

SCC FOR EDUCATION



TRANSFORMING SUPPORT SERVICES

Next Generation Service Desk

Learning and teaching practices are changing rapidly with new technology and software enabling increased flexible working and greater productivity. Students and staff can choose to work at all times of the day and night, and expect instant access to their IT services whenever they need it.

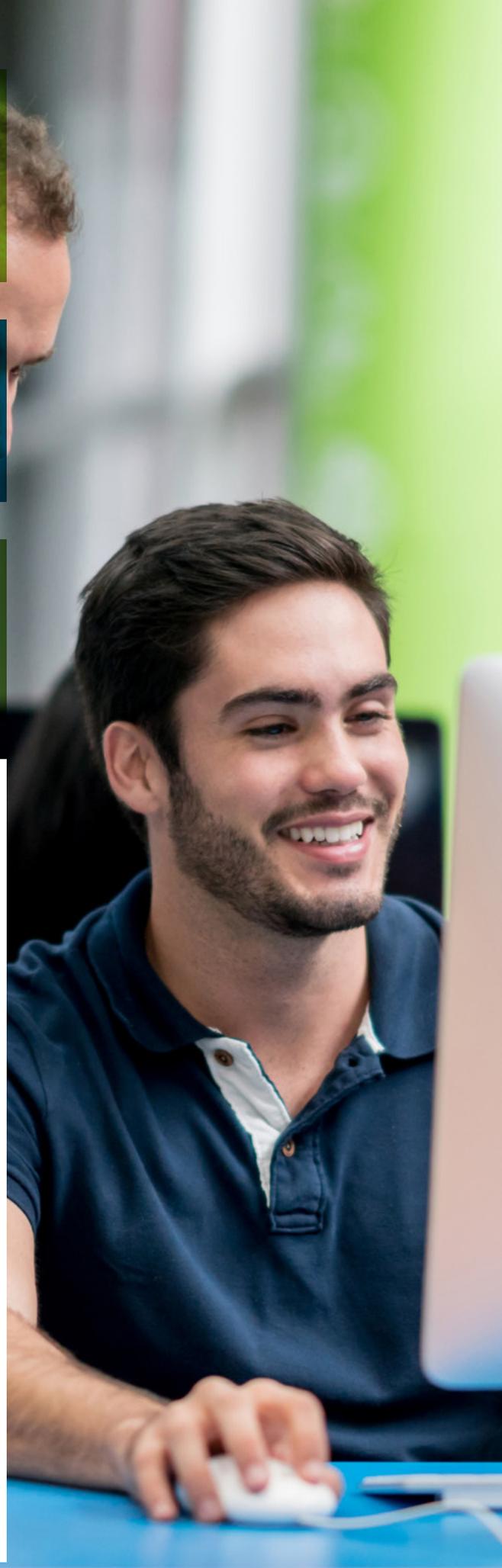
Traditional support channels of telephone and email have also failed to keep pace with similar consumer experiences. With these high student expectations, university IT departments must evolve at a rapid pace to remain competitive and provide students with a first rate IT experience.

SCC'S SERVICE DESK

SCC provides first line, second line, and third line support from our award-winning multilingual service desk, based near-shore or onshore. With more than 20 years of experience of service desk delivery, our award-winning, ITIL accredited service desk provides a technical round-the-clock provision, allowing SCC to deal with difficult to cover twilight hours. We manage three million service desk contacts per year and communicate to these customers in nine different languages. Our multi-channel, multilingual, highly skilled team offers a single point of contact for users, who can access support through traditional telephony, instant chat, self-service portals, social media, or our virtual reality agent, TrinITy.

Why Partner with SCC?

As Europe's largest independent information technology services business, we understand the challenges affecting our Education customers and can offer multi-channel solutions tailorable to the requirements of each institution and the needs of its individual student base.



TrinTy

SCC's virtual assistant – TrinTy – is key to our Service Desk offering. TrinTy utilises the power of artificial intelligence to take on the work of multiple employees. TrinTy provides intelligent automated conversations with a human touch. She will interactively guide users to find 'answers' to questions, help users to self-diagnose and resolve IT incidents. TrinTy's intelligence is knowledge base driven; her intelligence will develop as the knowledge base articles evolve.

TrinTy has the ability to:

- Understand complex enquiries
- Clarify questions
- Personalise responses.

Chat

Live Chat is one of the latest innovations in IT customer service, students, and staff are already familiar with instant messaging platforms such as WhatsApp, Facebook Messenger, and Skype for Business. SCC has incorporated a Live Chat window into our online portal to enable users to seek real time support with incident logging and incident resolution.

KEY FEATURES

- **ITIL Compliant Service** – An ITIL compliant service which can be standalone or blended with a UK based SCC or customer service desk
- **End Users** – Supports more than 200,000 end users
- **Incident Requests** – Managing more than 2.2 million tickets per year
- **Customer Satisfaction** – Providing a customer satisfaction rating above 97%
- **Multilingual Capabilities** – Service provided 24x7x365 in English, French, and Spanish, with other support languages available.

KEY BENEFITS

- Students and staff free to choose when and how they engage with IT
- Automating repetitive tasks to enable students and staff to self-help
- Delivering a positive experience of technology services
- Optimising costs through SCC's buying power and partnerships
- Ensuring compliance with industry best practices and vendor licencing regulations
- Bespoke and tailored service
- Market-leading technology
- Multi-contact service.