

Making the IT Experience Matter



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Director
Global Service Desk



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Manager
End User Experience

Johnson & Johnson



The largest and most diversified healthcare company in the world

Our Purpose

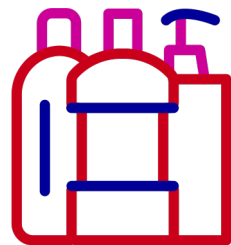
We blend , **Science** and **Ingenuity** to profoundly change the trajectory of health for humanity.

Our People

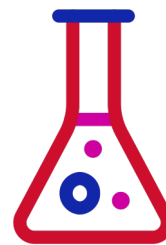


140,000 employees
who serve more than
1 billion patients each day

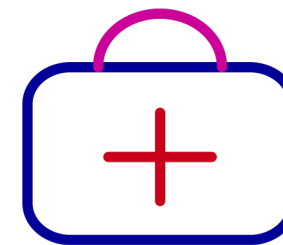
Strong Global Position in Three Key Segments



Consumer





Pharmaceuticals



Medical Devices

Technology Support and Services

220K 
Colleagues Supported


12 
Languages Supported
English, Dutch, French, German, Italian, Russian, Japanese, Mandarin, Korean, French Canadian, Spanish and Portuguese
+23 machine-translated chat languages


81 
Countries


1000+ 
Tech Support Agents
470 Remote agents
600 Local agents
Onsite Support for 1K sites globally

6 
Continents


Service Desk & Remote Control Tech Support


1.3M 
Colleague Contacts
676K chat, 540K phone and 240K self-service portal


120K 
Translated Online Chats
Interactions across 23 non-English languages

68% 
Fixed the First Time
First contact resolution over 484K

Onsite Tech Support L2 – VIP


286K 
Ticket Resolutions
Employee ticket resolutions including 270K onsite, 9K dispatch and 6K depot


30K 
New PCs
Colleagues that participate in the annual PC and Windows 10 refresh process

180K 
Colleague PCs
12K Amazon WorkSpaces and 41K mobile devices supported

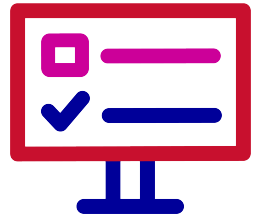
Bright Red Tech Bars

40 
Bright Red Tech Bars
Both virtual and on-site presence

12 
Countries
Supporting 44K colleagues

57K 
Resolved
Colleague contacts in 2018

Technology Services Principles



Drive with Digital Experience

Leverage data we have to drive decisions, roadmap, and end user experiences



Apply Continuous Innovation

Use data findings to direct improvements, enhancements, and new services



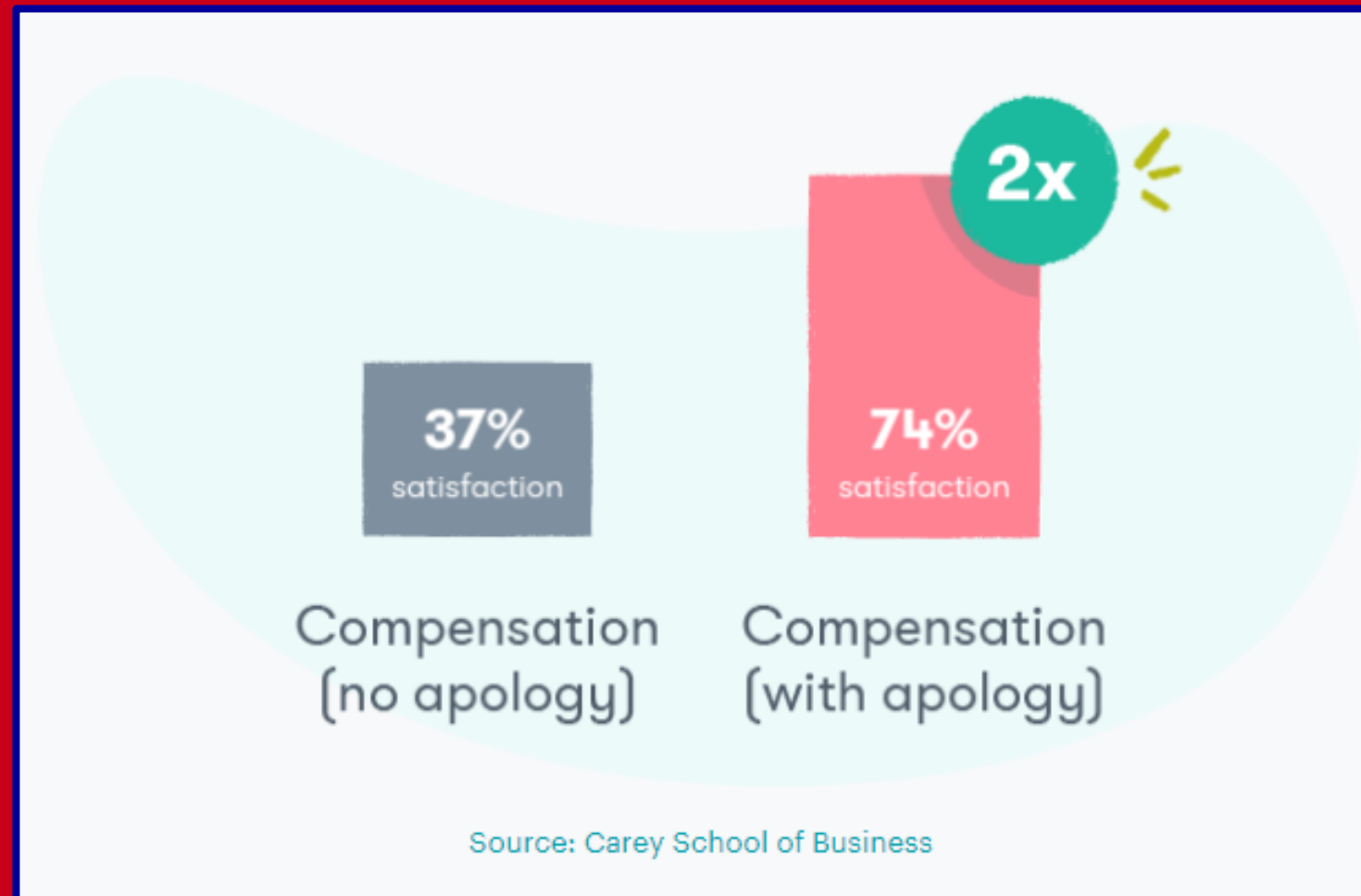
Delight our End Users

Combine data and innovation to drive positive interactions and customer satisfaction

***“Satisfied customers tell three friends,
angry customers tell 3,000”***

Pete Blackshaw

Satisfied Customers Tell Three Friends, Angry Customers Tell 3,000:
Running a Business in Today's Consumer-Driven World



Why should we delight end users?

“According to SHRM, experiential organizations (those that scored highest in culture, technology, and physical workspace) outperformed their peers by 400% when it came to profits, saw 40% lower turnover, and had stock prices that outperformed the general market.”

Ben Travis, Bonusly Blog

Our Proactive Journey

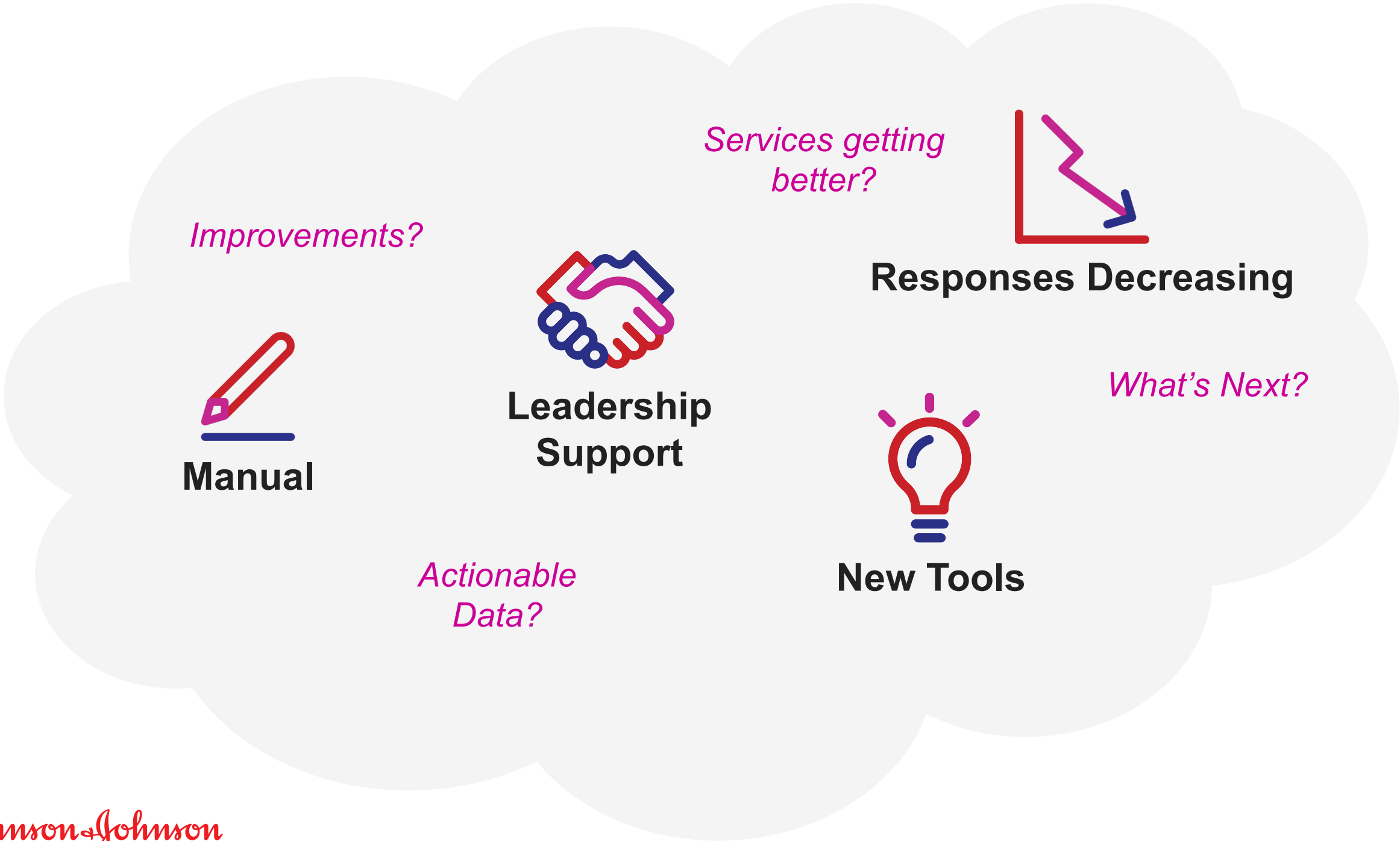
2018

- Service Recovery as a concept introduced to our organization
- v1.0 of Recovery program implemented
- Virtual Agent pilot deployment

2019

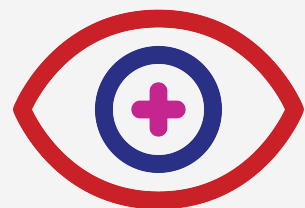
- Virtual Agent global rollout deployment
- v1.5 of recovery program implemented (redesigned survey, created internal Closed Loop tool)
- Internal Phone IVR transitioned to the cloud
- Started to explore next level feedback tools

Recovery Learnings Cloud



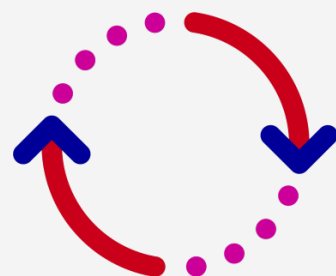
How do we make it all *matter*?

Our Landscape



CIO Insights

Supporting tens of thousands of applications



Internal B2C

200,000+ users



Multichannel

6+ channels



Service Recovery

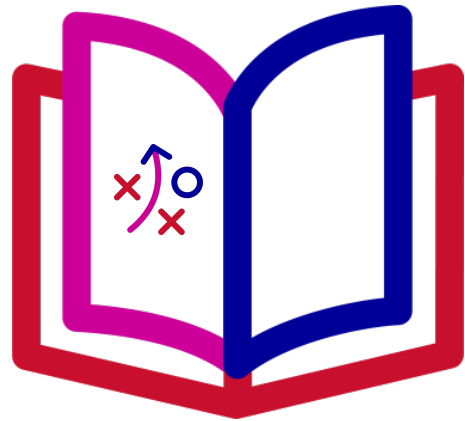
Every incident ticket:
self-serve, chat,
or phone



Proactive Support


Shifting from reactive to future state

Our Playbook



1. “All-in-One” Service Recovery platform
2. Provide deep insights within platform (BI)
3. Ability to expand globally
4. Shift support from Reactive to Proactive / Predictive
5. Ability to handle multiple
 - points of feedback
 - system integrations

YOUR EXPERIENCE



→ Required

We would like to hear about your recent experience. How would you rate it? [INC0000211]


Not At All Satisfied

Neutral

Extremely Satisfied

1	2	3	4	5
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Next


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Your ticket has been resolved. How did we do?

Please let us know how we performed, as we strive to improve our services.



Hi ANTHONY,

Your ticket, [INC0000211](#) has been resolved. We would like to hear about your support experience. The feedback you provide us will be reviewed and used to make improvements to our services.

Please select the rating below that best relates to your recent experience and continue to complete our brief survey.

We would like to hear about your recent experience. How would you rate it?

Not at all Satisfied

Neutral

Extremely Satisfied

1	2	3	4	5
---	---	---	---	---

Issue Not Resolved?

If your issue is not resolved, you can re-open your ticket from Iris. Go to the My Activity page by clicking [here](#), then click "Reopen my ticket."

(Note: You can only re-open your ticket within 10 calendar days of this email)

Your issue details

Ticket Number: INC0000211

Description: TESTING MEDALLIA

Resolved by:

Resolved on: 1/7/20 8:01 PM

Solution: test ticket for medallia testing

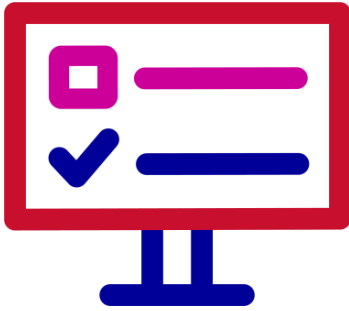
This survey invitation will expire on February 06, 2020 at 12:02 PM

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YOUR **EX**PERIENCE



Structured

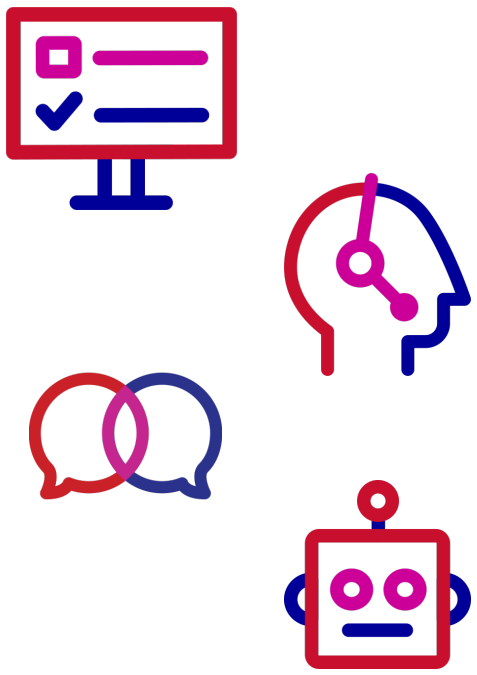
 YOUR **EX**PERIENCE
· M A T T E R S ·

.....

 YOUR **EX**PERIENCE
· S T I L L M A T T E R S ·

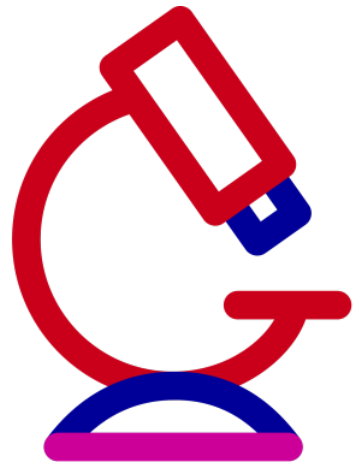
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 YOUR **EX**PERIENCE
· M A T T E R E D ·



Unstructured

Initial Results

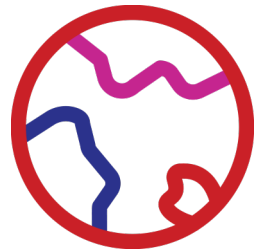


- Higher response rates and growing!
- Users loving the platform
- Balanced level of Customer Satisfaction
- Reopened tickets at industry standards
- Leadership praise

Proof Points

“This platform is amazing in helping us review and cut back our user employee dissatisfaction.”

Print Services Organization



LATAM region issue regarding local mandate on replacement assets not in alignment with overall organization outlines.

First week of launch

Daily COVID-19 war room service metrics of agent performance while working from home.

Service Desk Management



Lessons Learned



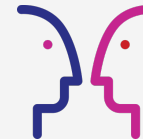
It's definitely a journey!



No matter how much you align other teams, it still takes time to change behavior.



Accept the wins for what they are. Don't overthink them.



Align with Leadership
"Does experience truly matter?"

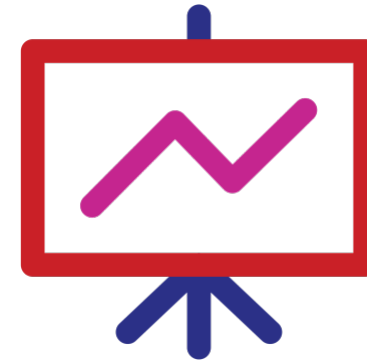


Keep thanking those who are driving the success!

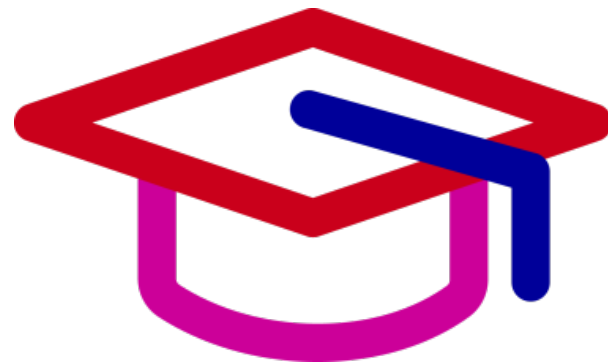
How you can get started



Start your own recovery process with
tools already in place
(e.g. SharePoint, Excel, BI tools, etc.)



Evaluate your own performance



Learn from the feedback



Partner with your Service Desk teams
and Service Providers

Questions?

Thank you

Complete the session survey

<insert any conference instructions>