

Walk-Up Support Bar



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Organizations continue to demand an increasingly consumer-oriented approach to enterprise IT, and end-users expect IT in the workplace to match their IT experience at home. To stay ahead of this trend, IT departments are rethinking traditional support models, including a foundational aspect of traditional support—the help desk.

The traditional help desk channels are phone and chat for remote support, with escalations to desk-side support when necessary. A phone call combined with remote support tools provides an efficient and effective channel primarily through the centralization of shared resources. Chat is even more efficient by enabling individual help desk technicians to interact with multiple end-users concurrently but at the cost of communication effectiveness and personalization. Desk-side visits are necessary to solve device-level issues and to deploy new material assets but require advance scheduling, coordination, and travel time.

How can IT departments transform their support to meet the end-users expectations? By providing end-users access to on-demand, rapid incident resolution when they want it, resulting in higher end-user satisfaction and faster incident resolution while reducing costs associated with traditional desk support.

SOLVING THE HELP DESK CHALLENGE

Walk-up support combines the user flexibility, communication effectiveness, and personalization of a phone call with the physical interaction and device support of the desk side, all while allowing each technician to service multiple end-users concurrently. Establishing a walk-up support center generates value for the enterprise by reducing travel and logistics, scheduling, and coordination time, and the number of incidents through proactive support and education. This combination of efficiency and effectiveness makes walk-up support a fast-growing channel across Leidos-served markets, with high customer-adoption rates leading to increases in customer satisfaction and reductions in overall cost.

OUR APPROACH

The Leidos developed framework for our walk-up support bar includes proven processes, tools, and staffing models honed from our experience on high performing federal programs while also leveraging lessons learned from commercial delivery partners. Continuing to evolve the flexibility of a walk-up support model includes the integration of automated locker and vending machine solutions as an integral piece of our walk-up support framework. These provide smart, connected, and zero-touch hardware provisioning—either for new hardware deployment, existing hardware refresh, or rapid replacement of hardware impacted by an incident.

Smart Lockers provide automated device deployment for either new, refresh, or replacement hardware with flexible timelines to meet end-users demanding schedules.

Smart Vending Machines provide rapid, zero-touch provisioning of commonly used accessories and other small footprint devices, reducing costs and timelines associated with small-dollar purchase orders.

BENEFITS

Leidos Walk-up Support Bar serves customer needs and increases end-user satisfaction:

- ▶ Offers end-user choice and flexibility when interacting with IT, which is increasingly demanded by the workforce of the future.
- ▶ Empowers end-users to observe, listen, and learn so that the next time an incident or question arises, they proactively prevent it from occurring or quickly resolve it themselves. From an end-user perspective, the best incident is one that never occurs; the next best is one they know how to solve themselves.
- ▶ Provides flexible, responsible support to the modern IT environment, multi-device, device agnostic, mobile solutions.
- ▶ Delivers convenient face-to-face communication with a technician to provide a more holistic perspective, enabling full optimization of an end user's IT experience.

Leidos Walk-up Support Bar provides high-efficient, cost-effective support:

- ▶ Avoids cost, delays, and inefficiencies associated with traditional support, i.e., scheduling specific appointment times, stove-piped escalations, or field support dispatch.
- ▶ Minimizes logistics costs such as transportation and warehousing associated with delivering small devices and accessories directly to a user's office.
- ▶ Acts as a force multiplier for technical analysts, allowing each tech to service multiple end-users concurrently.



PROVEN SUCCESS

Leidos developed and implemented a walk-up support solution for a leading independent federal agency in La Cañada Flintridge, California, and Huntsville, Alabama.

La Cañada Flintridge, California: Finding a central, convenient spot on the agency's 177-acre campus that included over 100 buildings was critical to customer adoption. We selected an existing collaborative workspace that already had established foot traffic, and was often used for talks, training, and workshops. The walk-up support bar was an instant success, with adoption spread primarily through word-of-mouth and end-users praising the convenience and speed-to-resolution.

Over two years, the walk-up support bar serviced more than 20,000 engagements (300 customers per week) with Macintosh, Windows, mobile device, and general IT service needs, including password resets, upgrade pickups, and mobile device installs.

In addition to incident support, the walk-up support bar enabled end-users to receive their refresh device, pick up a new accessory order, or ask for tailored training on how to better utilize their IT. Leidos integrated the walk-up support bar with our IT Service Catalog and workflow automation tools to fully track all walk-up support related contacts, incidents, and service requests.

Huntsville, Alabama: From design to launch in less than 60 days, Leidos implemented the walk-up support bar delivering an enhanced IT walk-up service experience for all hardware, software, and attached services enterprise-wide.

Agency employees will be able to seek quick fixes for IT problems by walking into the walk-up support bar and engaging with an on-site help professional. Employees who are scheduled for a device refresh will also be able to touch, feel, and test the various mobile, desktop, and laptop options available before committing to a particular piece of equipment.

Since our first deployment in 2019, the Leidos Team deployed three additional locations in 2020. The Leidos team will continue to deploy the walk-up support bar at seven additional sites. The look and feel of the walk-up support bar will be mirrored across all locations with slight variations due to the allotted space and to fit the specific needs of each customer location. In implementing a unified brand and core execution concepts, customers are able to visit Leidos' walk-up support bar and receive the same exceptional IT service at their base location or on travel.



WHY PARTNER WITH LEIDOS

Our experience-based framework for user-centric IT developed on high-performing federal programs, gives end-users access to on-demand, rapid incident resolution when they want it, driving higher end-user satisfaction and faster incident resolution while reducing costs associated with traditional desk support.

NEXT STEP

Establishing a walk-up support bar generates value for the enterprise through increases in customer satisfaction and reductions in overall costs. Contact our digital modernization experts to discuss how we can help you achieve these goals, and drive your digital workforce transformation.

ABOUT LEIDOS

Leidos is a Fortune 500® information technology, engineering, and science solutions and services leader working to solve the world's toughest challenges in the defense, intelligence, homeland security, civil, and health markets. The company's 38,000 employees support vital missions for government and commercial customers. Headquartered in Reston, Virginia, Leidos reported annual revenues of approximately \$11.09 billion for the fiscal year ended January 3, 2020.

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