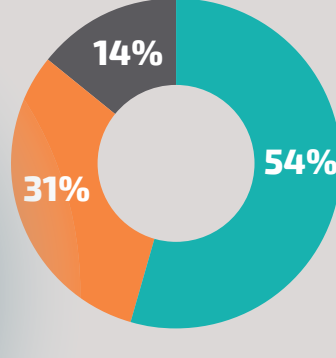


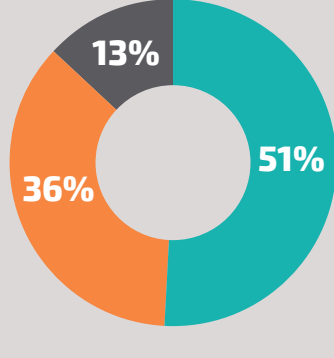
Desktop support tickets are still on the rise...

IT feels pressured to prove its worth to the business.

Is Your IT Department Currently Feeling Pressure to Prove Its Value?



Is Your Support Center Currently Feeling Pressure to Prove Its Value?



Support centers are being tasked with aligning their spending with business growth.

Support Center Spending Priorities

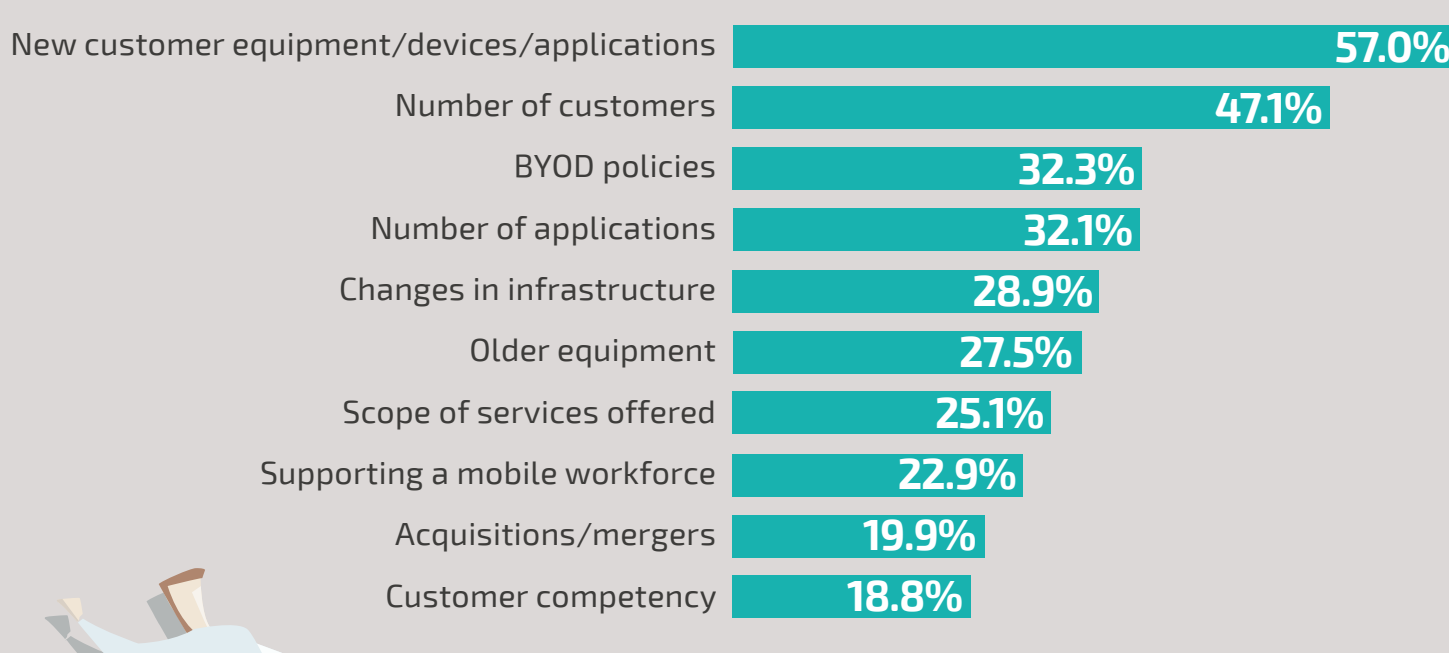


As departments work to achieve these goals, ticket volumes continue to increase for 66% of support centers and **54%** of desktop support teams.

Increases in devices, applications, and customers are having the biggest impact on ticket volume.



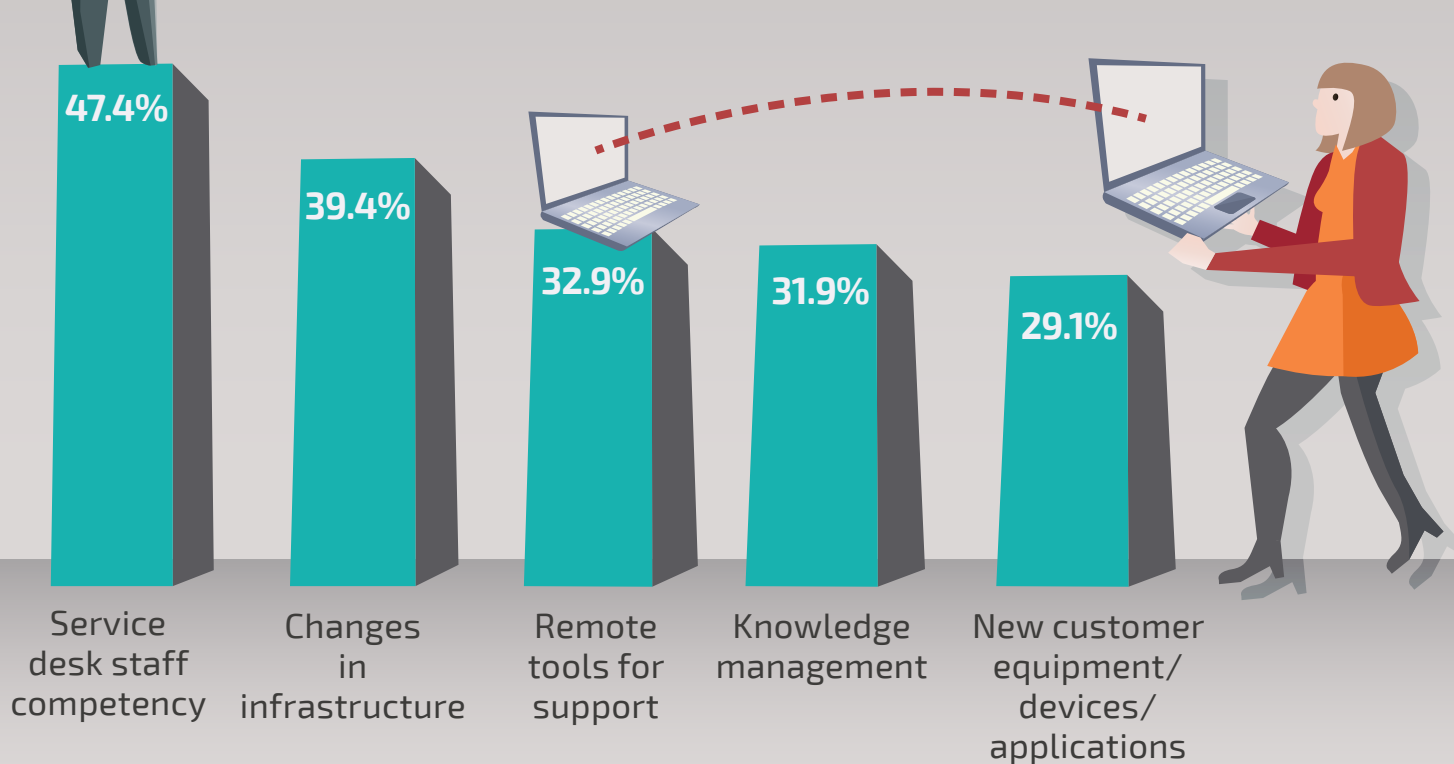
Top 10 Reasons Desktop Support Ticket Volume Is Increasing



16% of desktop support teams are experiencing decreases in ticket volume.

Fewer tickets are being escalated to desktop support due to the frontline and customers resolving the issues.

Top 5 Reasons Desktop Support Ticket Volume Is Decreasing



How do desktop support teams manage their ticket volume?

For three consecutive years, the desktop support industry has voted

- #1 Remote control
- #2 Ticket management systems
- #3 Knowledge management systems

as the most important technologies required to provide successful support.

Average First Level Resolution Rates Are Higher for Technical Support Organizations with Knowledge Management Systems

70.3% for service requests

67% for incidents

43%

of desktop support teams resolve **MORE THAN HALF** of their tickets through remote support **up from 39% in 2013 and 34% in 2012.**

77%

of frontline staff are providing support with remote tools, which can prevent the escalation of tickets that would otherwise be transferred to desktop support.

On average, this saves organizations **\$8 per ticket.**

Desktop support technicians spend **56%** of their time on ticket resolution.

When support organizations take advantage of technologies that help desktop support manage ticket volume as well as enable the frontline to shift tickets left, desktop support staff are able to spend more time on training, projects, and other areas of service management that promote and support business growth.