

ONE CONTACT CENTRE

Creating Endless Possibilities



One Contact Centre



Service Desk Modernisation

Smarter service desk, anywhere, anytime



Service Awareness

Real-time data using live dashboards



Service Operations

Automate IT operations and remediation



Service Management Excellence

Customer surveys and analysing digitalised data

WHY One Contact Centre

The ST Engineering One Contact Centre (ICC) provides a modernised IT Service Management (ITSM) system for customers to view real-time data on services delivery and gain valuable insights of the entire chain of service delivery process through digitalised data.

Whether it is emergency response, fault reporting, service requests, technical helpdesk, call centre service management or delivery of end-to-end IT services, our pool of experienced service staff attends to your needs promptly and professionally.

WHAT Can We Offer

The ICC offers an easy-to-use platform accessible on various devices and customisable for different needs. It leverages new and emerging technologies to provide high quality service delivery and security. The centre accelerates the pace and scale of innovation by enabling a collaborative digital ecosystem that synergises services, technologies, people and partners.

Key Benefits

- **Full visibility and quick access** of the entire service delivery status and key performance indicators anytime, anywhere supported by
 - Unified management platform
 - Customisable tactical, operational and strategic dashboards
 - Intuitive interfaces
 - Personalised reports in time-real
- **Valuable insights** for enhanced strategic and operational decisions with data collected from monitoring key business metrics and all aspects of customer interaction
- **Powerful tools** to analyse trends and patterns of service delivery to focus business efforts on productive areas and review areas that require improvement
- **Stringent adherence** to standards and good practices:
 - Ensure good governance for automated IT processes
 - Apply ITIL to align IT services with customer's operations
 - Compliant with standard ITIL processes to optimise efficiency and performance assessment
- **Cost-effective and easy to implement solution** to optimise customer engagement experience and improve overall service standards

Key Services



Omni-channel Support

Enable users to access support services through multiple channels



Automated IT Service Operations

Send alerts and route jobs for seamless follow up



Live Dashboards and Data

Enhance service awareness with real-time data



Data Digitalisation

Analyse data to provide insights for service optimisation

HOW Can We Help

Resource Management

Detect resource capabilities to get job done right the first time



Asset Life Cycle Management

Optimise profit generated by your assets throughout their life cycle

Service Level Management

A tracking and monitoring tool for projects right from the start of project phase to retirement phase

Service Level Management

The 1CC provides a comprehensive tracking and monitoring tool from the beginning to the completion of every project. It leverages capabilities such as incident management, problem management and knowledge management to consistently meet customer's service requirement.

Asset Life Cycle Management

The Asset Life Cycle Management reduces operation impact and disruptions to customers by anticipating possible breakdowns for responsive mitigating action. It derives preventive maintenance to better support customers and optimise resource management as well as cost efficiency.

Resource Management

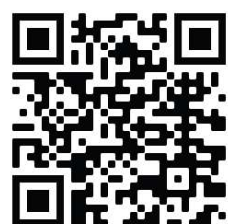
The Resource Management provides a common overview of the customer's workforce utilisation and how various types of transactions are handled by the workforce. This is to ensure resources and their cost are optimised for better project management. It allows customers to detect areas where capabilities can be improved for individual staffs so that suitable manpower can be deployed or re-trained to ensure efficient and effective support is provided for the end users.



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