

Enterprise Centralized Service Desk (ECSD) Solution

Features

- 24x7x365 omnichannel support
- English and bilingual English/Spanish options
- Multiple staffing models (shared services, dedicated services, or hybrid)
- Can operate either onsite or offsite locations
- Real-time and historical visibility into incidents
- Streamlined service request tracking and reduction in fulfillment lifecycle time
- Standard operation and surge support, including rapid implementation and cross-training

Certifications

- ISO 20000 Certified, demonstrating IT managed services excellence
- ITIL, CMMI, HDI, and Disney Institute Quality Standards ensures a consistent and seamless customer experience



Overview of ECSD

Cognosante's Enterprise Centralized Service Desk (ECSD) provides best-in-class end user support to meet customers' IT service support and operational needs. The ECSD (aka Service Desk) is an IT service desk or IT help desk "as a service" (or depending on contract language need, a call center as a service).

Based on Disney Institute, ISO20000, CMMI, and Help Desk Institute (HDI) best practices, the Service Desk offers a customer-centric, high quality experience across multiple channels. The ECSD brings together IT support services used for Cognosante's internal service desk, contact center quality assurance capabilities from J.Lodge, a wholly owned subsidiary of Cognosante, and secure network service desk experience from EIS, a Cognosante company.

The Enterprise Service Desk can be a valuable addition to existing or new contact center solutions for government organizations. Or, the ECSD can serve as a stand-alone IT support service desk as an added service, if that best needs mission needs.

Technical Capabilities

- Advanced application, network, end user device trouble
- Incident management, outage tracking, and notification
- Service request trends analysis and reporting
- Service asset and configuration management
- End user and participant provisioning
- Knowledge-based authentication (KBA) creation and lifecycle management
- Technical service desk or non-technical call center support
- Quality Assurance support through J.Lodge for auditing, coaching, reporting, and monitoring; leveraging data analytics

Customer Benefits

Cost-effective solution for internal or external service desk needs that maximizes investments:

Customers benefit from a shared infrastructure that streamlines resources required for

- Staffing
- Technology
- Process buildout
- Procedure implementation
- Quality assurance

Customers save time and money, including

- Reduced IT operational and support costs
- Decreased redundancies
- Reduced investment in tools, training, and technology
- Less time needed to resolve issues

Customer-centric experience focus:

- The ECSD fosters a culture of service and proactive problem resolution. Robust analytics identify the root causes of incidents, which reduces resolution time and minimizes their recurrence. Knowledge is then shared across all employee support levels for continuous improvement.

Staffing models that can be tailored to fit customer needs:

- Shared services model—allows customers to share support resources, only billing for the services they use
- Dedicated model—provides full support to meet unique needs, such as a specific site location or a security clearance requirement
- Hybrid model—offers dedicated support during peak hours with shared support during off-peak, so customers only pay for the portion of after-hours support they need

ECSD by the Numbers



Applications of ECSD within Cognosante Programs

- National patient referral program for one of world's largest healthcare systems
- National government agency cloud operations and migration services support
- National health marketplace support program
- Cognosante internal operations—24x7 Level 1 IT support to staff
- National Health Information Exchange Hub
- State HIE serving 4M residents
- Student loan advisory program