

Supporting a Distributed Enterprise

Clive Longbottom,
Service Director, Quocirca Ltd

- Businesses are becoming more dispersed
 - Branch workers
 - Nomadic/Home workers
 - Field workers
- Each needs supporting
 - Education
 - Usage support
 - Technical support
- Standard telephony-based approaches are no longer valid



- Everything was essentially permanently connected
- Internal help desks dealt with issues pragmatically
 - 1st level solutions where possible
 - 2nd level driven through remote telephone help
 - 3rd level by sending someone to deal with the problem, or via return to base
- Tiered approaches lead to wasted time, plus too much re-explaining of the problem
- Sending someone to deal with a remote user's problem is prohibitively expensive
- Return to base can put someone out of capability for several days



- Cost
 - The business wants demonstrable savings
- Business Continuity
 - Downtime is not acceptable
 - Time-to-resolution is key
- Value Chains
 - Working directly with customers and suppliers
 - Including virtual workforces
 - Contractors, consultants, sub-contractors
- Technology users are not Technologists!
 - How should problems here be dealt with?



- Capability for easy logging of problem
- Capability to rapidly identify correct skills available
 - Call up additional resource as required
- Capability to take control of remote user's desktop
 - Take the user through the problem (education)
 - Solve the problem (more first level resolution)
- Minimise time taken, downtime, and site visits/return to base, all leading to lower costs

