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Seamless and Uninterrupted User Experience

How to manage ever-growing
support requests efficiently and
at scale with automation and AI

Inside:

Whilst the expansion of Everywhere Work has enabled organizations to rapidly grow, it has also resulted in IT environments becoming more complex. Before even realizing what has happened, you may begin to notice that IT is struggling to keep up with the volume of incoming tickets, let alone proactively address emerging issues in the IT environment before they result in outages or security incidents.

Manual processes and inefficient workflows can quickly drain internal productivity, diminish employee satisfaction, introduce security and compliance risks, cause budgetary overages, and ultimately limit your ability to provide a high quality customer experience.

This eBook provides you with a comprehensive overview, practical steps and illustrative use cases to help your organization provide a seamless and uninterrupted experience to your users, so you can truly accelerate service delivery.

This eBook is part of the ITSM+ Toolkit

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Challenge

Managing ever-growing support requests efficiently and at scale.

Everywhere Work means more endpoints scattered across more locations, yet your IT professionals must still deliver excellent service using lean budgetary resources. When IT team members find themselves overwhelmed by a high volume of tickets, incidents take longer to resolve, the employee experience suffers, and organizational productivity is diminished. As your IT environment becomes more intricate, encompassing an increasingly vast constellation of endpoints, so too does the work of your IT team. IT needs **intelligent service delivery tools and processes** to efficiently manage ticket requests and shift its focus toward higher-impact strategic projects.

Did you know?

41% of knowledge workers claim they have a harder time getting support for tech issues.
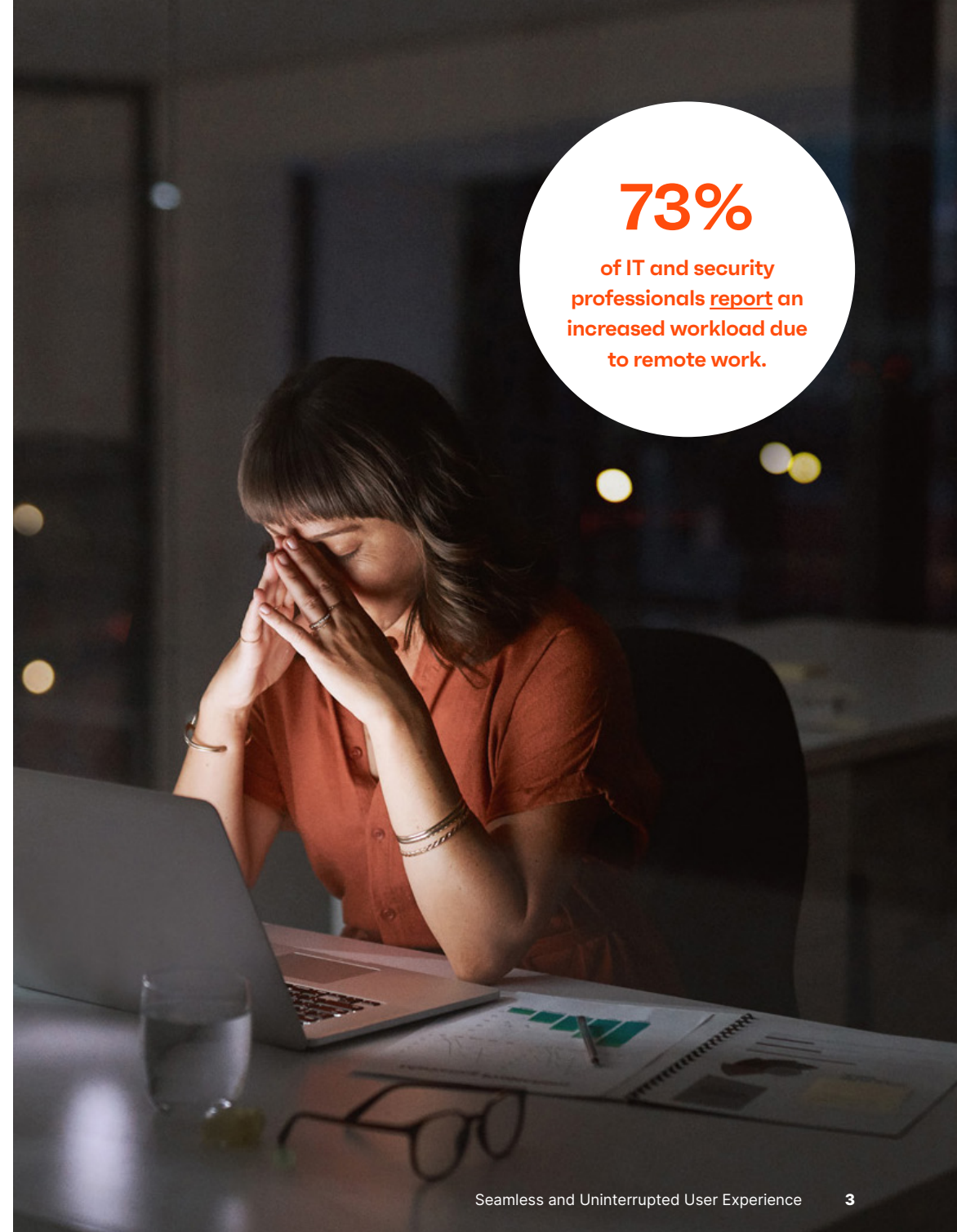
73% of IT and security professionals report an increased workload due to remote work.

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Answer

Proactive IT support enabled by automation and AI.

32%

of IT teams experience **an increase in helpdesk tickets due to remote working.**

Your businesses can accelerate its IT service delivery by taking advantage of automated workflows and AI bots that **proactively diagnose and remediate issues** 24×7. By giving first-line analysts a 360 degree view of IT users and assets, you can empower them to provide a higher standard of service and minimize disruption to the employee experience. Unified endpoint management (UEM) lets your IT staff centrally manage and secure all of the devices your employees use, leveraging automation to accelerate deployment while creating more predictable and repeatable processes. All of these capabilities take routine tasks off your IT team's plate, pave the way for a truly self-healing environment, **empower users** to act on simple issues themselves, **reduce costs** and minimize the gap between the pace of your tech stack complexity growth and your ability to manage it all.

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How to

Transition to automated workflows supported by self-healing and AI bots.

✓

Give your IT professionals the advanced technology tools they need to provide a modern support experience. Automate pre-and post-ticket workflows, so you can streamline the support process from both the employee and IT perspectives. Configure your IT service management solution to automatically classify incoming tickets and assign them to the right personnel, without requiring a member of the IT team to even touch them. Once an IT team member opens a ticket in their queue, they can leverage a unified view of the user's device to accelerate root cause analysis and quickly **get to the bottom of the issue** they're investigating—often without having to disrupt the employee at all.

✓

Raise the bar even higher by tapping your ITSM solution's auto-detection and remediation capabilities to create a self-healing environment. This way, you can **automatically fix common performance issues** before users even notice them and proactively address security vulnerabilities that could put the business at risk.

✓

Consider deploying a virtual support agent, complete with intelligent chatbot capabilities, to give users the ability to answer their own questions and resolve problems on demand. Use voice automation to improve first call resolution and tap sentiment analysis to accurately **gauge customer satisfaction levels** throughout the organization, on an ongoing basis, without the need for a cumbersome annual survey. With all of these automation advantages, your IT team will be able to turbocharge its service delivery and drive stellar user and IT experiences.

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Benefits

- ✓ Reduce the volume of support tickets

- ✓ Accelerate time to resolution

- ✓ Identify and reconcile issues before users notice

- ✓ Empower users with tools to resolve and address issues on their own

- ✓ Proactively improve the digital employee experience with sentiment analysis
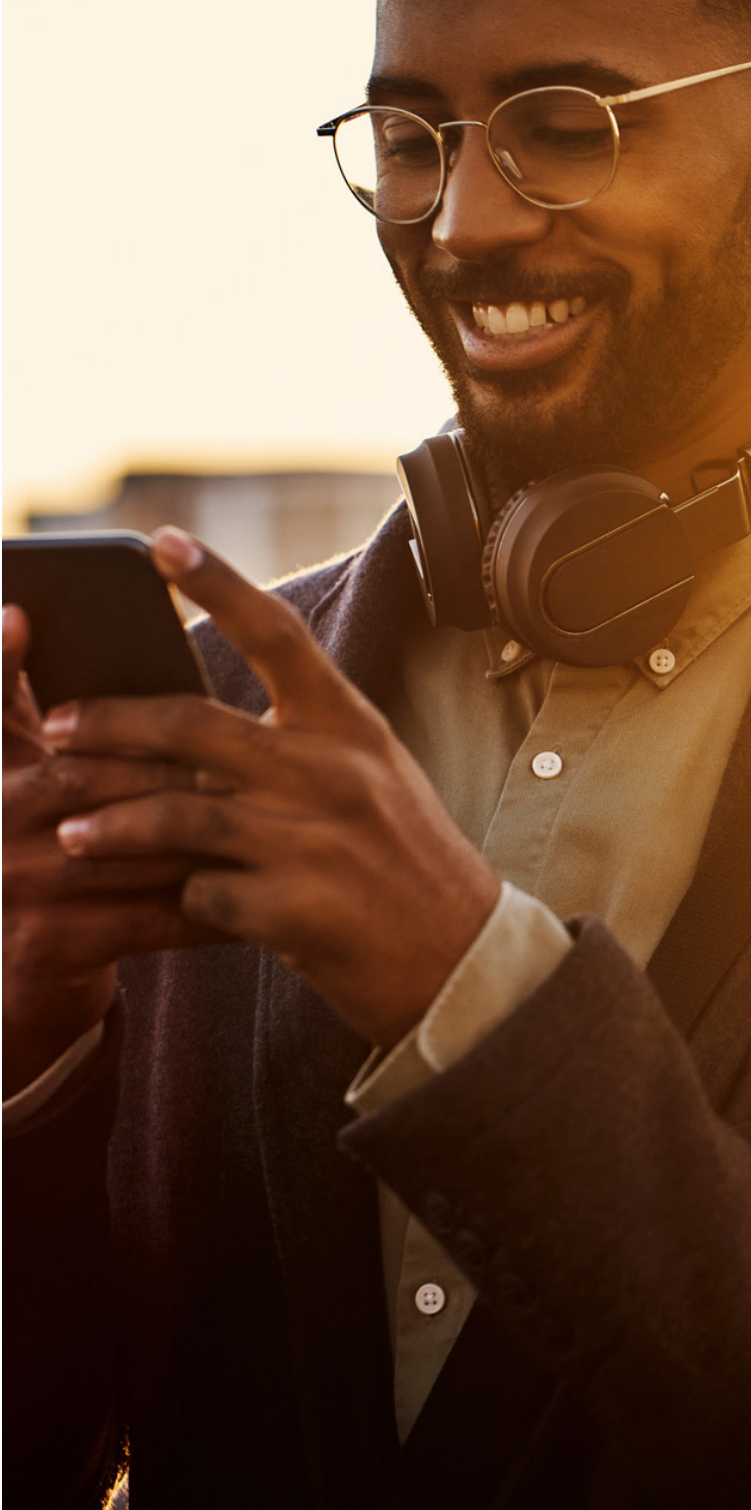
$560.5K

The end user productivity associated savings from self-healing environment (risk-adjusted over three years).

"We don't need to interrupt an end-user and their day. We're giving them a better quality of life. We pride ourselves on that as a community bank — we want to deliver that kind of community experience to employees and customers. It's what we're really hoping to accomplish for ourselves and everyone."
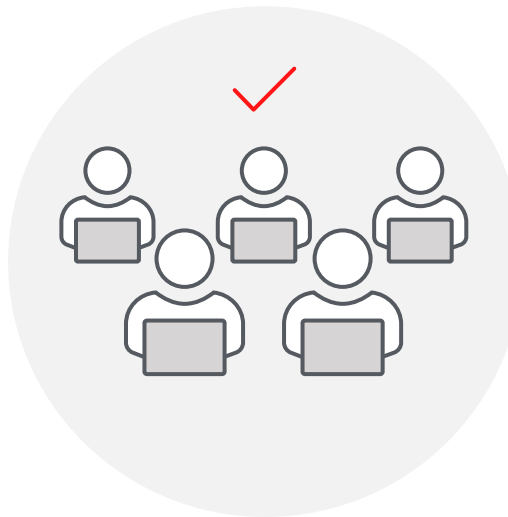
Jesse Miller, IT Specialist, SouthStar Bank

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Imagine this...

# You can now deliver seamless experience to your users with no interruptions.
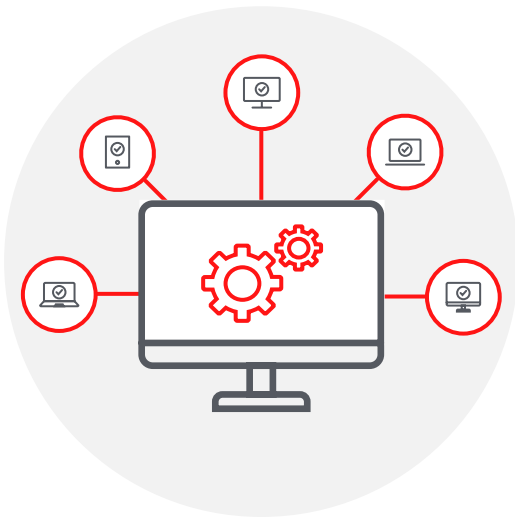
1

A university leverages IT automation to deliver software to computer labs across all of its campuses, eliminating the need for individual IT team members to install it.

2

Students arriving for lectures are pleased to find that the software they need to use just works as expected, with no interruptions.
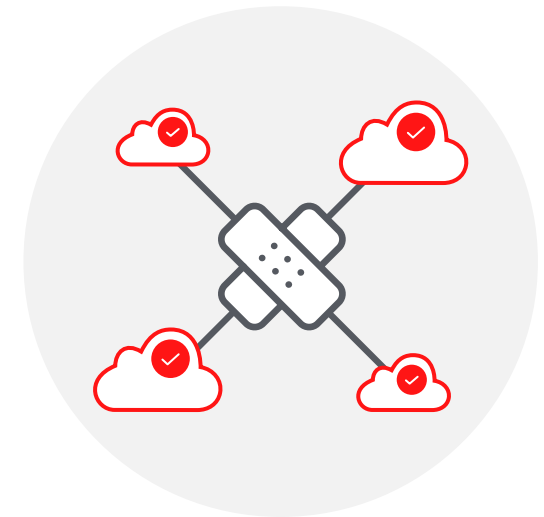
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The university also uses these capabilities to ensure that its growing complement of cloud servers is fully patched and up-to-date, allowing IT staff to devote their skills toward supporting education or research.

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Explore next steps in the full ITSM+ Toolkit.

Access your Toolkit

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