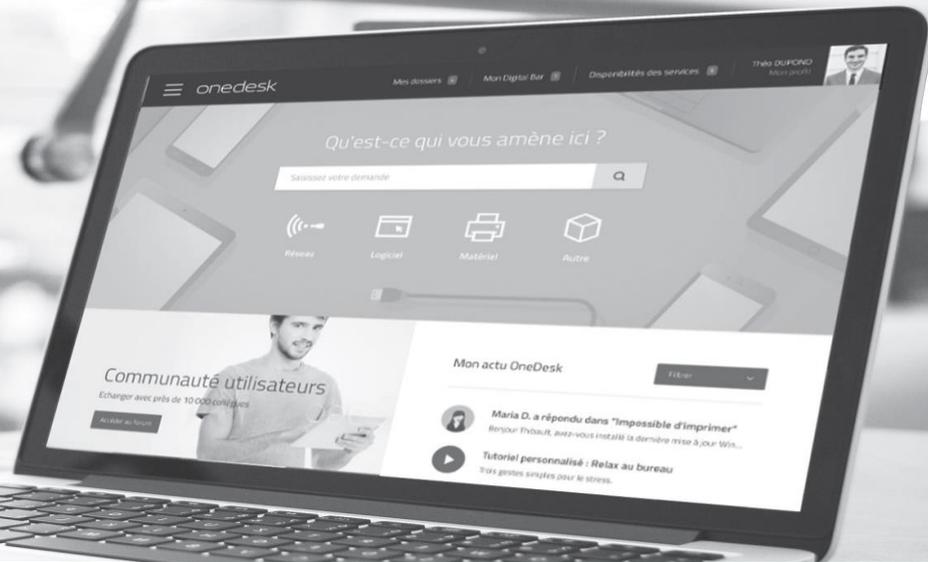


onedesk



the new generation user support

Because your employees' needs change, and because their personal use is increasingly being moved into the professional sphere, you must provide them with a new way of using services that meets their growing need for autonomy.

Let us show you the new generation user support, which offers a simpler, more natural experience tailored to each individual profile, irrespective of the channel used.

With OneDesk, your employees will benefit from a single point of contact to deal with all their enquiries, requests and incidents within their working environment, whether these are IT based (devices, applications) or not (maintenance service, management of company cars, ordering business cards, etc.).

ONEDESK: SIMPLIFYING THE USER EXPERIENCE TO GENERATE SATISFACTION



Easy to choose

a self-service platform connected to a hardware catalogue and an approval workflow to facilitate ordering in just 2 clicks.



Easy to get

rapid and smooth delivery with continual monitoring by the employee via their portal.



Easy to use

service and application catalogues easily accessible via a self-care solution. Video tutorials and training to aid familiarization.



Easy to solve

a portal full of documentation, featuring self-help tools and connected to a back-office support service, which steps in if the issue proves too complex to be resolved by the user alone.

OUR SERVICES



OneDesk is the result of more than 20 years' experience in supporting users, combined with strong technological partnerships with innovative developers and a UX design approach, focused on users, that lets you reinvent the service that you offer.

OneDesk is made up of different modules that can be implemented independently of each other and progressively, depending on the maturity and objectives of each organization.

One portal and one app to access support 24/7 with a unique user path

- Chat
- Avatar
- Self-help
- Self-care
- Self-service password reset
- Homepage personalized according to profiles

Support services guaranteeing operational excellence

- Service desk
- Catalogue of services
- Application catalogue
- Hardware catalogue
- ITSM

Reinventing on-site services, transforming the image of the IT Department

- IT kiosk
- VIP support
- On-site support

An industrialized back office to ensure end-to-end quality of service

- Sourcing, storage
- Preparation, integration
- Repairs
- Logistics, transport

ECONOCOM AND USER SUPPORT

1.5 m

assets under management

n°2

for user support in France with almost 12% of the market (PAC 2016)

5 m

calls handled each year

9

service centers and 3,200 employees

ECONOCOM GROUP

fulfilling the potential of digital today



€3 bn

sales in 2017



10,000

employees



19 countries covered