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Creating Positive Employee Engagement

with the Service Desk

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- Works directly with customers across EMEA to implement ITSM best practices
- Nearly a decade of experience in IT with companies like Oracle and Microsoft
- Avid motocross rider and rugby fan
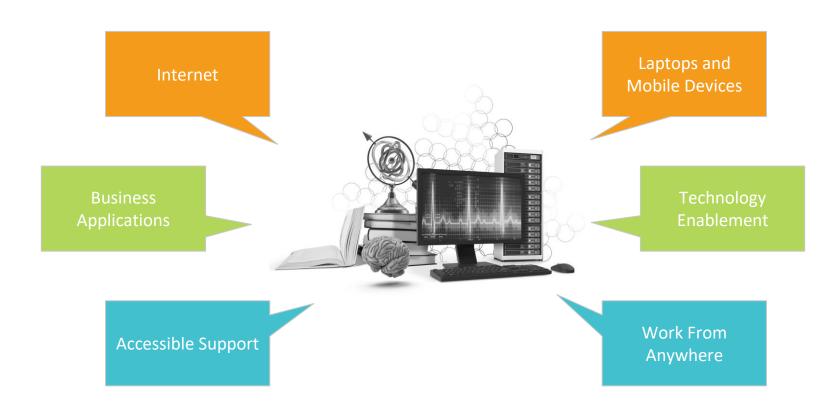
What is Employee Engagement?

The number one factor in employee satisfaction is the ability to make progress on the work they feel is important.

- Forrester Employee Experience Index, 2019

What do they need from IT?

Internet

Laptops and Mobile Devices

Business Applications

Technology Enablement

Accessible Support

Work From Anywhere

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4

The fastest ways to ruin an employee's day

Internet outage

Email outage

Locked out of business applications

Laptop / Mobile device issue

IT enabling employees

- Procurement

- Security

- Network Management

- Systems Architecture

- Application Development

- IT Service / Support

Make it easy for them

"Employees love that interaction as opposed to emailing into the black hole, so it's crucial for IT to provide streamlined ways for engagement. Through the Service Desk portal, we provide multiple access points for them to reach us, and we can easily collect the information we need to provide a solution."

-       Andrew Eardley-Day
              ITSM System Administrator
              Betfred

Provide versatile methods for engagement

Chat

We are at your service, write a message to start a chat

Cannot connect with monitor in conference room 108

New laptop battery

support@8visor.com

New laptop battery

New Ticket

Requester (Email or Name)

John Smith

Add CC

Subject

My laptop won't hold a charge

Description

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Welcome to the SolarWinds® Employee Service Desk
What can we help you with?

request new battery

✦ SMART

SERVICES

New Computer battery request

New Computer Request

Service Portal Checklist

Resource	Value
Useful Knowledge Articles	Empower employees to resolve those common, repetitive issues themselves.
Service Catalog (and popular forms)	Data collection drives faster service. Connect them with the request forms they need.
Open Request Status	Show them the status of any request they've made. Eliminate the "IT black hole."
Smart Search	When all else fails, point them in the right direction.
Chat	Sometimes employees suspect a quick, simple answer that they just can't find.

Provide a mobile experience

70% of worldwide professionals work remotely at least once a week[1]

52% of consumer chat support is initiated via mobile device[2]

Engage through the device in every employee's pocket!

[1] "70% of people globally work remotely at least once a week, study says," CNBC
https://www.cnbc.com/2018/05/30/70-percent-of-people-globally-work-remotely-at-least-once-a-week-iwg-study.html (Published May, 2018)
[2] "Customer Satisfaction with Live Chat is on the Rise," Forbes
https://www.forbes.com/sites/dangingiss/2019/02/20/customer-satisfaction-with-live-chat-is-on-the-rise/#417a7e6f7a34 (Published February 2019)
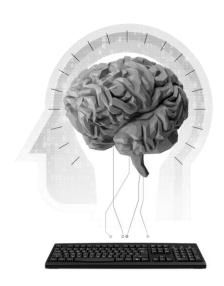
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Measure success

CSAT: Simple thumbs up or thumbs down. Follow up for insights to help you improve!

Seek Feedback, Proactively: Send regular communications to employees, sharing helpful tips and soliciting feedback.

Continually Improve: Put those CSAT surveys and employee feedback to use.

Q&A

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