

Realising ROI From Self-service Technologies



This report analyses a series of factors that have a direct impact on the success of self-service implementation

This report is the first of its kind to take a unique and in-depth look at the return on investment (ROI) that service desks are currently achieving from self-service technologies.

The industry specific statistics and trends presented in this detailed report are gathered from a variety of primary data sources exclusive to SDI and bring a new level of insight that service desks have never seen before.

Our aim is to help readers increase their knowledge about the realities of self-service technologies and to use these findings to anticipate challenges and make more informed decisions about tools and technologies that ultimately deliver increased business value.

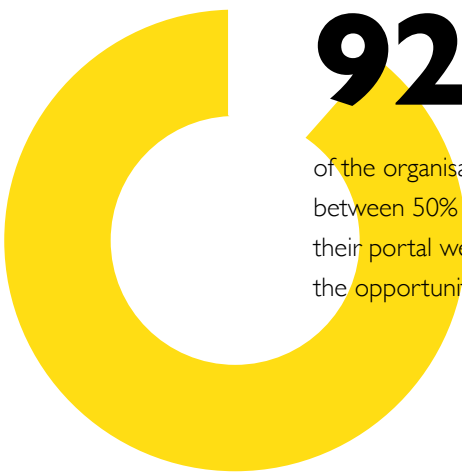


43%

of the organisations that achieved over 100% ROI met all of the motivations they set out to achieve with their self-service portal.

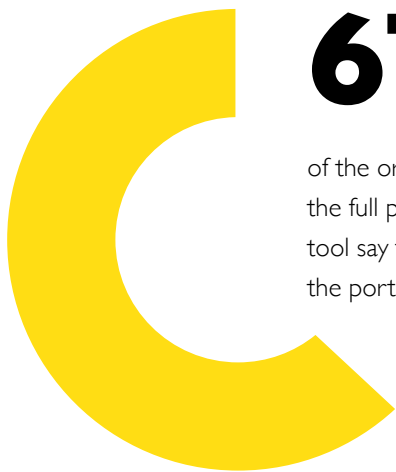
Without a doubt, the most successful organisations are those with a self-service solution designed with the customer at the heart of the service.

“To move to higher levels of ROI organisations must encourage adoption of a self-service and maintain adoption with an offering that meets users’ needs.”



92%

of the organisations that achieved between 50% & 70% of ROI from their portal were motivated by the opportunities to reduce cost.



67%

of the organisations that have realised the full potential of their self-service tool say their end-users prefer to use the portal over other channels.

“Organisations that seek to achieve motivations supplemented by the reduction of cost tend to realise greater value.”