

Contact:
haley.kitts@credit-suisse.com

More visits. More content, More help for you, our customers.

The [IT Help Portal](#) made its debut in December 2017 with the goal of offering overview and support information to all. Accessible from the start via a new IT Help icon in the desktop tray, and more recently from the home page of the Credit Suisse Intranet, our customers can get to the information they need in a way that works best for them.

From its lean beginnings, the portal has matured and flourished into one of the most comprehensive resources for customers across the bank to access IT support.

A Traffic Jam We Can Live With

Starting off with a whopping 17,000 visits on its first day, the portal has retained a steady stream of traffic, garnering nearly 10,000 visits every business day - totaling just shy of 168,000 visits per month. As we continue to expand our offerings, we anticipate this volume to grow, and we're ready for it.

Content is King

Over the past year, the amount of information on the portal has grown exponentially.

Here are some highlights of our most-valued pages:

- [IT Support Tiers](#) - A robust overview of the new IT Support model, including details about each offering as well as pivotal information on accessing support from mobile devices.
- [iDesktop Windows 10](#) - Everything you need to know about migrating to the new iDesktop platform all in one place.
- [IT Health Check](#) - A key new enhancement this year, paving the way for more self-service and personalization. A healthy setup improves productivity. The IT Health Check analyzes a range of settings in your IT environment, identifying areas that are non-optimal and recommending actions for remediation.
- [Video Library](#) - With over 30 videos, we have curated an impressive resource for our customers. The top 3 most viewed videos are: [Welcome to Windows 10](#), [Introducing IT Support Tiers](#), and [IT Chat on Blackberry Access](#).

Help, From Anywhere

We know IT Support issues are not limited to the office. The IT Help Portal has been added to the corporate bookmarks in Blackberry Access automatically for all customers, and in a [few simple steps](#) you can also add it as a contact in Blackberry Work.

And, of course, [IT Chat](#) is always available from the Intranet home page through your desktop and Blackberry Access, meaning mobile IT Chat support is one touch away.

Always Innovating

Here is a preview of a few enhancements that we have in the works:

- *More Accessibility* - IT Help will still be available from the desktop tray in the new iDesktop; additionally, it will also be a featured tile on the Windows 10 start menu.
- *More Personalization* - We're working to identify ways to make your portal experience more personalized and customized to the way you operate. Look out for proactive steps to improve machine performance, a trackable learning library of instructional videos, and a subscription functionality to stay informed about the products and services that mean the most to you.
- *More Integration* - By simplifying and integrating request workflows, updating page templates, and adding robust and targeted feedback options for product enhancements, we're not only integrating more technology, we're also integrating you.

We're thrilled with the progress on the IT Help Portal and hope that you are too. Next time you visit, please leave some feedback on the site and help craft its future.