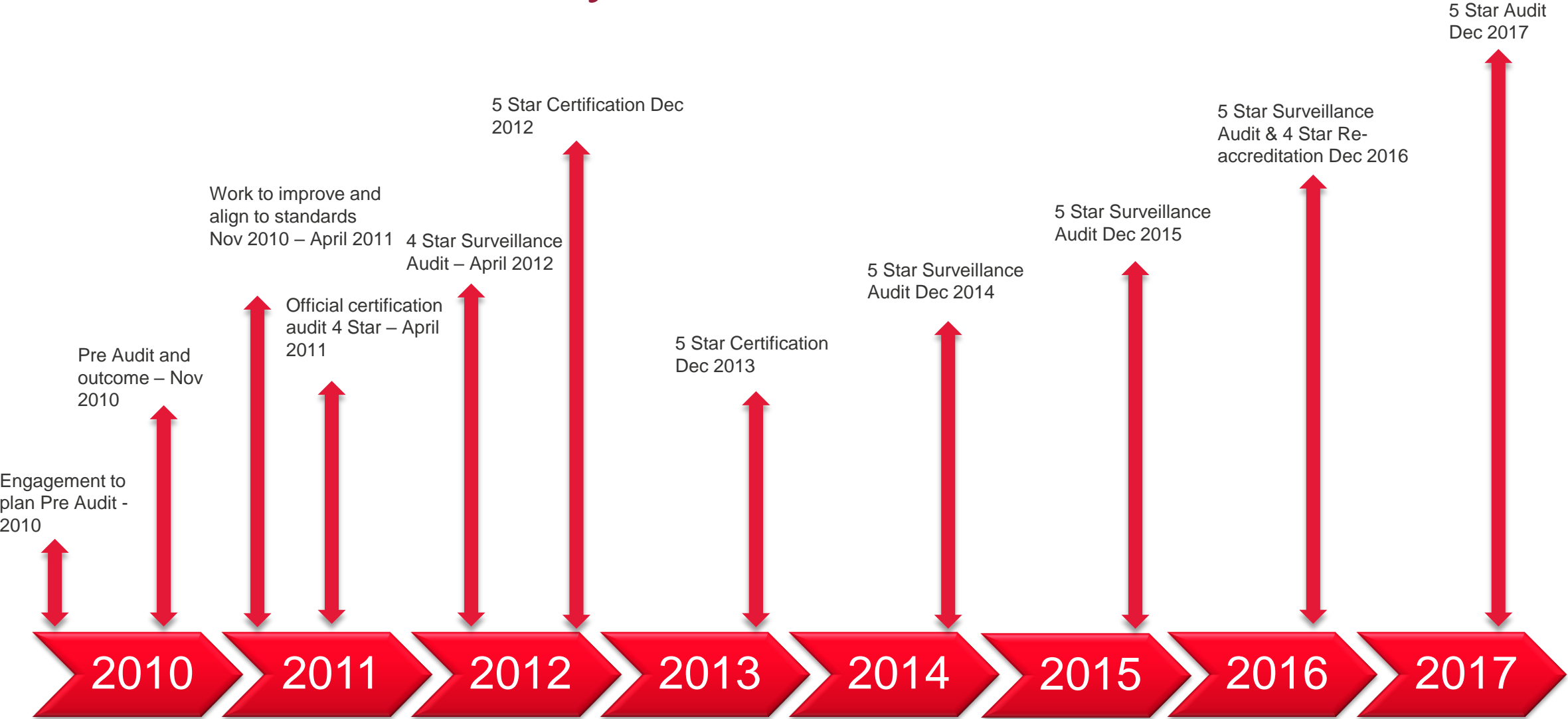**180**
Clients

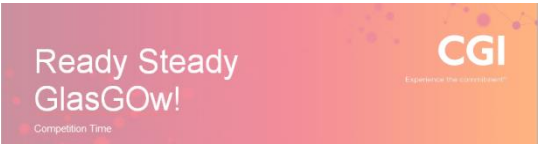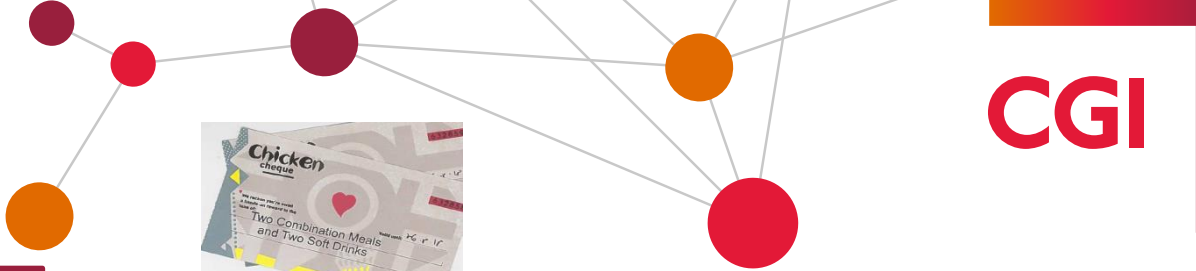**180,000**
Contacts
Per Month

95%
FTF Rate

24* 7
Support

90% +
Client
Satisfaction

Certification Journey

5 Star Audit
Dec 2017

5 Star Certification Dec 2012

5 Star Surveillance
Audit & 4 Star Re-
accreditation Dec 2016

Work to improve and
align to standards
Nov 2010 – April 2011

4 Star Surveillance
Audit – April 2012

5 Star Surveillance
Audit Dec 2015

Official certification
audit 4 Star – April
2011

5 Star Surveillance
Audit Dec 2014

Pre Audit and
outcome – Nov
2010

5 Star Certification
Dec 2013

Engagement to
plan Pre Audit -
2010

2010 **2011** **2012** **2013** **2014** **2015** **2016** **2017**

Company Growth

CGI

Data Communications Company

NHS

Glasgow CITY COUNCIL

Skills Development Scotland

Shell

BT

MOSL MARKET OPERATOR SERVICES LTD

UK SPACE AGENCY

esa

vodafone

Ministry of Defence

Cigna

TalkTalk

EDINBVRGH THE CITY OF EDINBURGH COUNCIL

Ministry of JUSTICE

Countrywide integrated solutions local expertise

Scottish Borders COUNCIL

Chicken cheque
Two Combination Meals and Two Soft Drinks

Ready Steady GlasGOw! CGI

Simplified Shared Service and curated Case Studies

CGI

Global Marketing and IP Strategy   Français

The Global Marketing CynerGI page is your one-stop-shop for everything marketing related, from the most recent case studies to VIP best practices and innovation examples. Discover everything the team has to offer to increase your business development agility, help you acquire new clients, and grow your existing customer relationships.

Client Relationships	Industries	Emerging Technologies
Case Studies	IP Solutions Portfolio and Pricing	Voice of Our Clients
Best of CGI	Analyst Relations	Market Intelligence

- **Assessed over 1,200 global case studies**

- 250 curated Case Studies as of July

- 500 curated Case Studies targeted by September

Customer Satisfaction

- Customer satisfaction survey

-

- Target of 90% +

- 24 hour response rate

Our Clients:

- Client site visits

- Client visit to CGI

- Weekly conference calls

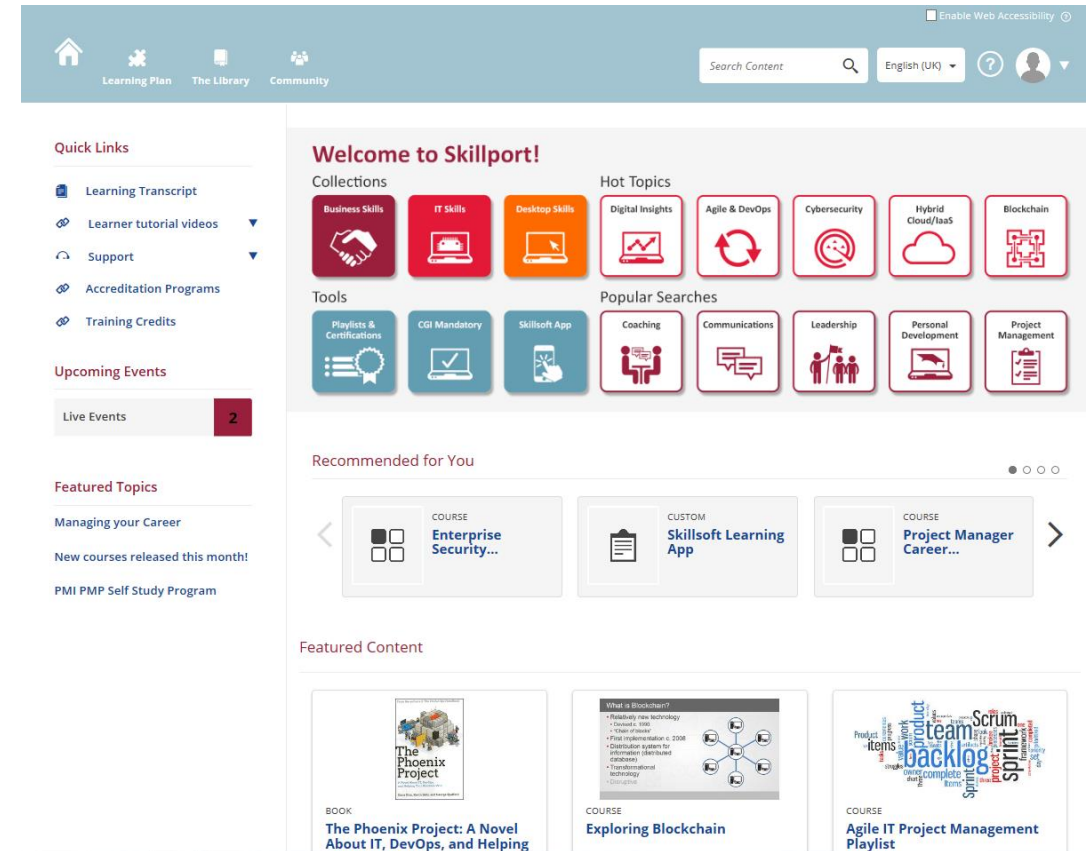- Engagement with Service Delivery Teams

Staff and Culture

New Members:

- 3 week induction course
- Contract training
- Buddying process
- Analyst Guide – Internal process document

Existing Members:

- Knowledgebase
- Skillport!
- Internal and external workshops
- Training budget

- There were 55 promotions within Service Desk during 2017
- There have been 24 promotions within Service Desk so far in 2018

Employer of Choice

10 entreprises branchées en recrutement

Première entreprise suédoise en TI en matière d'égalité des sexes en 2018

Programme d'accélération du leadership (LAP)

Our Support Areas

- Service Desk Change

- Recruitment Team

- Training Team

- Planning and Scheduling

- Quality Team

- InTec Team – 2nd line support

- Continual Service Improvement Manager

- Remedy Support Team

- Reporting Team

Engaging our members:

- Open Door Policy
- Monthly and Ad-Hoc 1-2-1's
- GTO "All Member Calls"
- Annual Tour
- Intranet Communications
- Cynergi
- Weekly Roundup Emails
- Know-How Calls
- InfraRead
- Team Meetings
- Member Satisfaction Assessment Programme
- Strategic Planning Questionnaire
- Activity Calendar
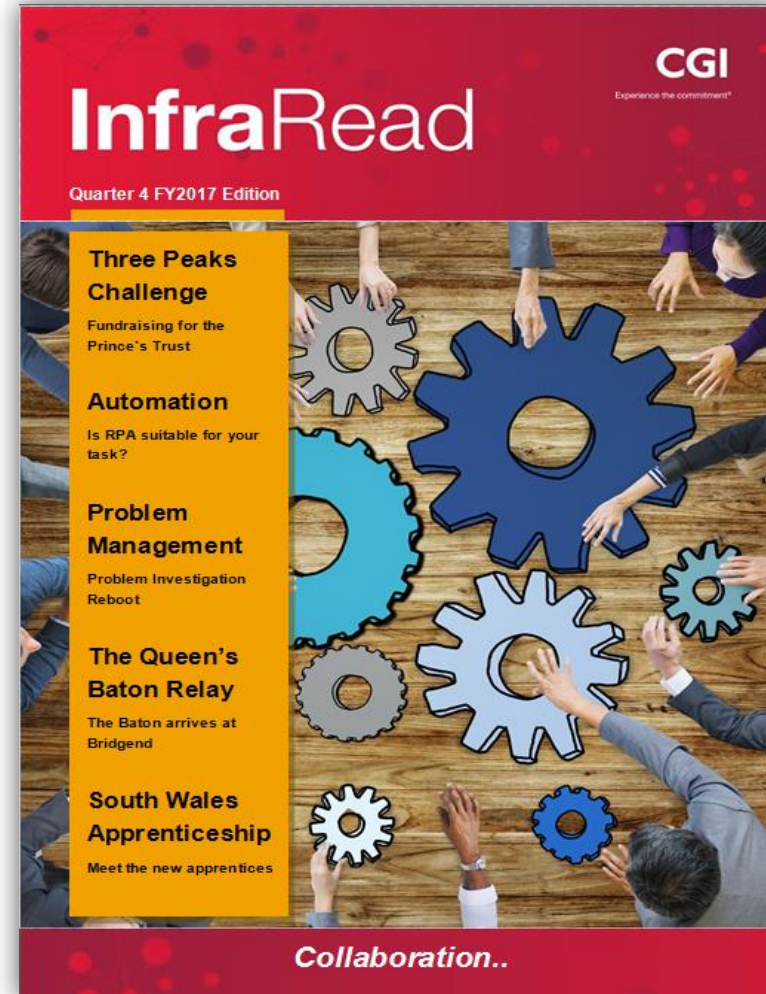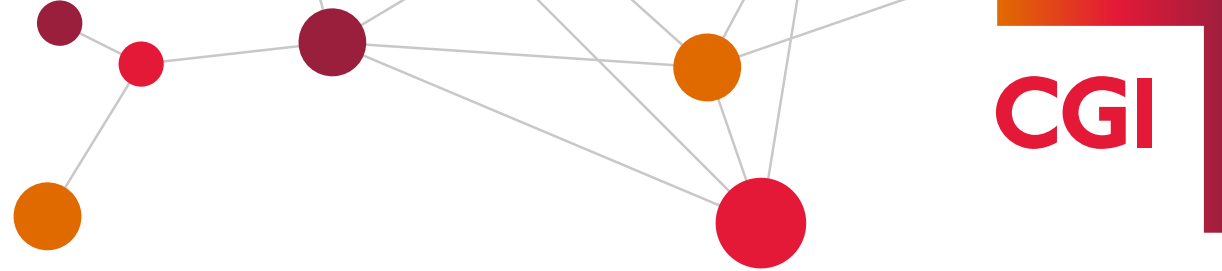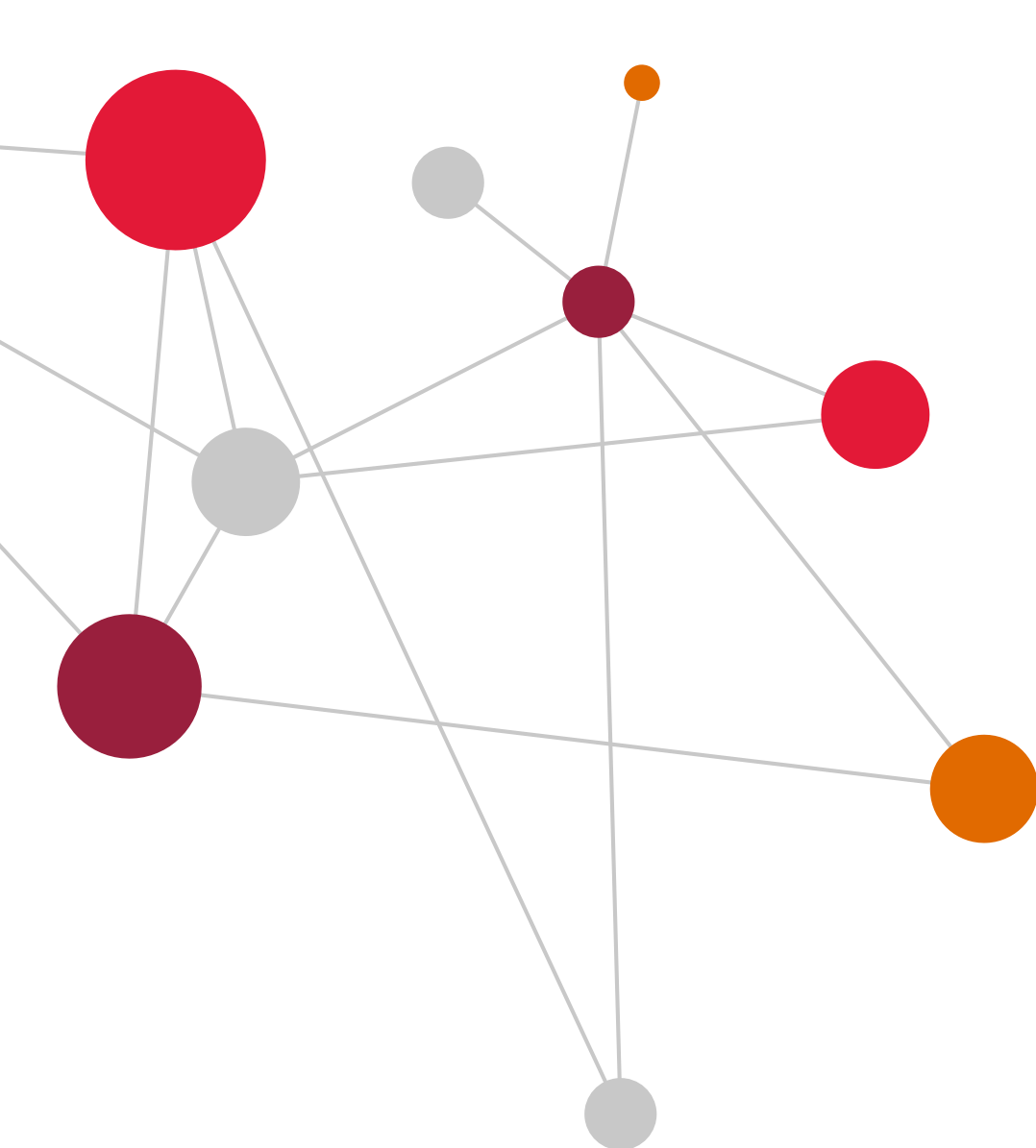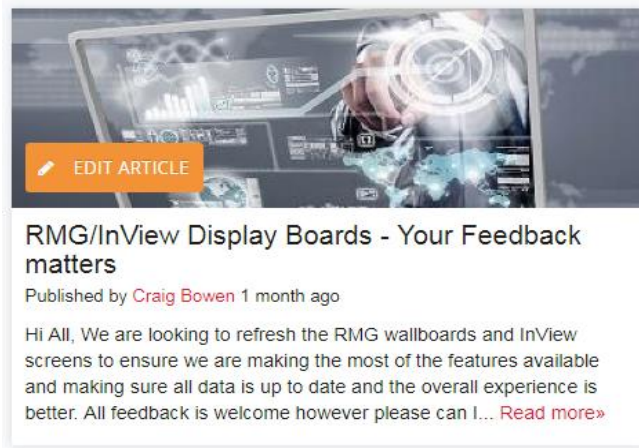
Gamification

Reward and Recognition

What is it?

- An application that consists of typical elements of game playing

- Teams share **good practice**, **positive** news stories and **feedback**!

- Team Leaders and Operational Managers are given a *pot* of **points**

- Members are **automatically** rewarded for their KPI stats

- Team Leaders rewarded for their **team** KPI performance

- Single point of contact on the desk

- High levels of **communication**

- Boutique modified with products that the demographic requested

- Points allow members to purchase a number of gifts
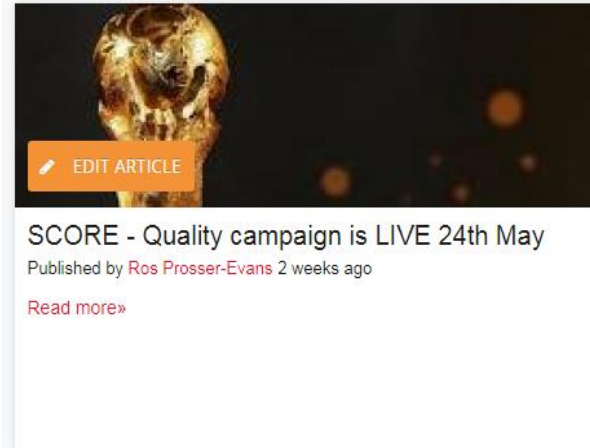
What is it used for?

CGI

FEEDBACK

- The portal allowed us to gather feedback from the members so that we can continue to provide innovative solutions and service improvements for the future.
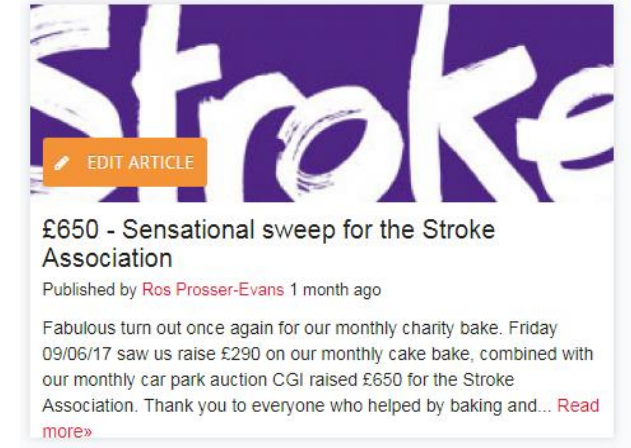

EDIT ARTICLE

RMG/InView Display Boards - Your Feedback matters
Published by Craig Bowen 1 month ago

Hi All, We are looking to refresh the RMG wallboards and InView screens to ensure we are making the most of the features available and making sure all data is up to date and the overall experience is better. All feedback is welcome however please can I... Read more»

CAMPAIGNS

- Our most recent campaign is the chance to win up to £300 for hitting a 90% target on Quality over an average of two consecutive months.

EDIT ARTICLE

SCORE - Quality campaign is LIVE 24th May
Published by Ros Prosser-Evans 2 weeks ago

Read more»

GOOD NEWS STORIES

- The portal allows us to share events that are being organised for the various charitable organisations along and to announce the results of our fundraising activities.

EDIT ARTICLE

£650 - Sensational sweep for the Stroke Association
Published by Ros Prosser-Evans 1 month ago

Fabulous turn out once again for our monthly charity bake. Friday 09/06/17 saw us raise £290 on our monthly cake bake, combined with our monthly car park auction CGI raised £650 for the Stroke Association. Thank you to everyone who helped by baking and... Read more»

What does it look like?

Service Improvements

Customer Demand Channel (Today)

65% Voice
26% Email
8% Self- Service/ SRM
1% Self Help/ Heal

Customer Demand Channel (Tomorrow)

45% Voice
25% Self-Service/ SRM
25% Self-Help/ Heal
5% Email

"Work with client teams to influence end-user behaviour and drive unstructured interactions and activities into channels, where RPA and AI is proven to reduce front-line resource heavy demand".

Channel
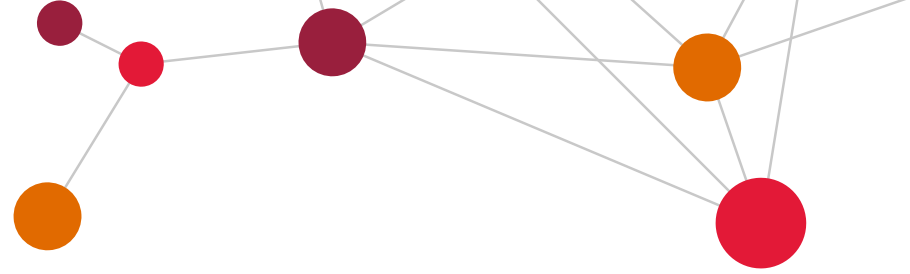
WebChat
- Internet online chat– Real time communication

BMC Remedy MyIT
- Enables users to log and track progress of incidents and service requests
- View service status and access knowledge directly from their PC, mobile or smart device.

Speech Analytics
- Retrospective and potentially Real time analysis of voice call recordings.
- Key word identification and trending

Self-Service Password Resets
- Convenient and secure method for managing user credentials

Channel

Artificial Intelligence / Machine Learning
- Use of artificial intelligence for the automation of unstructured data through machine learning.
- Use of chat bot technology

Qstory (Workforce Automation and Performance Management)
- Real-Time Workforce/ Performance Management Automation Tool. A
- utomatically reforecasts contact volumes and expected service levels during the day.
- Automatically spots staff shortages/ resources and staff surpluses and sets up offline work or training to increase productivity
- Automatically manages voluntary overtime and voluntary time off
- Automatically writes reports, summarising performance and identifying root causes.

Our Champions!

Our KPIs
Adherence
Quality
Average Handling Time
First Time Fix
Calls Accounted For
Lateness
Sickness

- Customer Satisfaction
- First Time Fix
- Quality
- Lateness
- Absence

Aim:

- To exceed targets for the main KPI's across the Service Desk

Analyse trends:

- How can we improve the service going forward?
- How can we prevent the issue happening again?

Community Ambassadors

What do they do?

- Organise charitable events
- Communicate with local charities
- Communicate with the local council
- Notifying CGI members of upcoming events
- Integrate local community projects
- Encourage members to participate in voluntary work

What events are they involved in?

- IT Service Week
- Supporting Charities (examples below):
  - The Princes Trust
  - Children In Need
  - Hope Rescue

Volunteering work:

- Mock Interviews in local Comprehensive Schools
- Career Fares in local Universities
- Local Primary School projects- Developing the curriculum
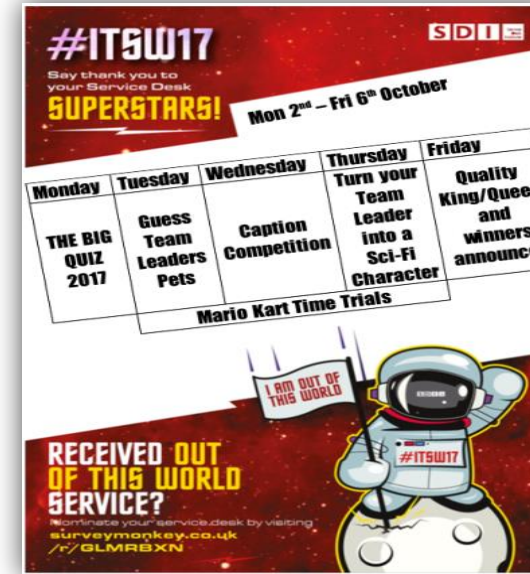
Oxygen
CGI's Health & Wellness Programme

*K*ey Oxygen objectives are to:

- Communicate CGI's commitment to member health and wellness
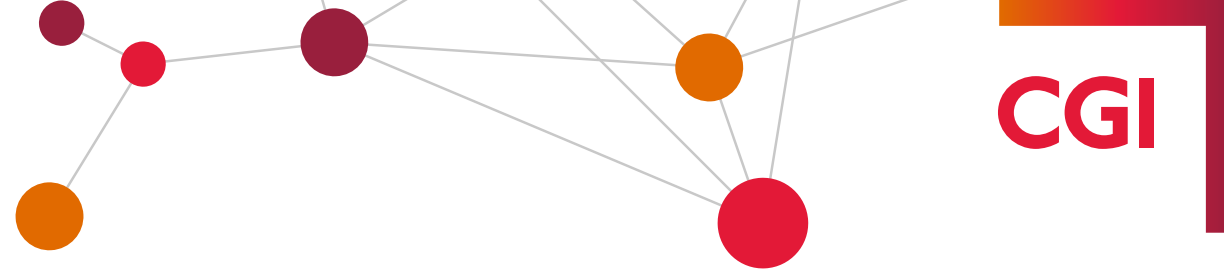- Promote healthy behaviour

Examples of the Programme:

- Walk Around the World
- Flu vaccination programme
- Member Assistance Program
- Health Fairs
- Health-Click campaign

Bronze Award!
And aiming for Silver…

The WOW Factor!

Since the auditing process started in 2010, our WOW factor continues to be our People and Culture!

Our aim is to maintain the same excellent standards for our clients, whilst formulating a supportive culture for our staff.

Each year our members continue to demonstrate the CGI values in interactions with colleagues, clients and partners. The below values are engrained in our way of life:

- Quality and partnership
- Integrity and objectivity
- Sharing and Intrapreneurship
- Respect
- Financial strength
- Responsible corporate citizenship

Thank you.
Any questions?