

CUSTOMER STORY

PICK AND MIX SUPPORT SERVICES

Eversheds Sutherland maximises user satisfaction and productivity with flexible and responsive support services

SERVICES

- Managed Services
- Next Generation Service Desk
- Tech Bar
- Supply Chain Services

USER EXPERIENCE

- Improved user satisfaction
- Improved access to information

BUSINESS IMPACT

- Improves productivity
- Supports digitalisation
- Strengthens competitive advantage

BUSINESS OUTCOME

- Supports flexible working styles
- Attracts and retains high calibre talent
- Enables lawyers to focus on serving clients

OBJECTIVE

Eversheds Sutherland is a global legal services provider, offering B2B advice from 66 offices across 32 countries. Technology is fundamental to attracting and retaining high calibre legal talent. To satisfy its users' demands, Eversheds Sutherland needed to establish a digital workplace that extends from the office to lawyers' homes and clients' premises. Providing support services that enable users to stay productive, regardless of their location, is a key component of its digital ambitions.

SOLUTION

Eversheds Sutherland has been working with IT partner Computacenter for more than 10 years. Today, Computacenter provides end user services for all 66 offices around the world, including 24x7 telephone support. In total, the service desk responds to around 60,000 service requests and incidents every year, and supports a variety of devices, including Apple iPads and iPhones and Lenovo laptops. As part of its multi-channel support offering, Computacenter also provides onsite Tech Bars for face-to-face support, and has worked closely with Eversheds Sutherland to develop 1,200 IT knowledge articles to empower users to help themselves. Via Computacenter's Next Generation Service Desk (NGSD), which is currently in implementation at Eversheds Sutherland, users will also be able to choose to access online support via a mobile app or web chat.

OUTCOME

By providing users with greater choice around how, when and where they access IT support services, Eversheds Sutherland can provide a more tailored and responsive experience that maximises satisfaction and productivity. To enable ongoing improvements in workplace IT and support, Computacenter is talking directly to the firm's lawyers, and providing recommendations on how to make them more efficient with better access to information.

