

END-USER SUPPORT APAC

The Product

END USER SUPPORT APAC

OUR MISSION IS TO

Increase the productivity of The LEGO Group by optimizing the usage of business technologies.

WE ACHIEVE THIS BY



E **LIMINATING** the need of end users for direct support



Providing **A** **CCESIBLE** support when needed



S **UPPORTING** technology deployments



Y ou, the end users
Y ou, the APAC team

IN 2020, WE AIM TO BE

The best end user support delivery team in GEUS providing APAC employees with **E A S Y** use of technology.



ASIA PACIFIC LOCATIONS



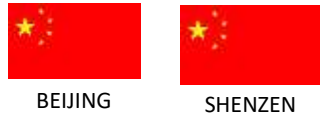
HUBS



FACTORY



SALES/REMOTE OFFICES



BRAND RETAIL STORES



PARTNER SITES



WHAT IS PART OF THE PRODUCT?



End-User Support

- Incident/Problem Management
- Support & Advice
- Service Requests



Infrastructure Support*

- Implementation, maintenance and support of IT Infrastructure in the factory



Application Support*

- Deep level application support of factory related applications.



Retail Store Support**

- Supports Retail IT team in new store buildups for APAC stores.



Training & Adoption Delivery

- Local New Employee Onboarding
- Adoption Trainings



IT Operations

- Asset Lifecycle Management
- Telco Management



Onsite Technology Implementation Support

- Office builds
- Factory build/expansion
- New technology deployments



Stakeholder Management

- Business Engagement
- IT Consultancy
- Localized IT Solutions



END USERS SUPPORTED

as of January 2020



DEVICES SUPPORTED

PERSONAL DEVICES



PC's

1,234

Laptop -- ???
Desktop --



Mac's


???



Mobile Devices

???


SHARED DEVICES



Meeting Rooms


1,234

Cisco Rooms --???
Non-Cisco Rooms
Phonebooths



Printers


1,234



Digital Signboards


1,234

MANUFACTURING DEVICES




Handhelds

1,234



Line Connected PC's


1,234



Label Printers


1,234

INFRASTRUCTURE



NAT Routers

1,234



Data Rooms

1,234

Work in Progress (Not Final)





LIMINATING the need of
end users for direct
support

- Problem Management
- Self Service
- Automation
- Training & Adoption





- **S**atisfaction guaranteed by
 - **A**ccessible – convenient to users
 - **F**ast – quick resolution
 - **E**ffective – addresses their needs



- Look at new innovative ways to deliver support to end users
- Effective stakeholder management framework





- Support IT Roadmap
- Good relationship with BT product teams
- Good visibility of initiatives in the pipeline
- Consistency in delivery of projects, quality & timing





 ou, the end users

 ou, the APAC team

- Clear roles and responsibilities
- Synergies between Singapore, Shanghai & Jiaxing locations
- Develop capabilities
- Effective tools & processes



VALUE MEASURES

- **Reduce Lead-time for by at least 20%**
 - Incidents (2018: 5,8 days)
 - Support & Advice (2018: 4,4 days)
 - Service Requests (2018: 11,1 days)
- **Reduce Number of support & advice + incidents pr. End-user by at least 30%**
 - (2018: 0,599)
- **Increase first contact resolution to at least 60%**
 - (2018: 54,3%)
- **Maintain End-User satisfaction**
 - (2019: 95.3X%)
- **Onboarding** (target to be defined)
- **Cost Per Ticket** (target to be defined)
- **Availability** (target to be defined)



DELIVERY METRICS

- Remote Office Support
- Problem Management (Incident Reduction)
- User Adoption
 - Onboarding
 - IT Trainings
- Project Delivery
 - On-Time Delivery
- Critical Incidents (Non Major)
- Asset Management
- Continuous Improvement
- Motivation & Satisfaction

