



# AI & Automation

## FOR MORE ITSM SUCCESS

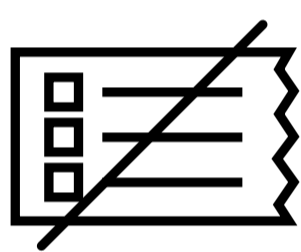
An EMA study of hundreds of IT professionals pinpoints the rise in ITSM technologies for orgs: 69% of ITSM budgets increased by 10% or more this year.



*i.e. AI Bots, Virtual Agents, and Automation*

## See what's possible with AI & Automation:

### 72% Go Ticketless



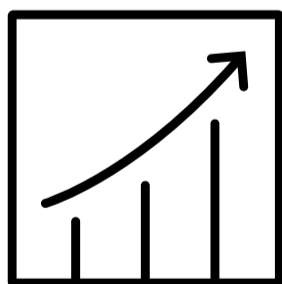
**72%** of orgs saw a future possibility for ticketless ITSM

### 56% Save Some Cash



**56%** of orgs say cost savings is their top motivator for innovating with AI

### 81% Get with the Future



**81%** of orgs see ITSM as growing in importance within the next three years

## Be Successful

Educate your users, prepare for process changes, and evaluate technologies with due diligence

Discover further insights into how ITSM success and AI & Automation are related in EMA's latest whitepaper.

**FREE WHITEPAPER**