

TIPS

to Improve the IT and End-User Experience

About half of IT orgs see the need to deliver a better customer experience for all employees. Here are three tips:

TIP #1 Reduce the Number of Systems

Switching between too many systems can lead to “swivel chair IT management.” Tools and data that aren’t integrated and require specific training slows work, reduces productivity, and leads to end-users venting at IT.

IT Managers report:



The average number of systems that workers must access as part of their day-to-day jobs has risen recently from eight to 11.²

IT Employees report:



55% felt working in IT affected their well-being adversely.¹

TIP #2 Focus on Personalized Interaction

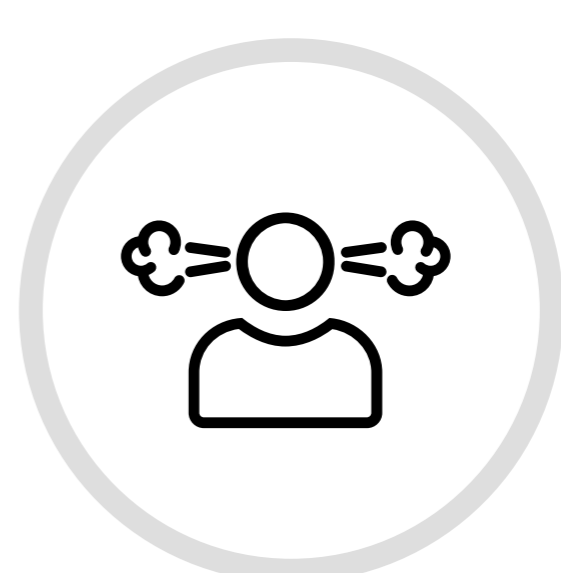
Personalized interaction is key to creating an engaging IT experience.

End-Users say:



43% prefer tasks that are primarily digital when getting help with an IT issue.²

They also say:



Slow service and explaining their case several times over are the top most-cited reasons for poor customer experiences with IT.³

TIP #3 Don't Compromise Security, Cost and Governance

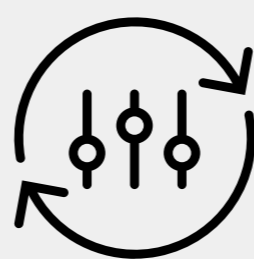
Deliver the right solutions, services, and processes to help all employees be more productive and satisfied with IT. View our new white paper for six brief, illustrative IT use cases to help you assess where your IT organization could improve the IT experience for end-users and staff.



Security



Cost



Governance



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