



ivanti

Enterprise Service Management Survey Report

ESM processes and solutions have never been more critical to help improve the service experience across the organization.

Enterprise Service Management (ESM) extends the use of IT Service Management (ITSM) processes to address business-centric use cases in other departments, such as HR, Facilities, and Customer Service. In light of the COVID-19 pandemic and remote work, these processes are critical to maintain and improve upon.

This survey looked at the IT and company-wide adoption of ESM tools as well as how they are helping in times of dynamic business change. After surveying 385 IT professionals, it's clear that efficiency is the priority for 65% of the respondents, with **61% of those surveyed saying they felt they provide the same level of service while working remotely when using ESM tools.**

65%

of IT professionals say efficiency is the top benefit of Enterprise Service Management

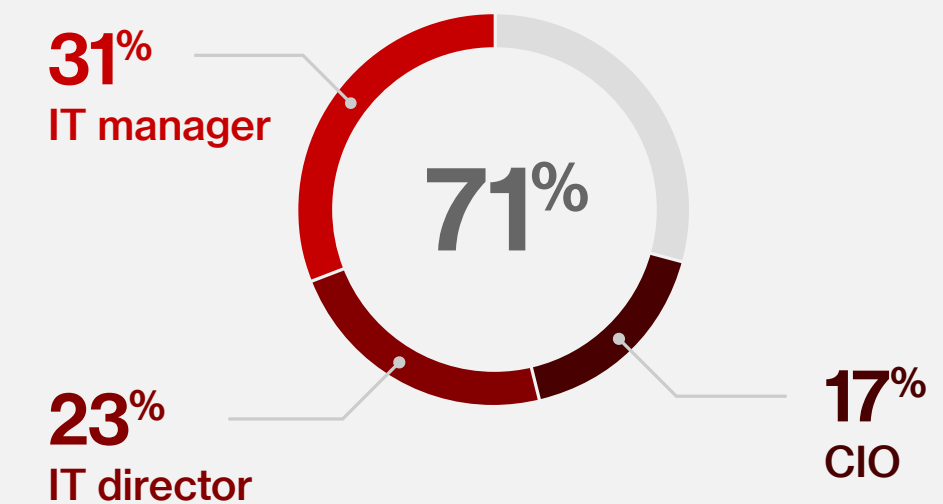
Proven ESM Track Record

What the numbers say about the adoption and success of ESM initiatives



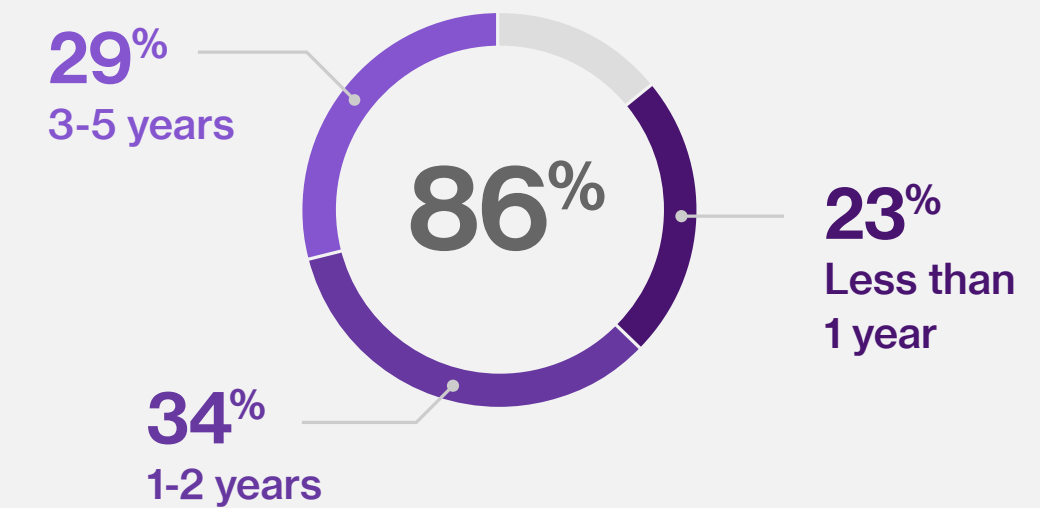
Driving ESM initiatives

Survey respondents said that 71% of ESM leaders sit in the IT department of their organization.



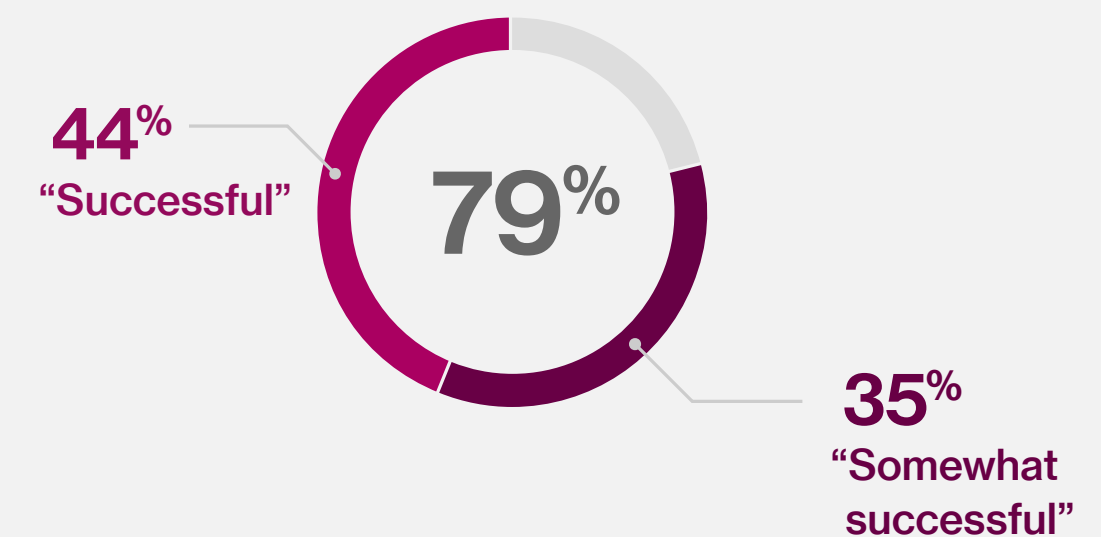
Adoption and progress

ESM initiatives vary widely among respondents' organizations, with 86% saying they have been working on ESM initiatives less than five years.



Measuring success

79% of survey respondents said their ESM initiatives were "successful" or "somewhat successful."




IT organizations benefit from ESM programs in many ways...


55% Process improvements



47% Improved IT experience



44% Streamlined operations



42% Staff productivity



42% Automated processes


41% Reporting


36% Incomplete requirements and/or process definitions


35% Lack of integration with specific data sources or departmental applications


32% Inconsistent implementations across departments


29% Implementation or additional licensing costs

...but challenges affect the chances of success.



Common collaborators

IT professionals collaborate the most on ESM initiatives with these departments



Cost sharing

How respondents say their companies handle cost-sharing between IT and non-IT departments



Alone we do so little; together we can do so much.

Collaboration across departments is key to ESM project success.

The shape of collaboration

Top responses for how respondents said IT departments help with ESM initiatives



Benefits realized

The business departments realized these benefits from implementing ESM

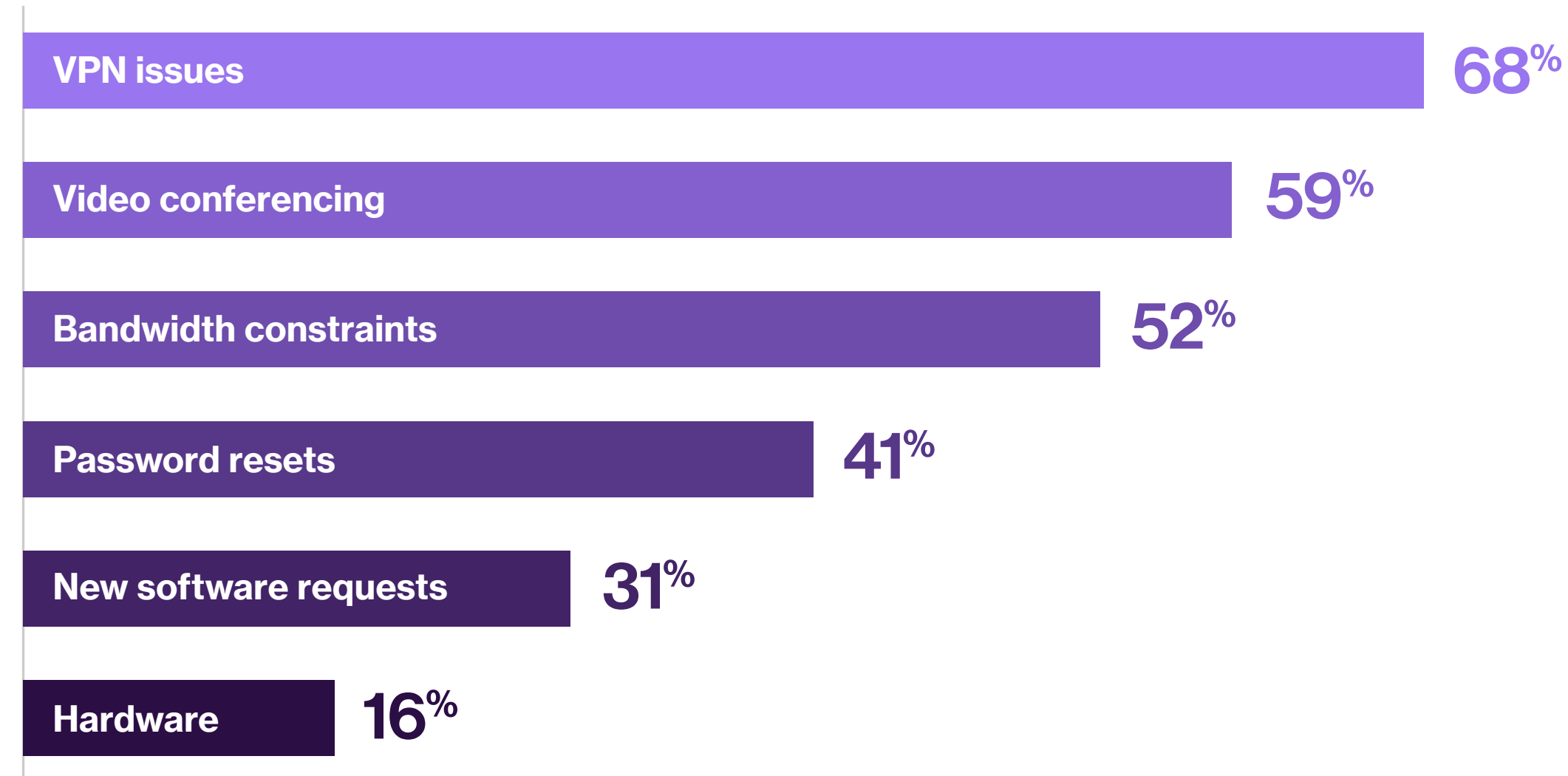




Wide Adoption of Remote Work

2020 has been a year unlike any other, and the COVID-19 pandemic disrupted IT as we know it. **Ninety percent of IT professionals said most or all of their company had moved to working remotely in response to Covid-19.**

During the COVID-19 pandemic, the number of issues concerning the unique challenges of remote working has increased.



Remote Readiness

Despite the sudden change in work style, many IT departments were prepared for such a disruption. **45% of respondents reported doing a run-through before the pandemic with everyone from IT working remotely, and 41% of other non-IT departments also reported doing a run-through with IT professionals.**

Impact of Remote Work on User Experience

98%

of respondents say they are “consistently” or “sometimes” providing the same level of service when working remotely

47%

of respondents say their experience has not suffered because of remote work

41%

of respondents say their experience has “sometimes” suffered because of remote work

12%

of respondents say their experience has “definitely” suffered because of remote work



ESM initiatives are gaining traction within organizations and are even more important in this remote-work world.

It is clear ESM initiatives help IT departments be more efficient and productive, especially when working with other departments in an organization.

About the Research

The survey polled 385 IT professionals who have an Enterprise Service Management (ESM) process in place. Research was generated by Ivanti in May and June of 2020.

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