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Quicker, Simpler and Better IT Support

How to deliver efficient IT support in the Everywhere Workplace for improved employee experience and productivity

Inside:

Everywhere Work has enabled rapid growth for organizations. But rapid growth means increasingly complex environments for IT and security professionals to manage.

Expectations for service have never been higher, adding to the pressure that IT, security and other teams such as HR, legal, and finance already face. This means your service desk needs the tools and insights to deliver smarter and more efficient support.

This eBook provides you with a comprehensive overview, practical steps and illustrative use cases to help your organization connect data in one place and leverage it for quicker, simpler and better IT support, so you can truly turn insights into value.

This eBook is part of the ITSM+ Toolkit

Challenge

Delivering efficient IT support in the Everywhere Work for improved employee experience and productivity.

Employees use multiple devices to get their work done, generating an increased volume of tickets in turn. Your IT team must support all of these assets while keeping costs under control. Without full insight into all the assets and services within the organization, not to mention the relationships and dependencies between them, your IT professionals struggle to efficiently carry out these responsibilities. When the IT team's productivity drops, your users' productivity also declines as they're waiting for their tickets to be resolved – and the employee experience suffers.

In today's Everywhere Work era, your **employees' productivity depends on an efficient IT service desk** and a positive employee experience. Without a unified view of the organization's IT services, however, your IT team doesn't have the tools it needs to quickly and effectively resolve IT problems and incidents once users report them, let alone in advance.

Without access to the necessary insights, your IT teams may be struggling to improve internal workflows, optimize technology spend, and service users on an ever growing scale.
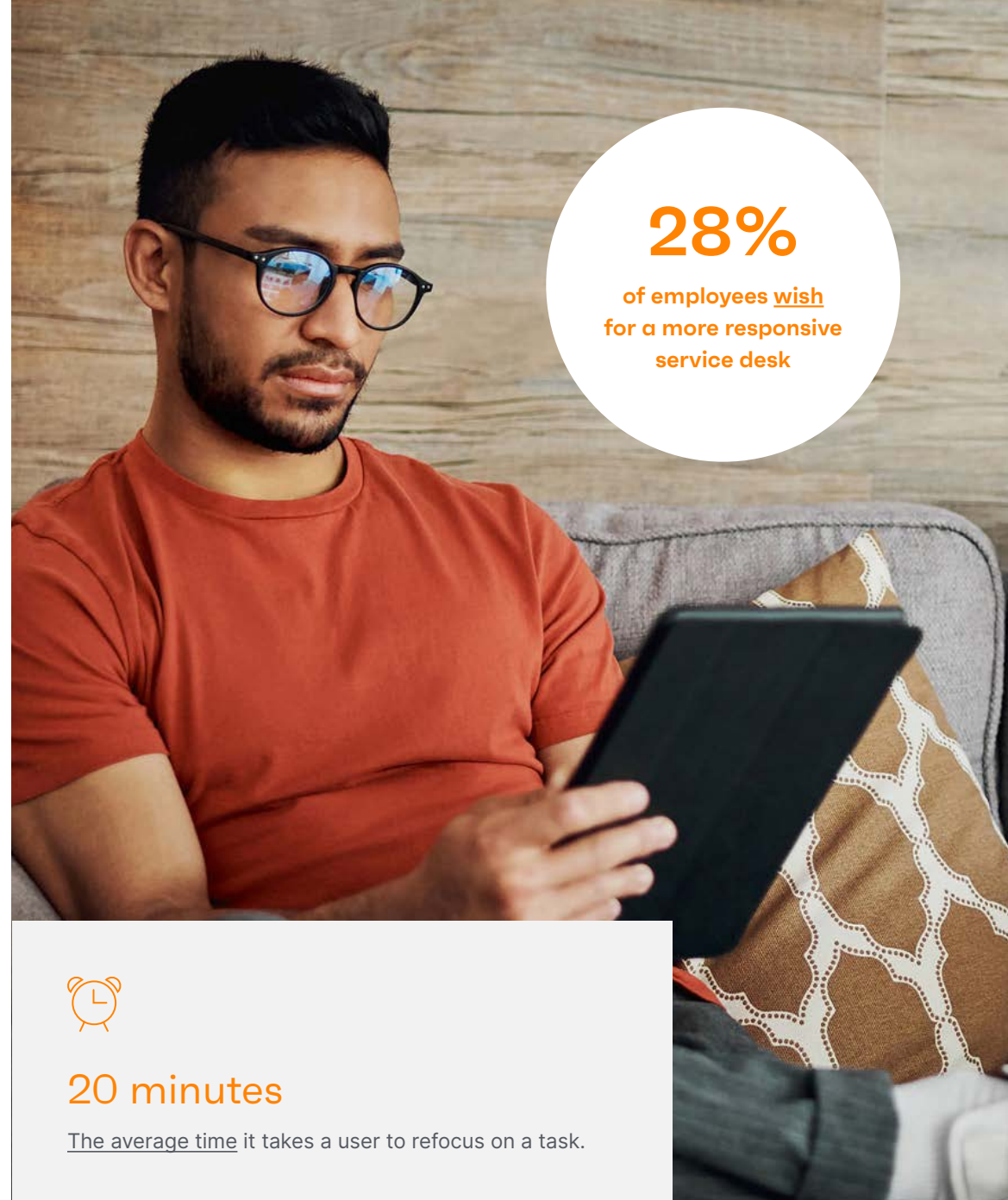
28%
of employees <u>wish</u> for a more responsive service desk

20 minutes
<u>The average time</u> it takes a user to refocus on a task.

⊘ Answer

Connected and modern IT service management within a single platform.

With a modernized service delivery model that allows for an in-depth understanding of both IT assets and their dependencies, your IT team can evolve to support the needs of today's hybrid workplace. This approach gives your service desk the full context needed to **accelerate first call resolution** and even fix problems before anyone notices them.

Modern IT service delivery also allows your IT team to:

- Streamline internal workflows.
- Implement ITIL service management best practices.
- Empower users with self-service tools.

An advanced IT service management solution can ultimately help your business achieve a better **return on investment** (ROI) from its hardware, software, and cloud assets — all while improving the employee experience for your employees and your IT professionals.
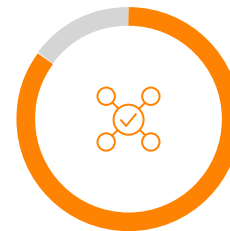
86%
of organizations are making an effort to consolidate asset-related tools.

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How to

Connect your IT asset discovery tool and IT asset management to your IT service management solutions.

With the understanding gained by joining these enterprise service management systems, your IT team can achieve **faster and smarter ticket resolution.**

This intelligent integration allows you to:

Accelerate your incident and problem management processes.

Provide better self-service.

Improve request fulfilment.

Optimize your service and asset configuration for better overall management.

Then, use service mapping to highlight the **dependencies between your IT assets and services** at your data centers. With easy access to intuitive visualizations of the entire IT estate, your IT team can get to the bottom of root causes faster. Apply this tool for **better IT knowledge management**, giving your IT team a single source of truth regarding IT assets and services that can be used to streamline service and support. You can also leverage service mapping to **improve your change and release management** processes, proactively identify and address potential weaknesses in your IT services, improve IT performance against service level agreements (SLAs), and reduce costs.

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Benefits

- A unified view of IT services

- A centralized repository for service assets and configurations

- Resolve tickets faster and more accurately

- Boost first call resolution and reduce escalations

- Quickly identify and resolve service delivery issues

- Optimize service delivery processes

- Improve service levels and reduce costs

- Provide a high quality employee experience
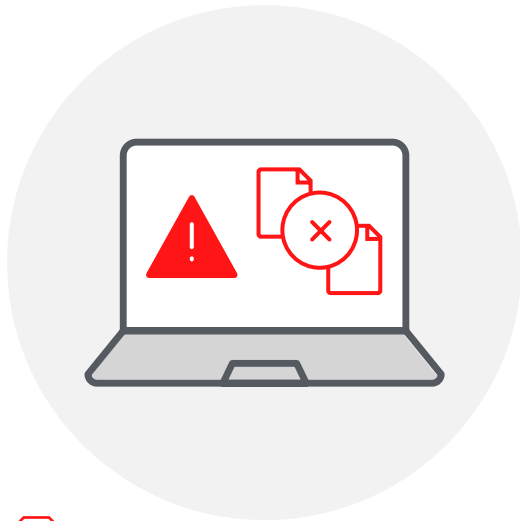

IT's Net Promoter Score increase to

90%

"The feedback we received was, well, no feedback. No one was ringing up asking, 'What's happened to my job?' and that sort of thing."

Stephen Peatling, Manager of Customer Engagement, Victoria University

Imagine this...

You can now deliver quicker, simpler and better IT support.

A university was grappling with an outdated legacy IT service management tool that didn't provide the visibility or the innovation required for a quality customer experience.

Each time IT touched a job in the ticketing system, it would send an email to the user who had submitted the ticket. This caused unnecessary confusion and frustration.

By updating to an advanced IT service management solution, the university was able to dramatically improve service levels, provide easily accessible self-service channels, and raise the IT team's net promoter score (NPS) from around 54-60% to 90%.

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Explore next steps in the full ITSM+ Toolkit.

Access your Toolkit

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