SAIC End User Services

Modernizing IT Service Delivery and Support With Our Expertise and Advanced Technologies.

Today's IT users expect to engage support services via any device, whenever and wherever. Self-help portals, virtual support assistants (chatbots), mobile apps, and walk-up stations with trained experts providing white-glove support are essential to a user-focused service delivery model.

SAIC U-Centric is a new service delivery paradigm that leverages intelligent automation, machine learning, artificial intelligence, "smart" self-service, and self-healing technologies with the highest-quality live support resources to deliver enhanced services. This unified model ensures that users get an enriched IT support experience when they need it.

SAIC®

Redefining Ingenuity

Benefits

OPTIMAL USER EXPERIENCE

Intuitive self-service capabilities, intelligent automation, self-healing systems, social media awareness, and customized support deliver services when, where, and how users need them

IMPROVED OPERATIONAL EFFICIENCY

Machine learning, predictive analytics, mature service processes, and "shift-left" methodology improve support delivery

GREATER SERVICE INTELLIGENCE

Unlocking and associating disparate streams of information to support mission objectives and extend enterprise awareness

ENABLE BUSINESS/ MISSION OUTCOMES

Quantifying value by refining service level objectives linked directly to mission requirements, employee productivity, and satisfaction

Contact

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KEY CUSTOMERS: USARC, EPA, HHS, GSA, State of Virginia, USCENTCOM, PBGC, FRTIB, Department of State, Commercial

U-CENTRIC

USER EXPERIENCE — OPERATIONAL EFFICIENCY — SERVICE INTELLIGENCE — BUSINESS OUTCOMES
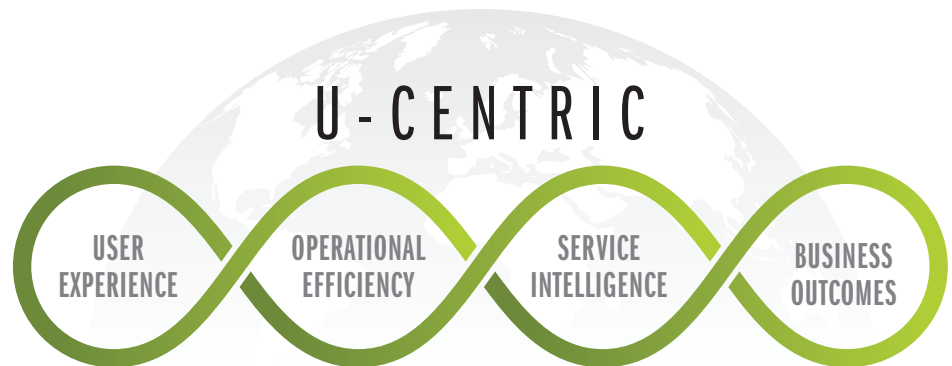
SAIC's U-Centric Approach and Capabilities

- **Intelligent Automation** – Drives throughput and efficiency by automating low-level, manual, repetitive tasks.
- **Predictive Analytics** – Enables proactive service improvement by identifying common IT issues and anticipating future high-impact issues. U-Centric's learning capabilities allow it to improve upon its own activities, efficiency, and outcomes.
- **Self-Healing** – Automated corrective action capabilities drive down outages to save hours of downtime and reduce frustration for the end user.
- **Optimized Knowledge Management and Training** – Harvests information and integrates higher tier support providers to ensure maximum retention and continual updates to institutional knowledge. Provides mission-centric training development via ongoing business process analysis.
- **Objective Service Assessment** – Drives continual service improvement and increases end user solution maturity through analytics and reporting.

Proven Success

66%
REDUCTION

IN SERVICE REQUEST FULFILLMENT TIMES

38%
IMPROVEMENT

IN EMPLOYEE PRODUCTIVITY

TOP 3

INDEPENDENT TECHNOLOGY INTEGRATOR IN GOVERNMENT SERVICES

saic.com/itmodernization

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