



IT MANAGED SERVICES





OVERVIEW OF SERVICES PROVIDED

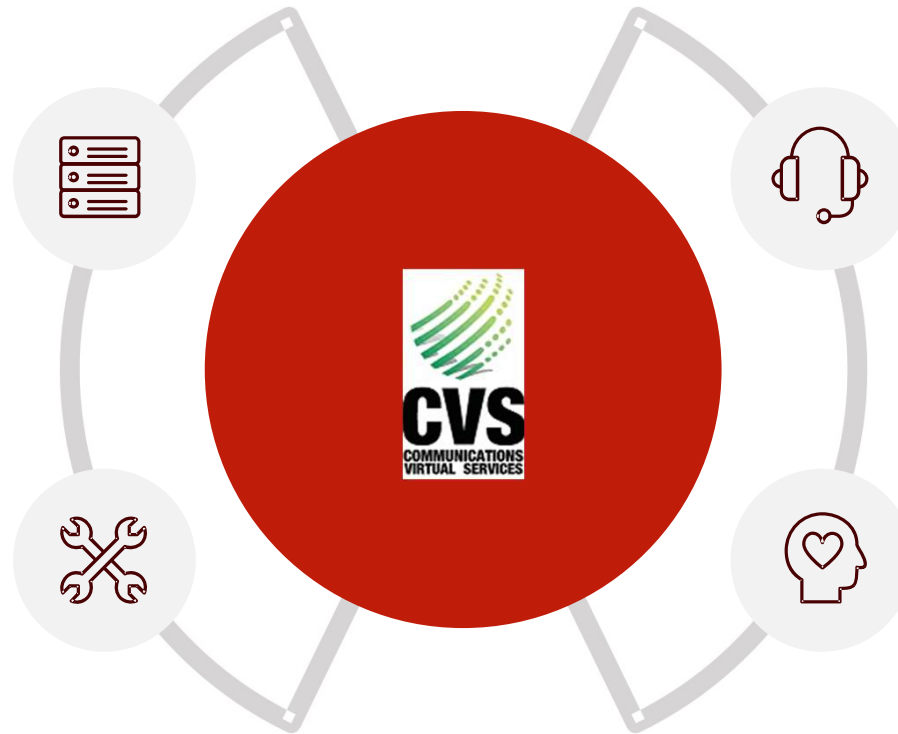
WHY CVS: E2E SERVICES

INTEGRATION SERVICES

Extensive product resale and configuration capability; best independent VAR in the world
Consistent solutions that integrate product & services

PROFESSIONAL SERVICES

Wealth of product and service knowledge available on consulting basis
We have a bench of focused personnel on hand to transform your IT environment



ONGOING SUPPORT

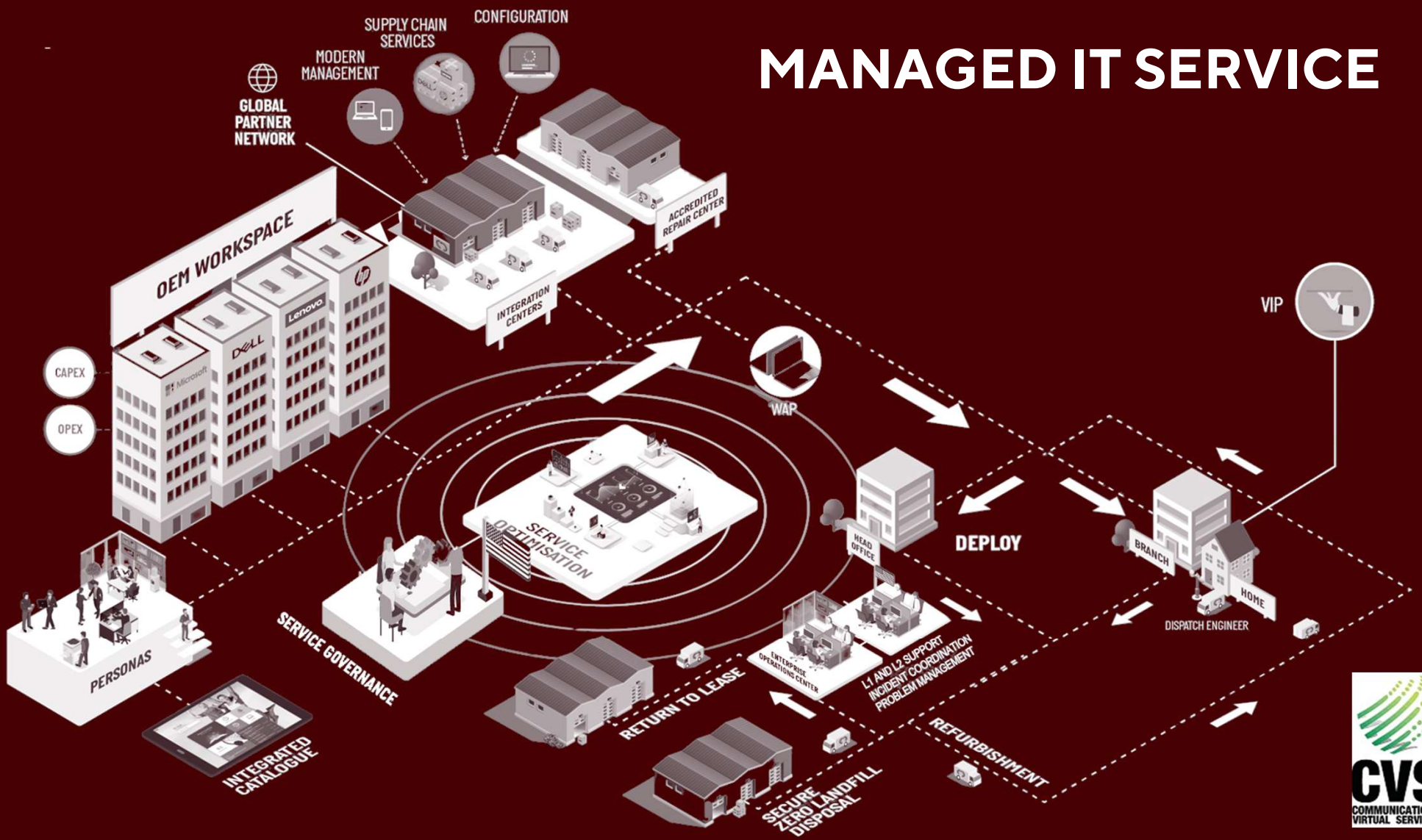
Proven end to end managed IT support for devices throughout their lifecycle
Amazing client advocates with us for the long haul

CULTURAL FIT & SECURITY

We do business with transparency and integrity
Our balance sheet strength means we continually reinvest in our business to the benefit of our customers



MANAGED IT SERVICE

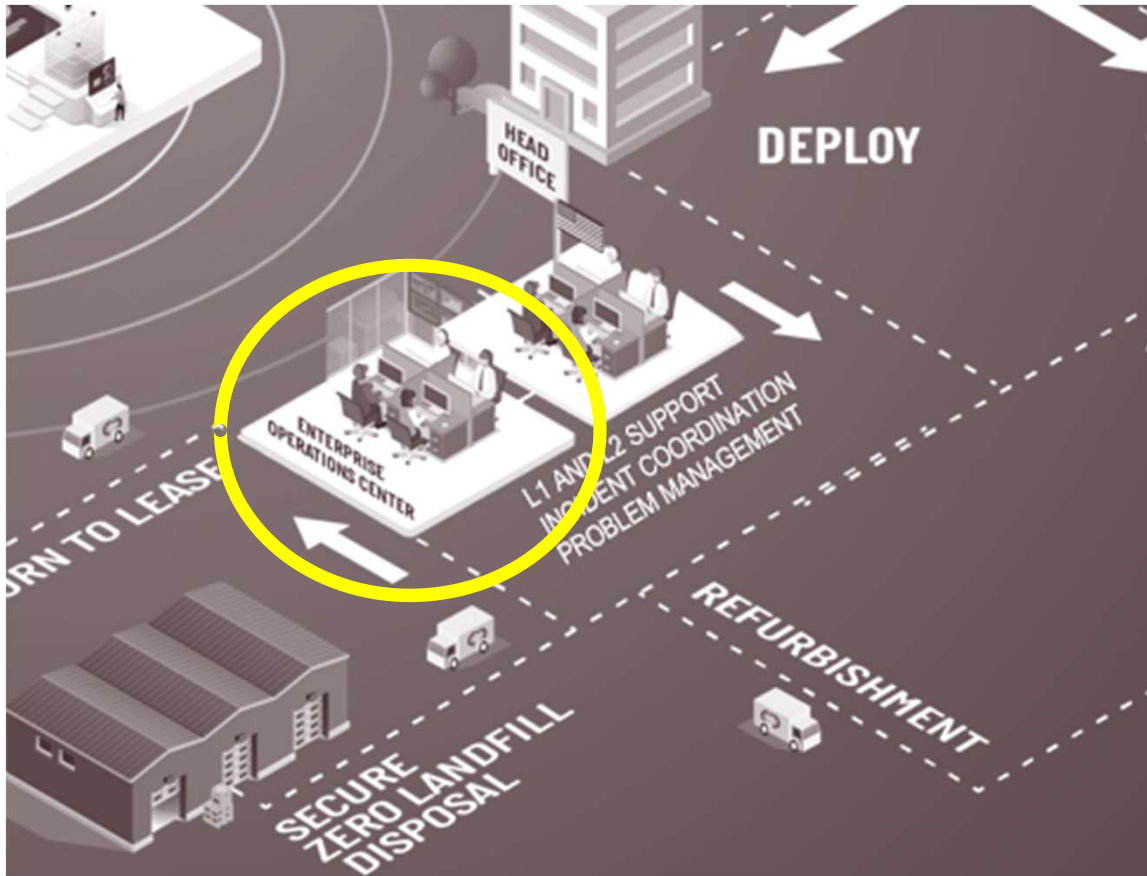


SERVICE DESK



Client Name		Benefits of the CVS Solution
<ul style="list-style-type: none"> • Level 1 and Level 2 Service Desk • Support for Users • Timely and effective response to end-user issues • Scalability 	✓	<p>Omni-Channel Service Desk</p> <ul style="list-style-type: none"> • US based team of Service Desk agents providing specific support. • 1 hour – Service Level Response • The ability to scale the team to meet the expanding requirements of client • Knowledge Base and Knowledge Center Support (KCS) process to drive timely and effective responses to end-user issues. • Third-party vendor engagement and management
<ul style="list-style-type: none"> • Network Monitoring and Management 	✓	<p>24/7 Proactive Monitoring</p> <ul style="list-style-type: none"> • Around the clock monitoring and proactive maintenance of the full network stack within the environment • Integrated alerting with specific KPIs to minimize downtime
<ul style="list-style-type: none"> • Advanced toolset • Virtual agent and chat functionality 	✓	<p>Voice, E-mail, Chat</p> <ul style="list-style-type: none"> • Ticketing system ensuring single source of truth. • The integration of voice, chat, portal and virtual agent driving automation and self-service.
<ul style="list-style-type: none"> • Commitment to continuous improvements and cost efficiencies 	✓	<p>Intelligent Support: Adoption Excellence</p> <ul style="list-style-type: none"> • An experienced team driving initial and ongoing adoption of online contact channels that reduce resolution times and offer a greater end user experience.
<ul style="list-style-type: none"> • Positive end-user experience 	✓	<p>Intelligent Support: Knowledge and Quality Management</p> <ul style="list-style-type: none"> • Our Knowledge Center Support (KCS) process, federated chat solution and our Accelerated End-User Portal will drive a positive end-user experience. <p>End User Feedback</p> <ul style="list-style-type: none"> • Integrated end-user friendly survey capabilities for each service request to ensure as high level of CSAT is maintained.

ENTERPRISE OPERATIONS



- **Event Management** - Actively monitor (exception and continuous) critical infrastructure. React to performance and security compliance tooling alerts in a timely manner. Resolve or coordinate with the appropriate team.
- **E2E Incident Management** - Track status of tickets and follow up with resolvers.
- **Service Reporting** - Manage the collection of EOC metrics into clear reporting as a means to identify areas of concern or improvement.
- **Major Incident Management** - manage the major incident response across the technical teams to drive efficient resolution.
- **Continuous Improvement** - Develop EOC processes, tooling, documentation and identify opportunities to automate.
- **Escalation and Coordination** - Actively reviewing progress and escalating for a quicker resolution. Coordination with deployment services and configuration services when required.

END USER SUPPORT

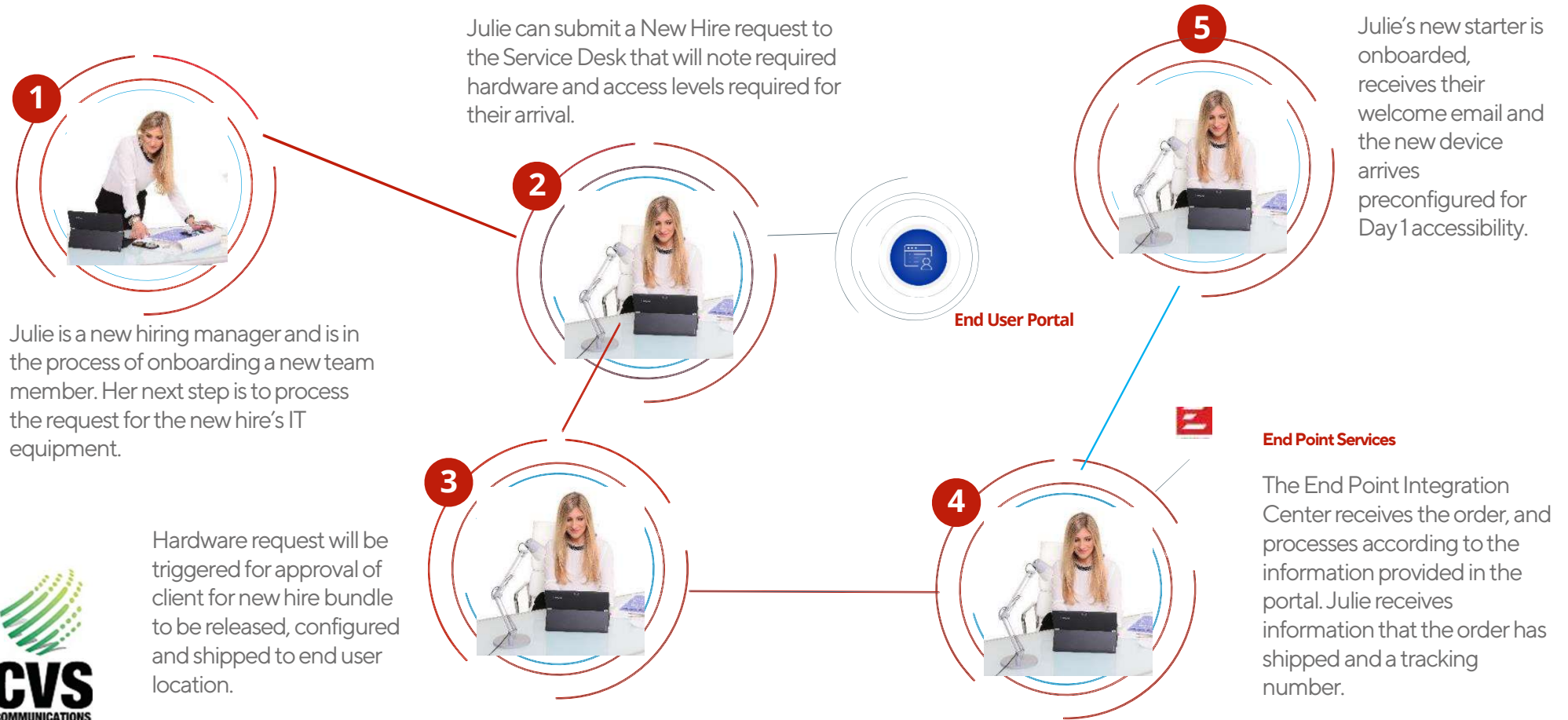
Client Requirements		Benefits of CVS Solution
<ul style="list-style-type: none"> • IMACD and Incident Support Onsite 	<ul style="list-style-type: none"> ✓ ✓ 	<p>Onsite Support Resources</p> <ul style="list-style-type: none"> • Highly skilled engineers focused on support your users • Managing local spares for quick issue resolution and reduced user downtime
<ul style="list-style-type: none"> • Remote L2 Support 	<ul style="list-style-type: none"> ✓ 	<p>Remote Support</p> <ul style="list-style-type: none"> • Effective resolution of issues that are assigned by the L1 desk • Maximize utilization of the onsite teams
<ul style="list-style-type: none"> • Scalability and Flexibility 	<ul style="list-style-type: none"> ✓ 	<p>Seamless Growth</p> <ul style="list-style-type: none"> • Seamless onboarding and offboarding of end user and clinic locations through a clearly defined process
<ul style="list-style-type: none"> • Repair and Swap Services 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> • Advanced Exchange • Minimize downtime for users with same day shipping replacement • Warranty and repair coordination



End Point Services

NEW HIRE PLACEMENT EXAMPLE

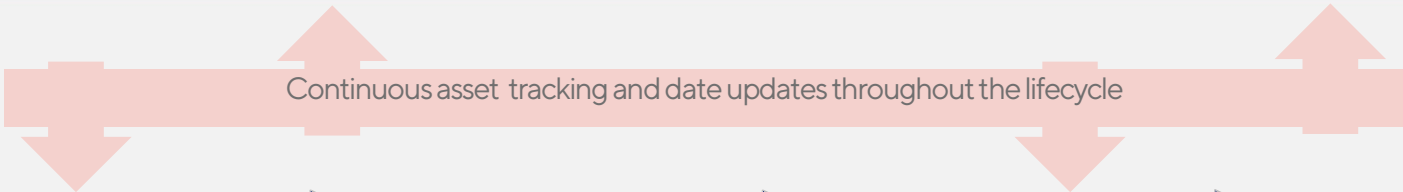
New hire



ASSET MANAGEMENT



WORKFLOW ACTIVITIES
(INCIDENT & REQUEST)



ASSET MANAGEMENT APPROACH

TRANSITION



- Incumbent to provide current asset inventory files
- Work with client to validate current asset inventory files and agree baseline
- Sign-off on CMDB
- Train all resources on Asset Update process
- Initiate Asset Management processes

ELECTRONIC DISCOVERY



- Monthly polling of connected assets
- Asset Coordinators review and validate discoveries
- Work with on-site team to remediate issues
- Drive adherence to asset control best practices

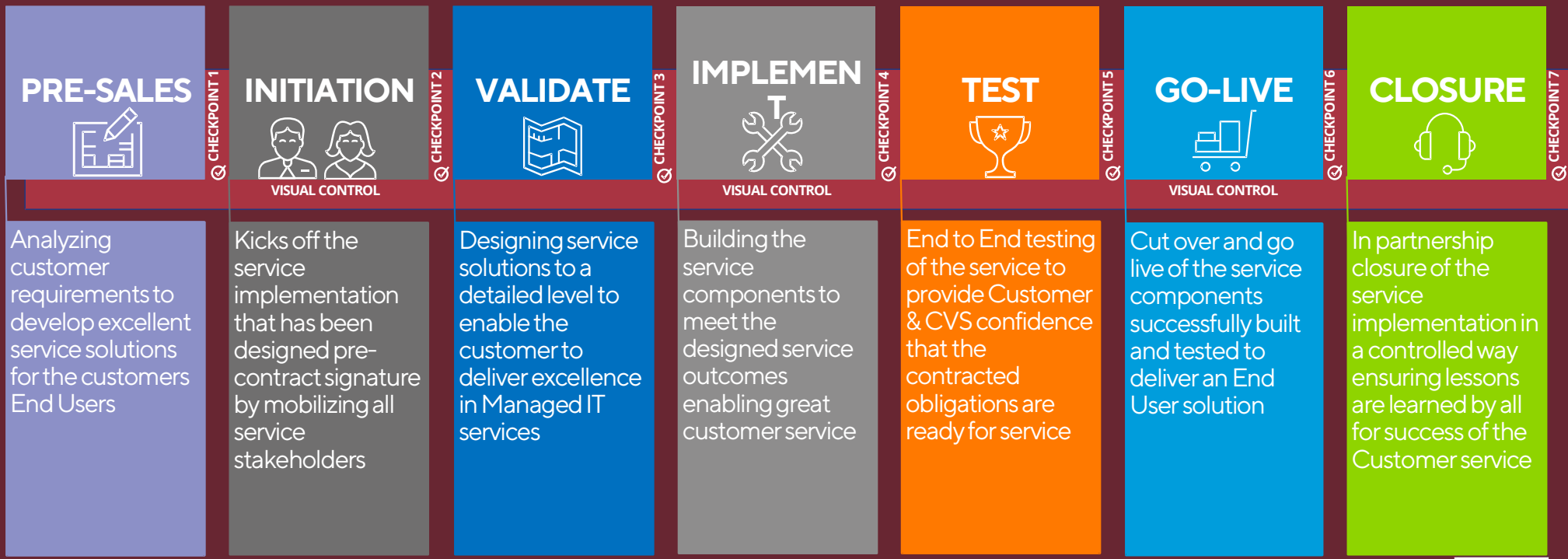
ASSET UPDATES



- Resources to update asset information for:
 - IMAC
 - Break-fix device replacements
 - Refresh
 - Drive adherence to asset control best practice

Transition

HOW WE DO IT



DRIVING END-USER ADOPTION

Adoption framework



DISCOVERY

Assess the people, culture, organization, and change strategy

Review technology and business process alignment

Baseline the user community and people impact assessment

Define adoption success measures

ADOPTION STRATEGY & PLAN

Redefine discovery outcomes related to people impacts

Review provisioning and end-to-end experience

Develop adoption strategy

Create comms, training, champion network and engagement plans

ADOPTION BUILD

Communication collateral

Training collateral

Business champion network engagement

Adoption KPIs

IMPLEMENT DELIVERY

People engagement activities

Communications and Training

Deployment activities – UAT, Pilot, Go/No-Go

Hypercare, Acceptance into service and reporting

SUSTAINABLE BEHAVIOR CHANGE

Reinforcement activities and plans

Rapid adoption/behaviour change becoming the norm

Drive adoption KPIs to target model

Embed behaviour to support benefit realization

Governance



OUR FOCUS



Full Accountability

- Single point of accountability
- Full ownership of services
- Escalation point



Trusted Advisor

- Embedded in customer environment – extension of your team
- Maintaining close relationships at all levels
- Above and beyond the contract
- Local presence
- Insights into industry trends, local market, and business impact



Strategic Alignment

- Delivery business value
- Driving business alignment and priorities
- Engaged in roadmap of business objectives and future direction
- Developing and delivering new services

Service Desk Accessibility

CONTACTING THE SERVICE DESK

VOICE

1



Bill has an issue with his device and calls the Service Desk as he is currently travelling and unable to use his preferred channel of chat.



The agent at the Desk has Bill's details pre-populated within the Agent portal, and has instant access to the data regarding his devices.

2



When connected to the Service Desk, he is connected to the agent most skilled and appropriate to help him.

3

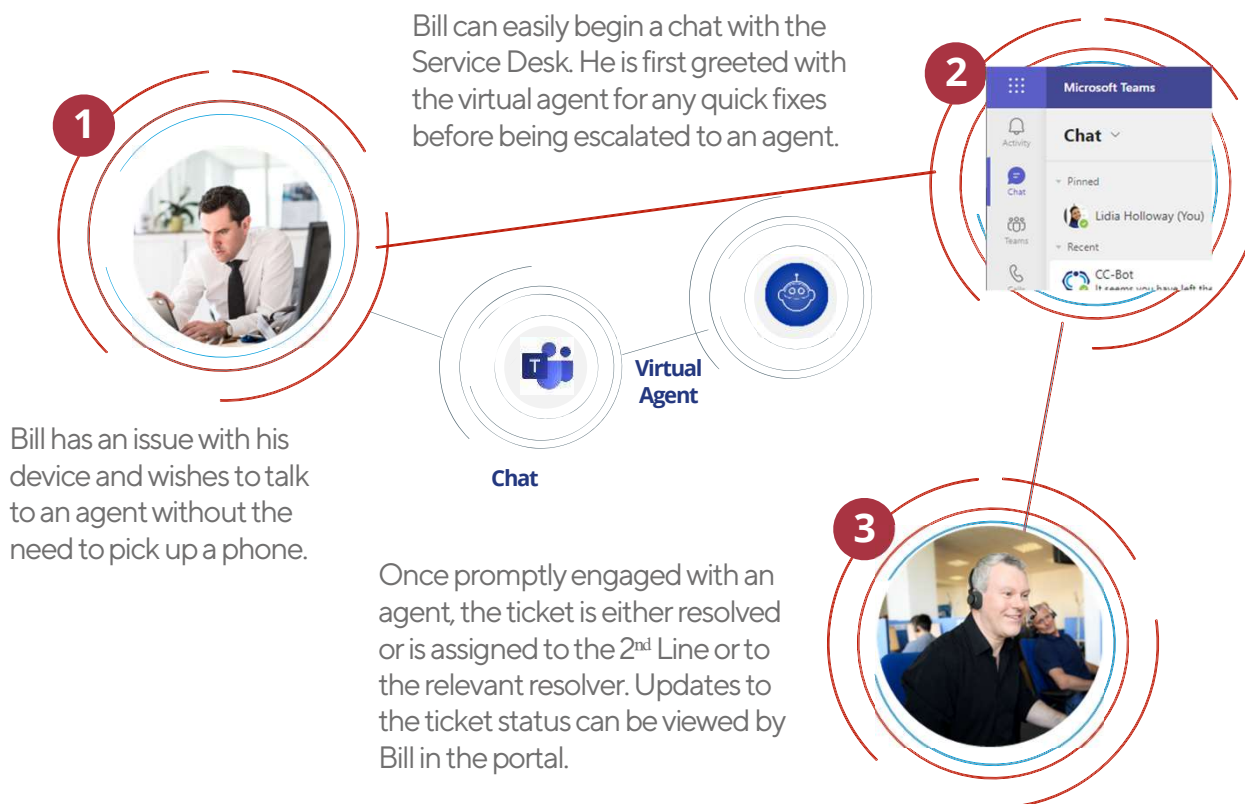


AGENT TASKS

- Accept the call
- Categorize issue (incident)
- Set priority level based on urgency and impact
- Utilize templates to populate ticket
- Reference knowledge articles and feedback from KCS

CONTACTING THE SERVICE DESK

CHAT



AGENT TASKS

- Pick up the chat request
- Log an interaction in the ITSM toolset
- Categorize issue (incident)
- Set priority; urgency and impact
- Utilize templates to populate ticket
- Reference knowledge articles

CONTACTING THE SERVICE DESK

PORTAL SELF-LOG

1



Bill has an issue with his outlook and decides to log a ticket at the Service Desk via the Portal.

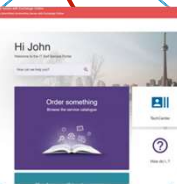


3



Once logged the ticket is accepted by the L1 team or is assigned to the relevant resolver. Uptakes to the ticket status can be viewed by Bill in the portal.

2



Accessing the Portal Bill can see if this is a major incident through viewing the banner or can "Log an Issue" to ensure the problem is addressed.

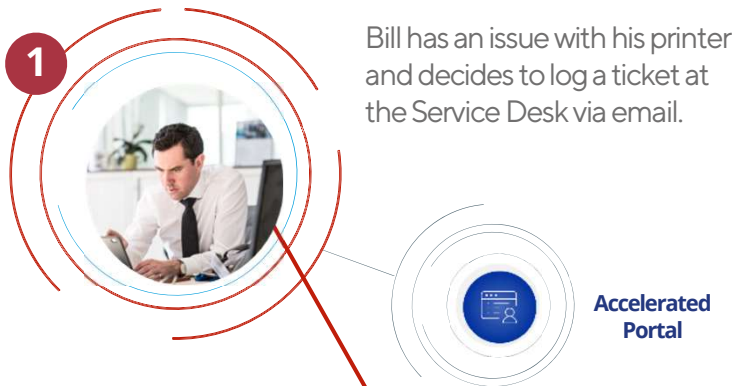


AGENT TASKS

- Resolve the ticket or assign to the relevant resolver
- Track progress of ticket and chase accordingly
- Provide updates to ticket status to ensure User is kept up-to-date

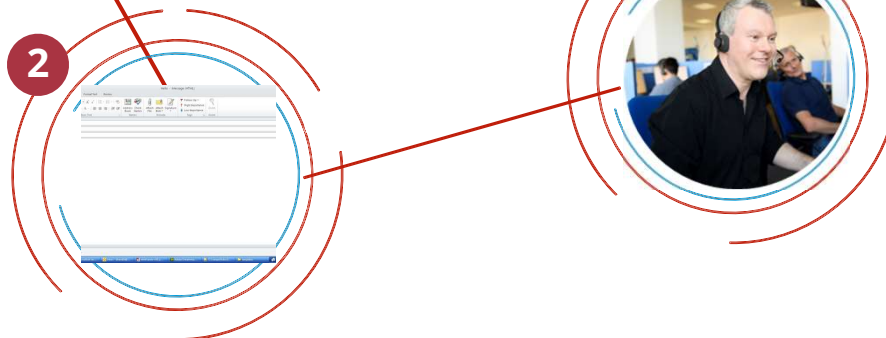
CONTACTING THE SERVICE DESK

EMAIL



Email will feed into Ticketing System and automatically create a ticket under Bill's name. Updates to the ticket status can be viewed by Bill in the portal.

Using a custom email distribution list, Bill writes a quick email outlining his issue, priority in the email.

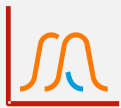


AGENT TASKS

- Categorize issue (incident)
- Set priority; urgency and impact
- Utilize templates to populate ticket
- Reference knowledge articles
- Contact Bill to complete any required troubleshooting and testing.

PORTAL

Service	Solution Benefits
Portal <i>(Digital Engagement)</i>	Tools and toolsets included as part of the solution
	Different methods of contacting Service Desk
	Self-serve functionality
	Handling of tickets regarding a major outage or same issue reported by multiple users
	Escalation to CVS EUS L2 support
	Escalation to management
	User checking status of tickets
	User checking status via self-serve
	Notifications of ticket status to resolvers and end users
	Third party vendor escalation



OVERALL MATURITY LEVEL:

REACTIVE



OVERALL MATURITY LEVEL:

MANAGED

