



FDS

A DXC Technology Company

Workplace and Mobility

In today's technology driven world users are more reliant on their IT than ever before, having a variety of devices to enable continuous access to corporate infrastructure. Users are looking for a solution that enables seamless transition from the workplace to external locations without interruption of service.

FDS has been delivering support to end users for over 40 years and has continually adapted to the ever changing market and user requirements. With a rich history in support services FDS are ideally placed to deliver a cost effective solution for your customers.

Using a multitude of delivery options FDS will have the solution that delivers a customer specific tailored service.

Delivery options include:

- Dedicated Resources
- Mobile Resources
- Portare Services
- Deployment Services
- UK&I Solution Centre

Support is provided on a wide range of OEM equipment including:

- Desktop
- Laptop
- Tablet
- Mobile Phone (dedicated resource sites via OEM swap out)
- Thin Client
- Printers
- Audio Visual Equipment

Dedicated Resources

For customers with a large workforce based within a small geographical area, an ideal choice is for a dedicated engineer to be aligned to the account. This enables a faster response for users for resolution and creates a custom knowledge base bespoke to each customer. Our highly skilled resources are able to react to end user issues as they happen and drastically reduce downtime for individuals.

In addition to the user support they can provide the following services:

- Hardware Breakfix
- Asset Management
- Warranty Management
- Fault Trend Analysis

Resources can be aligned to meet the customer needs and the hours of coverage can be tailored to meet individual requirements ranging from standard office hours to full 24/7 support.

Mobile Resources

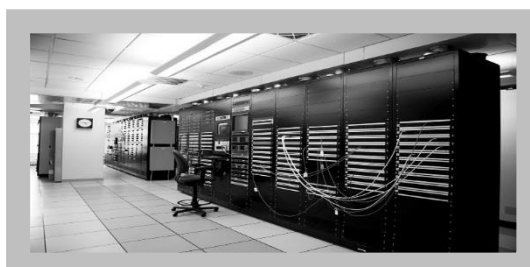
FDS has a team of mobile resources countrywide providing end user support on a reactive basis, using our in-house smart tooling we ensure that the right engineer is sent to right call each time. This service is ideal for customers who have a smaller distributed workforce that require an expert to attend when the Service Desk has been unable to resolve remotely. Our highly skilled team have access to over 200 courses to ensure their knowledge is kept at the forefront of the industry.

Portare Services

Portare is a managed service solution offering fully preconfigured and imaged exchange units. The service is designed to support desktop, laptop, thin client, printer and retail EPOS estates. This service can be delivered to any address in the UK and Ireland using a team of +350 multi-skilled engineers.

Portare is a service managed by the FDS Technology Centre based in Telford and is an alternative solution for DXC Technology customers, whereby the service solution is to exchange rather than attempt onsite repairs. Portare is designed to provide a high level of first time fixes, eliminating multiple visits.

For more information on Portare Services please request a brochure from solution.design@dxcfds.com



Deployment Services

IT platforms require continuous review to meet the ever increasing advancement in technology and applications. Deployment services manage the life cycle of equipment and provide timely interventions, making sure system configurations stay aligned with customer requirements.

FDS has a clear understanding of the scale, geographic spread and complexity of projects in the public and private sector. We have a proven and reliable long-term track record that will deliver both strength to the sales positioning and value in delivery of projects for DXC Technology.

We are well placed to support DXC Technology business and deliver success, as we specialise in the provision of customer site device deployment services. FDS has successfully completed many small, medium, large-scale and IMAC IT deployments in support of DXC Technology, including deployments with up to 110,000 users.

For more information on Deployment Services please request a brochure from solution.design@dxcfds.com

UK&I Solution Centre

The UK&I Solution Centre offers DXC Technology customers a single point of contact for end to end case management within multi-vendor breakfix services and infrastructure support. We support 24x7x365 and focus on a high customer satisfaction, resolving any issues through a dedicated team of customer service agents and technical remote specialists.

Our Services

- Customer entry for customers that have a contractual requirement for UK call logging
- Event Management support for key UK&I customers
- 1st and 2nd line service desk for external and internal customers
- Bespoke customer service desks
- Proficiency in multiple call handling tools

Being a UK call centre, with room to grow, the Solution Centre has the competitive edge when it comes to fast start-up of contracts and the ability to offer customers the reassurance of a knowledgeable, professional and helpful team.

In addition to the UK&I Solution Centre, FDS is also able to provide a global 24x7 multilingual service desk from our office in Belgium. For more information on global desk services please contact solutiondesign@dxcfds.com

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