



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



LIMINATING the need of end users for direct support



Providing ACCESSIBLE support when needed



SUPPORTING technology deployments



You, the end users



You, 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.



APAC VALUE MEASURES & KEY INDICATORS

VALUE MEASURES HOW DO WE MEASURE SUCCESS?	# SUPPORT PER END USER	END USER SATISFACTION	OFFICE LOCATION SATISFACTION	ONBOARDING SATISFACTION	ON TIME PROJECT DELIVERY	TEAM MOTIVATION & SATISFACTION	AVAILABILITY
KEY INDICATORS HOW DO WE SHAPE SUCCESS?	INCIDENTS/REQUESTS ELIMINATED	SERVICENOW DASHBOARD	CALL/CHAT WAIT TIME	SITE HEATMAP	DAY ONE ESSENTIALS	TACTICAL IMPLEMENTATION PLANS	COST PER TICKET
							
							
							
							



ASIA PACIFIC LOCATIONS



HUBS



SINGAPORE



SHANGHAI

FACTORY



JIAXING



SALES/REMOTE OFFICES



AUSTRALIA



NEW ZEALAND



INDIA



MALAYSIA



JAPAN



KOREA



HONGKONG



TAIWAN



BEIJING



SHENZEN

BRAND RETAIL STORES



DISNEY (SHANGHAI)
PEOPLE SQUARE
BEIJING
HANGZHOU
SHENZEN



SYDNEY?

PARTNER SITES



VIGOR
JETTA
BROADWAY
INTECH



SIIX
UNIVAC



VIEDAM
VMR

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

JIAXING		1,022
SHANGHAI		424
SINGAPORE		356
SHENZEN		76
AUSTRALIA		65
JAPAN		55
BEIJING		52
SOUTH KOREA		48
HONGKONG		20
TAIWAN		12
NEW ZEALAND		11
MALAYSIA		6
INDIA		5

2,100 end users
Need to identify % of blue collar workers



DEVICES SUPPORTED

PERSONAL DEVICES



1,234

Laptop -- ???
Desktop --



???



???

Mobile Devices

SHARED DEVICES



Meeting Rooms

1,234

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



Printers

1,234



Digital Signboards

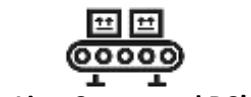
1,234

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)





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





- Satisfaction guaranteed by
 - Accessible – convenient to users
 - Fast – quick resolution
 - Effective – 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





You, the end users

You, 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

