

User Help Desk Services

Customer oriented Service Desk
for individual service and process design





Dedicated exclusively
and specifically to the needs
of users, the
User Help Desk Services
from Wincor Nixdorf
offer comprehensive, direct
support in all aspects
of IT system
and IT workstation use.

User Help Desk Services

The User Help Desk (UHD) is a facility within the Wincor Nixdorf Customer Care Center. It is geared directly to the particular needs of UHD service customers and is provided exclusively for this client group.

The aim of the exclusive UHD Services is to offer and to deliver operationally, a customer-specific service, tailored to the requirements and concerns of its customers.

IT objects

User Help Desk Services are, as a rule, agreed on a customer-specific basis, enabling them to be implemented for virtually any IT object from different vendors in the marketplace. Wincor Nixdorf focuses in particular on the following object categories:

Hardware

- Self-service terminals
- Point-of-sale workstations
- Retail-specific hardware
- PC workstations (HP, FSC, etc.)
- Intel, RISC and SPARC server systems (HP, FSC, etc.)
- Desktop printers
- Network installations

Software

- Operating systems (WIN, Linux derivatives, SCO Unix, various UNIX derivatives)

**THE UHD IS A FACILITY WITHIN THE
WINCOR NIXDORF CUSTOMER CARE CENTER**



- Databases (Oracle, MySQL)
- Self-service application software
- POS application software
- PC application software (e.g. Microsoft Office)
- Various specialist applications for specific sectors (finance, retail)

Services

User Help Desk Services from Wincor Nixdorf provide direct support to users of IT workstations and IT systems. The User Help Desk (UHD) is set up and operated in the Wincor Nixdorf Customer Care Center specifically to meet the needs and requirements of the service customer.

UHD staff are the direct point of contact for system users and are available exclusively to deal with all their questions and problems. With User Help Desk Services the focus is on individual service and process mapping based on the requirements of service customers. A dedicated VIP number allows questions and problem reports to be channeled directly to the system specialists for resolution.

Callers get straight through to their system support agent without having to wait in a general queue or navigate through telephone preselection menus. System problems can be resolved very quickly and precisely thanks to the customer-oriented na-

ture of service delivery. With User Help Desk Services no time is wasted on basic questions or routine issues. Special training measures for selected UHD employees ensure that customer wishes as regards the level of user support required can be met in every respect.

Professional, process-compliant service delivery when handling user questions, orders for service and fault reports is one of the strengths of Wincor Nixdorf User Help Desk Services. Users can communicate with the UHD in a variety of different ways; as well as telephone communication, there is also the option of automated electronic job allocation. For proactive problem and event reporting, Wincor Nixdorf offers an additional service – direct communication with the terminal devices over a remote link (ProView®, IBM Tivoli, BEETLE View®, etc.).

System instabilities and problems are detected proactively by the UHD and direct steps taken by the specialist team to resolve them. Directly linked to the User Help Desk are other Wincor Nixdorf service organizations responsible for repairing hardware and software problems and for a variety of other services. Another option available is to link individual service providers to the Wincor Nixdorf service management

application (CRM-Service), thus integrating them into the UHD value chain.

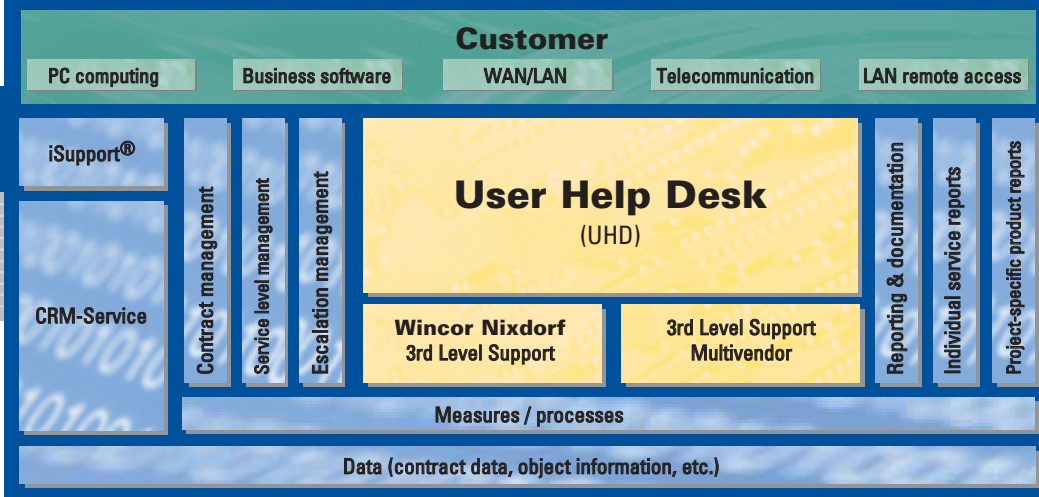
The preferred method of integrating these service partners is via an electronic ESP interface (XML, SMTP), or alternatively by e-mail or by fax. Reporting of product quality and service quality is done centrally by the Wincor Nixdorf service management system and has the flexibility to adapt to different requirements.

Services provided by the User Help Desk include:

- Provision of a VIP access number
- User support
- Customized service for solutions consisting of hardware, software and the required infrastructure
- Management of warranty/guarantee issues
- Administration of IMAC/R orders (installations, moves, additions, changes and removals)
- Service level management
- Escalation management

Provision of a VIP access number

A special VIP access number is enabled for the exclusive use of User Help Desk Services. This VIP access number is reserved for employees of the UHD customer and provides direct access to the UHD team.



User support

Support for system users in their day-to-day work is fundamental to the role of User Help Desk Services. Direct support provided over the telephone solves application problems.

In particular, direct support with software application problems from an experienced UHD expert helps new employees make optimum use of systems in operational business. UHD staff are also available to deal with questions and solve problems outside of normal business hours, depending on the service time agreed.

Customized service for solutions consisting of hardware, software and the required infrastructure

Arranging the repair of hardware and software components in the event of a fault is another of the services offered by the User Help Desk. If an IT system is faulty, the User Help Desk instructs the relevant service provider to restore functionality by repairing the system.

Management of warranty/guarantee issues

Wincor Nixdorf's customized User Help Desk undertakes vendor-specific warranty/guarantee management. In the event of a claim, an UHD employee records the

system information and details of the fault and then handles the warranty/guarantee formalities with the relevant vendor.

Administration of IMAC/R orders (installations, moves, additions, changes and removals)

The UHD is available to arrange object-related services throughout the lifecycle of an IT object. The following services can be arranged, as required:

- Installations/commissioning
- Relocations
- Upgrades/changes
- Removals/system recycling
- Preventive maintenance

Acting in a coordinating role, an User Help Desk employee records all the job details needed to perform the service. In the next stage of the process, timescales are then coordinated by the UHD between the customer instructing the work and the relevant service provider.

Service level management

Service level management is the key to success in the service business. Wincor Nixdorf maintains a constant focus on monitoring contractually agreed response and restore times. The service management application "CRM-Service" stores all important process steps with "time stamps" and in the event

of irregularities these can be processed promptly on the responsibility of the User Help Desk.

Escalation management

If, even with optimized process paths, delays or disruptions still occur in the service process, then automatic escalation management – a function of the Wincor Nixdorf service management system – is triggered. Supported by the system, an employee receives all the information about the process disruption and brings the incident to a rapid resolution.

Additional services

Wincor Nixdorf provides special additional offerings as part of its User Help Desk Services.

The following optional services are available within the UHD portfolio:

- IT procurement management and coordination
- Remote system management
- User management (permissions, accesses, etc.)

IT procurement management and coordination

As an optional service, the User Help Desk can assume responsibility for IT procurement management and coordination.

**A SPECIAL VIP ACCESS NUMBER IS ENABLED
FOR THE EXCLUSIVE USE OF USER HELP DESK SERVICES**



In doing so, UHD acts as a central order processing point, making it also the supervisory agency for hardware and software investment. UHD is responsible for the actual ordering, as well as for tracking through to completion of installation.

Remote system management

Integrated remote system management from Wincor Nixdorf involves direct communication with the connected terminal devices and enables User Help Desk staff to undertake proactive system management from a central point. The aim of remote system management is to optimize central fault analysis services by applying proactive system management techniques, thus increasing availability of IT systems for the user by achieving an improved resolution rate in the UHD.

Different service management systems can be implemented as a management platform in the User Help Desk.

User management (permissions, accesses, etc.)

As the administrator of user rights, the User Help Desk can optionally also take on the role of user management of the connected users. Requests for the creation of new users, and changes or deletions are managed centrally in the UHD and imple-

mented operationally on the various server instances after being checked and approved. The following services generally belong to the scope of user management:

- Creation of new users including defined drive accesses and permissions structure
- Changes to permissions/accesses
- Moving drives, data and user information
- Deleting users including drive accesses and the assigned permissions structures

Service customer's duties to cooperate

User information

- Provision of up-to-date list of users
- Provision of up-to-date inventory data (Serial Number, location, etc.)

Changes

- Information about process changes that are relevant to Wincor Nixdorf User Help Desk processes
- Information in the event of changes to contractual objects or changes to the service provider structure

General

- Notification of user data
- Notification of device data
- Notification of fault/order information
- Description of (fault) symptoms

- Notification of ticket number for inquiries

Business administration

- User Help Desk Services are defined by individual contract and offered on the basis of individual requirements



»User Help Desk Services« as part of the eServices Platform

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The eServices Platform means a powerful electronic co-working arrangement

Tomorrow's service management needs to be fast, reliable and incredibly efficient. Wincor Nixdorf is helping achieve this visionary, ambitious approach to quality with a leading-edge electronic infrastructure which manages and monitors service processes in a uniform way across the world: the Wincor Nixdorf eServices Platform®.

Making automated processes usable across the world

The innovative eServices Platform unites people, processes and systems in a powerful symbiosis. Every call and every event is steered methodically, without delay, along pre-arranged service processes, and the platform automatically brings support units such as field technicians and logistics into play as required, activating the required services and activities and managing communications between service units, customers and partners. Data reported back from completed service processes flows through to the accounting and business intelligence systems whose billing and reporting functions make up the last part of the digital cycle for Wincor Nixdorf services.

Fast track to the future

Modern portal technologies provide simple access to the eServices Platform, allowing customers to view performance and availability figures in an up-to-the-minute manner and, where necessary, initiate current service requirements there and then.

With this high performance in terms of technology and methods, the eServices Platform demonstrates that it supports traditional basic services just as effectively as sophisticated new global managed services and outsourcing processes.

The eServices Platform at a glance:

- Reliable, flexible, economical service processes on an internationally uniform platform
- Seamless electronic management and control of all services
- Effective platform for managed services and outsourcing
- Simple access via up-to-the-minute portal technology
- Available for use in nearly all Wincor Nixdorf country businesses