

CREATING AN AGILE DESKTOP ENVIRONMENT INCREASES USER SATISFACTION AND CUTS COSTS BY 20%



CSC is a leading global IT services company. CSC's mission is to provide customers in industry and government with solutions crafted to meet their specific challenges and enable them to profit from the advanced use of technology. There are 7,500 employees in the UK. The fluid and highly mobile workforce needs instant connectivity to, and full integration with CSC's enterprise systems in order to perform effectively – even when working from satellite offices or customer sites, at home or on the road.

INGENIOUS

As a leading provider of outsourcing services CSC needs an adaptable cost effective infrastructure capable of integrating new employees and workgroups, regardless of their location. The rapid provisioning of services to match user needs is a key requirement, as is the ability to align desktop services to changing business needs.

PURPOSEFUL

A standardised infrastructure is now in place with reliable, repeatable processes for planning, transforming and delivering end-user support and services across the extended enterprise.

PASSIONATE

A new standard platform and operating environment enables the cost-effective management of CSC's diverse end-user community, delivering enhanced security, greater personal and workgroup productivity and overall cost savings of 20% over an 18-month period.

PROJECT BACKGROUND

Large-scale workforce integration projects are a constant theme for a company like CSC that specialises in the provision of outsourcing services. Helping people maximise their contribution to organisational success is a business priority, however, the constant assimilation of new users into the organisation can result in a huge variety of technologies and desktop environments, making the delivery of software and services increasingly difficult.

Over 50% of the UK's workforce transferred into the company as a result of outsourcing projects, acquisition or mergers. The complex challenges of provisioning users, as they move between projects and locations, with secure access to enterprise systems was impacting workgroup collaboration, individual productivity and end-user morale.

Additionally there was a high demand for on-site technical support, creating pressure on the support desk. Alongside the challenges of delivery, the management overheads associated with administering software licensing compliance, version control and security were spiralling.

To increase business agility and enable continued growth, CSC realised that it needed to reduce infrastructure diversity. They decided that a user focused solution that would make desktop transformation simple and routine was required.

The goal was to make it easier for people to do their jobs, by enabling the fast and easy deployment of designated services across the extended enterprise.

PROJECT OBJECTIVES

CSC set ambitious goals for its desktop transformation. It wanted a solution that delivered:

- A standardised platform, containing both role and location-based service configuration
- The capability to proactively manage the desktop environment
- On-demand installation and delivery of software and services, including security updates
- A repeatable 'at the touch of a button' process for rolling out end-user services across the enterprise
- Anywhere, anytime availability
- A reduction of overall support costs
- The ability to resolve support calls remotely
- Proactive asset management

CSC's SOLUTION

CSC used its own unique, role-based, managed desktop service – myWorkStyle – which allows flexible delivery of technology to end-users, based on their role in the organisation. A standardised desktop operating environment was defined around selection of core products and applications.

Rather than create a single, limiting user profile, myWorkStyle can be quickly tailored and delivered to meet the needs and preferences of individual users. This has reduced the installation of unnecessary applications and cut software licensing costs by 25%.

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User profiles are defined according to job role and employees given access to a variety of services, including intranet portals and advanced security features. A wide range of devices can be supported. End-users have the freedom to update desktop software themselves, instantly, via an automated software-delivery service. Over 60% of technical support is now delivered remotely, reducing costs and minimising down-time.

SOLUTION BENEFITS

- Simplified management and efficiency improvements have generated cost savings of 20% over an 18-month period
- Automation and 'zero touch self-service' has resulted in a 20% reduction of calls to the Help Desk
- Remote support delivery has cut the number of desktside visits required, significantly reducing costs
- Software consolidation, combined with better usage monitoring has delivered a 20% reduction in license fees

Automated software distribution now makes the maintenance of security and governance standards across the organisation simple to administer and manage.

Consolidation of the desktop environment has created significant cost savings and improved the overall user-experience. Self service and automated management have reduced the pressure on support teams and tightened security by eliminating the threat of infected and unpatched machines connecting to the network.

BENEFITS DELIVERED

The fast integration of new business units and employees into CSC's organisation has now become a simple, repeatable process:

- The standardised operating environment is easier to maintain and support
- User productivity has been enhanced, with a corresponding decrease in calls to the Help Desk
- 60% of all support calls are now resolved remotely. The global network is fully managed and monitored 24x365

- Monitoring software usage and consolidation of software has reduced licensing costs by 20%
- Users have access to on-demand delivery of software and services, without the need for technical intervention
- Automation of software updates ensures security issues are eradicated – critical for a highly mobile workforce
- Implementation of a consistent, but flexible, desktop has improved the user experience, boosting motivation and releasing people to work more effectively

"The best customer reference in the world is to demonstrate how well your own solutions address real-world problems. Our way of working is truly challenging – supporting an ever changing end-user community – and we've shown how easy it can be to enable people to become productive and enhance their working lives," says Lesley Michaelis, CIO of the northern region. "Where before the consequences of change made us apprehensive, we now celebrate our growth and success, confident we have an infrastructure and methodology that can deliver – whatever services our people need, wherever they may be."

The ease of managing this highly adaptable infrastructure means that, today, the IT team is free to focus on delivering enhanced business benefits for users. A number of strategic and tactical solutions have already been delivered using this freed-up capacity, helping the organisations respond in innovative ways to changing business needs.

"Change is now just part of what we do – it's become the way we work. We're able to respond to organisational growth with ease, enabling our business and our people to achieve their potential."

Matthew Day, Vice President Finance & Administration, CSC

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