



## Cognizant Digital Systems & Technology

# Cognizant® WorkNEXT™ EZ (Engagement Zone)

Reimagine IT support services with the proactive, personalized and contextual WorkNEXT EZ solution

### **A personalized and contextual mode of IT support in the workplace**

The digital revolution has redefined the role of global IT. As a result, workplaces are also evolving with digital at the core. Today's highly mobile and connected workforce expects robust digital experiences in the workplace.

However, traditional IT support—which is slow, impersonal and less accessible—fails to match employee expectations of the evolving digital workplace. Gen Y employees demand quick resolutions for problems using the proactive and context-specific IT solutions that are similar to the digital user experiences they receive in their personal spaces.

Hence, the need of the hour is the implementation of a personalized and contextual mode of IT support at workplaces to offer an enhanced support and a delightful user experience. Cognizant, with our

rich experience in field services, service desk and user support, present WorkNEXT EZ, a platform to augment the channel support for the millennial workforce many enterprises employ.

### **Elevate face-to-face support for an enhanced user experience**

WorkNEXT EZ is a cluster of services consisting of 24/7 self-help and walk-up that offers elevated face-to-face support. WorkNEXT EZ redefines end-user support, keeping the critical user experience element top of mind.

Compared to the traditional support methods including email, chat and web, the walk-in function provides the high-touch, in-person experience that improves satisfaction index scores. WorkNEXT EZ empowers users with better channel support and more personalized and contextual resolution of their IT challenges without any delays.

# Cognizant®

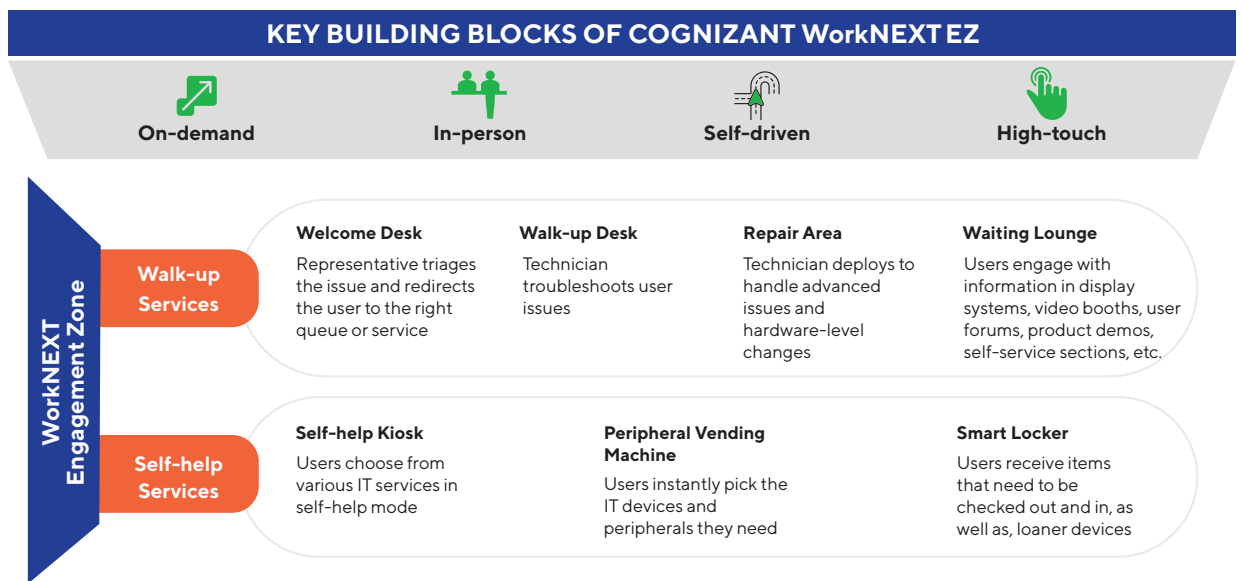
**Enhances workplace user experience with intelligent and advanced face-to-face and self-help IT support.**

## Complementing service desk function with augmented channel support

WorkNEXT EZ services, powered by digital levers, apply the user-expected consumerized ambience to traditional IT support. Without replacing the service desk function, WorkNEXT EZ augments channel support through the walk-up zones and self-help zones:

**Walk-up:** Walk-up services provide an instant connection between users and support personnel to quickly resolve their IT problems. Organizations can decide the location for this setup based on factors including number of users in a single facility, user persona, ticket volume and ticketing trends.

**Self-help:** True to its name, this resource provides 100% self-help services to users, with 24X7 coverage and without any manual intervention. Ideally suited for employees who work in different shifts, these services help increase user productivity and enhance the overall IT experience for users.



Walk-up and self-help services are the top two essential digital workplace ingredients to increase user satisfaction.

## Key Business Benefits

### User experience

- Enhances user satisfaction with physically accessible support that provides instant resolution and direct feedback.
- Reduces the number of incidents, as multiple issues are resolved in one interaction.
- 100% self-service leads to more empowered and responsible users.

### Productivity

- Identifies and resolves advanced and future-related issues in a single interaction.
- Supports both company and employee-owned devices.
- Work resumes faster, either with repaired or replacement devices.

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**Creates empowered and highly productive workplace users through consumerized IT support.**

### **Cost Management**

- Reduces rogue purchases of peripherals.
- Reduces service desk workloads and desk-side visits.
- Eliminates redundant relative tickets.

### **Business Alignment**

- Providing consumerized IT support similar to what users experience in their personal digital world.
- Enabling the business to demonstrate new and improved technology options.

### **Why Cognizant?**

Cognizant's employee-centric WorkNEXT EZ solution employs a holistic, consulting-led approach that puts users at the core.

Our walk-up services enable users to interface directly with technicians and get feedback immediately. Self-help kiosk machines are available 24x7 and act as virtual, intelligent support agents. Together, these service options offer a frictionless environment and increase user productivity. WorkNEXT EZ is the future of IT support for employees.

For more information, visit <https://www.cognizant.com/WorkNEXT>

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### **About Cognizant**

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us @Cognizant.

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