Making the IT Experience Matter

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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”

Source: Carey School of Business

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

Leadership Support

Manual

Actionable Data?

Services getting better?

Responses Decreasing

What’s Next?

New Tools

Improvements?
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
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 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 the My Activity page by clicking here, then click Reopen any ticket.

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

Your issue details

Ticket Number: INC0000211
Description: TESTING MEDALLIA

Received by:

Received on: 1/22/2020 9:51 PM

Solution: text ticket for medallia testing

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

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YOUR EXPERIENCE

Structured

Unstructured

YOUR EXPERIENCE MATTERS
YOUR EXPERIENCE STILL MATTERS
YOUR EXPERIENCE MATTERED
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>