Multilingual IT Helpdesk

Discover our Multilingual IT Helpdesk, Onsite Support capabilities and an exclusive Service Management solution for Japanese multi-national companies (JMNC)

The Southeast Asia Region offers excellent business potential for the global companies in terms of growth and expansion, either through organic expansion or through M&A's. However, because of the geographical complexities, the realistic market difficulties derail their growth/expansion strategy. Some of the common challenges they face are:

- Alignment towards global IT strategy and central governance
- Language barrier
- Investment on non-core IT operations
- Multiple lingual vendor and contract management

You Connect — We Remove Barriers

> “One stop solution for all requirements of end-user IT support.

The human workforce is one of the most important components that powers and drives the organization, regardless of size and scope, underlying every business. In the current age, the workforce has been heavily equipped with productivity instruments to help them achieve the needed momentum to compete and remain ahead of the competition. The workforce is now exposed to a broader variety of technologies from Desktop PCs, Laptops, Smartphones and Tablets which are also connectivity-ready to allow them to be more efficient and at the same time **work from anywhere.** It is becoming increasingly evident that organizations worldwide are embracing the change in work atmosphere and are upgrading their existing IT environment to cater to this new work culture.

However, besides upgrading, there is a need for change in ongoing support approach and processes to be aligned to this new work culture, while embracing it is also important to ensure that there is no disruption to the ongoing business.

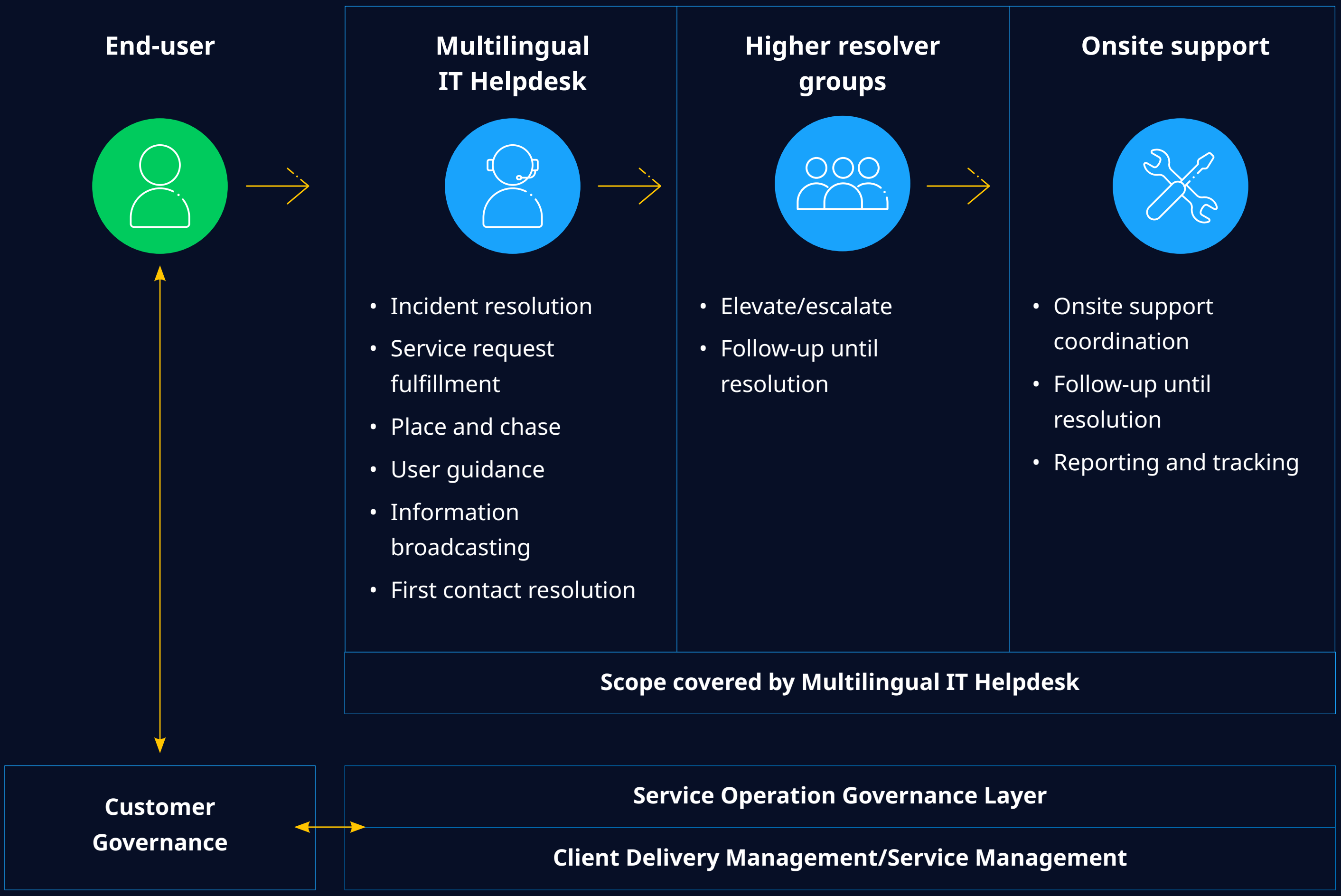
The concept of having an **'end-user focused helpdesk service'** is conceived to address the concerns of this workforce and allow the IT department team to stay focused on broader important aspects like future strategy, business continuity and IT security of their IT eco system instead of spending their time handling routine support issues. End-users in this service context are generally employees of a customer's organization who use end-user computing (EUC) devices and related business application for their day-to-day business/work purposes.

A predictable pricing pattern with an outcome driven service that equally demonstrates flexibility in subscription of the service on a shared model makes the service offering unique in the market besides being a business centric solution with a commercially attractive proposition.

Our areas of expertise

Multilingual IT Helpdesk Service

Customers can select from 7 different Asian languages besides English, the coverage and ticket volume subscription. Services are offered in standard and custom variants.



End-user

Multilingual IT Helpdesk

- Incident resolution
- Service request fulfillment
- Place and chase
- User guidance
- Information broadcasting
- First contact resolution

Higher resolver groups

- Elevate/escalate
- Follow-up until resolution

Onsite support

- Onsite support coordination
- Follow-up until resolution
- Reporting and tracking

Scope covered by Multilingual IT Helpdesk

Customer Governance

Service Operation Governance Layer

Client Delivery Management/Service Management

> “Customers can select from **7 different Asian languages besides English, the coverage and ticket volume subscription.**

Service Offerings	Description
Multilingual end-user support	• Provide end-user support using local languages. • Currently supports 7 Asian languages and English.
Incident resolution	• Resolve issues related to EUC OS/business applications that are disrupting the end-user's productivity. • In the event of failure to resolve the incident, the Helpdesk team would proceed to escalate the incident to Resolver Groups and follow up until the issue is resolved.
Service Request Fulfilment	• To fulfil end-user's service requests using the available knowledge-base and manuals provided by the resolver groups.
First contact resolution (FCR)	• Resolve the issue at first contact using the acquired work instructions and available knowledge base articles. Objective here is to reduce the attention time and effort of higher resolver groups attending to simple issues. • Resolver Groups to provide de-risked and de-skilled work Instructions to the NTT Helpdesk team.
Information broadcasting	• Broadcast information to end-users upon approval from Customer stakeholders pertaining to planned/unplanned maintenance activities, new global announcements, downtime etc. to all or specific set of end-users.
User guidance	• Guide users on 'how-to' based on available user manuals and FAQs. • Provide user-friendly instructions for end-users to follow for completion of specific tasks. • Resolver Groups to provide FAQs and user manuals to the NTT Helpdesk team.
Place & chase	• Place the documented request/incident on behalf of end-users and chase the resolver groups for updates/resolution. • NTT Helpdesk has the ownership of communication until the issue is resolved. In other words, NTT Helpdesk will be the contact point between both the end-users and resolver groups. • Place and chase includes aspects of catch, isolate, translate and dispatch. • For Vendor coordination, NTT Helpdesk shall assist in logging tickets to principles for end-user devices only. • This could only be completed with the customer's authorization to act on their behalf and the devices must be under active warranty/maintenance coverage.
Patch execution	• Assist in installing failed patches on end-user devices only based on work instructions provided by Resolver Groups. • Overall Patch Management responsibility resides with the respective resolver groups.

Service Management or Client Delivery Management

Exclusive attention extended to a customer, based on the services model for managing customer relationships and expectations. Additional add-on services as part of our Multilingual IT Helpdesk Service.

Service Management (*Add-on services)

- Add-on service that provides an interfacing platform between the Service Delivery team and the customer.
- Reviews operational performance with the customer to strategize improvement plans.

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> Exclusive attention extended to a customer, **based on the services model for managing customer relationships and expectations.**

On-Site Support

PC onsite support to resolve end-user concerns when all logical remote measures fail. This excludes hardware issues (which are covered as part of vendor coordination).

Onsite support (*Add-on services)

- Provision of onsite support services via engagement of NTT affiliates, NTT partner vendors or third-party vendors.

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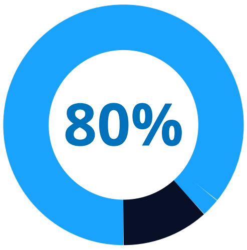
> PC onsite support to **resolve end-user concerns when all logical remote measures fail.**

Our uniqueness and approach

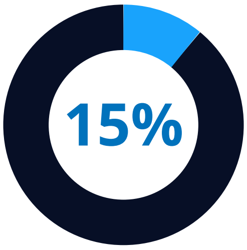
ABC analysis in Helpdesk Practice

Best practice to ensure sustainable improvement in Helpdesk service quality delivery. In order to ensure the consistency of service quality and sustainable improvement in Helpdesk, we follow our proprietary analytics approach that is based on scientific approach and founded on actual user reported issues. The derivative findings based on these analytics will be the basis for improvement initiatives.

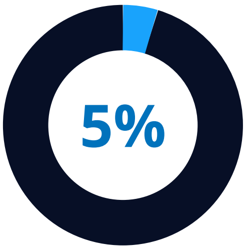
All end-users issues received over the life-span of any support eco-system, follow the A-B-C pattern, where:



of all the failures are accounted for by just 5% of unique tickets



of all the failures are accounted for by 15% of the unique tickets



of all the failures are accounted for by 80% of the unique tickets

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eMVP — email validation approach to mitigate security risk.

eMVP is exclusively developed as an automated email validation tool that works as an extension to the ITSM platform and scans all outgoing email communication from the ITSM platform. This process is strictly based on defined business rules, preventing an unintended email being triggered and avoiding information security incident breaches. The tool is also capable of stopping the entire processing of an outgoing email and provides sufficient alerts to the support team to take appropriate preventive actions proactively.

RPA in Multilingual IT Helpdesk Service

The Robotic Process Automation will help to decrease a significant load of repetitive tasks within the Multilingual Helpdesk services for increased agility, accuracy and security in the shared services environment.

Chatbot in Multilingual IT Helpdesk Service

The Chatbot will provide a state-of-the-art communications channel besides the conventional support mediums of email and phone. The service is extended in collaboration with a partner.

The NTT advantage

Breadth of expertise
Our consultants are Subject Matter Experts with in-depth understanding of customer IT challenges and providing effective solutions in timely manner.

Global reach
Supporting global users remotely by utilizing our know how on understanding the culture differences across the regions.

Time and cost efficiency
One stop service centre and solution that extends the benefit of bridging the multi lingual users and support eco system reducing the turnaround time for support and in parallel significantly optimizing the cost involved in managing multi-region support and vendor eco system.

Why NTT?

Global expertise
As part of NTT Ltd., we benefit from the insights of a global organization with 44,000 employees across 6 continents.

Deep industry exposure
We have a unique understanding of the challenges encountered by enterprises across all industry sectors because of our extensive expertise in prevalent IT related end-user issues.

Strong talent network
Over the years we’ve built up an exceptional base of skills, allowing us to speak to the broadest spectrum of skilled potential employees.

Client exposure
We service large and multinational organizations, working within their structures to ensure a successful outcome.

NTT DATA