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| Objective | | To create a single contact center to serve as the front door for phone, email, chat, web, and others to put USDA on par with customer experience learned from the commercial sector; and to Improve operational flexibility by creating an environment that can efficiently and effectively integrate new capabilities and features. | |
| Scope | | To enable a 1-866 ASK USDA Omnichannel Contact Center that will serve as the OneUSDA front door to all USDA information and services. | |
| Capabilities | | Unisys has the World-Class ratings by third-party analysts. Gartner has rated Unisys as a “Leader” for North America Service Desk and Desktop Services since 2009. Forrester Wave ranks Unisys as a leader in providing end-user services in its 2015 Global Workplace Services analysis report. IDC named Unisys as a “Leader” in their MarketScape for Systems Integrators Serving the U.S. Federal Government in 2016.  Unisys holds CMMI Level 3, ISO 9001, 20,000 and 27,000 certifications. Unisys supports more than 12M Service Desk contacts and perform more than 4.2M Field Service dispatches a year, resolving 7.8M incidents, supporting 4.5M devices, and managing 402,000 active parts. The figure below illustrates Unisys’ Concept of Operations (ConOps) based on our InteliServe Solutions for Contact Center and Service Desk operations. InteliServe is a single-point-of-engagement support service powered by automation, enhanced by advanced analytics, secured by biometric authentication and delivered by expert Unisys virtual and live agents. InteliServe transforms the traditional service desk, empowering your digital workforce to own their support journey.    Some features of the InteliServe:   * Integrated Omnichannel customer interactions * Persona-based, unified customer service portal with Tier 0 capabilities * Performance-metrics driven with exceeding industry best practice Service Level Agreements (SLAs) * Well-trained and effective service agents following ITIL-based standard operating procedures * Service Delivery Analytics to improve operational efficiency * Automation using baked-in click-to-fix, password reset, and intelligent virtual agent * End to end ticket responsibilities that integrate Tier 0, 1, 2, and 3/4 | |
| Relevant Experience | | * **AESD** − Serves 1.5M U.S. Army users with 1M contacts a year, achieving 99% availability. Unisys reduced the ticket backlog from nearly 1,000 to zero in 2 weeks and reduced call wait times from 30 minutes to less than 30 seconds. * **Largest Software Manufacturing Company** − Serves 600,000 users worldwide with Tier 0, 1, and 2 support, introduced TechCafe concept. * **Unilever −** Reduced call volumes by <15% through targeted training across persona groups and improved end-user. Reduced service desk costs by 12% and deskside visits by 20%. * **American Red Cross −** Achieved 99.9% uptime at a 40% lower cost, reduced service desk wait-time from more than 3 minutes to consistently less than 30 seconds, and maintained a customer satisfaction rating above 4.3 out of 5. | |
| Recommenda-tions | | 1. Commercially-based best practices in Call Center and Service Desk operations 2. Contractor consolidation and digital transformation experiences 3. Managed Service Center vs. on-premise services 4. Performance metrics and SLAs 5. Contract vehicles | |