



**User outsourcing contract:
Service Desk within the Econocom Service Center in Grenoble
and on-site support at the client's premises**

This ministry is responsible for implementing government policy in the areas of social affairs, solidarity and social cohesion, public health and social protection.

Goals

- Guarantee a successful user-experience for all employees of the Ministry
- Innovate to support the digital transformation of the IT department: Artificial Intelligence at the Service Desk (OneDeskGo solution), mobility for all, O365 migration, ITSM migration, selfhelp/selfcare portal, etc.

KEY FIGURES

- €5 million over 48 months
- 2,700 users
- 1,500 cases per month
- 27 employees (including 20 at the customer's premises)

INTERNAL ACTORS

- IMS IDF - Agence Secteur Public
- Centre de Services C2S

COMPETITION

- Spie ICS
- Neurones/HelpLine

POURQUOI ECONOCOM

- A relationship of trust established with our client for 5 years
- Quality delivery and acclaimed by the customer, including during the health crisis

- An end-to-end and innovative offer allowing productivity gains
- A cohesive and resilient team (Delivery / Pre-Sales / Managing Director) in the face of competition
- Positioning as a leader in France in the user outsourcing activity

For internal circulation only. The project was signed in June 2021
Should you require further information, please contact David Simonian, author of this Winflash.