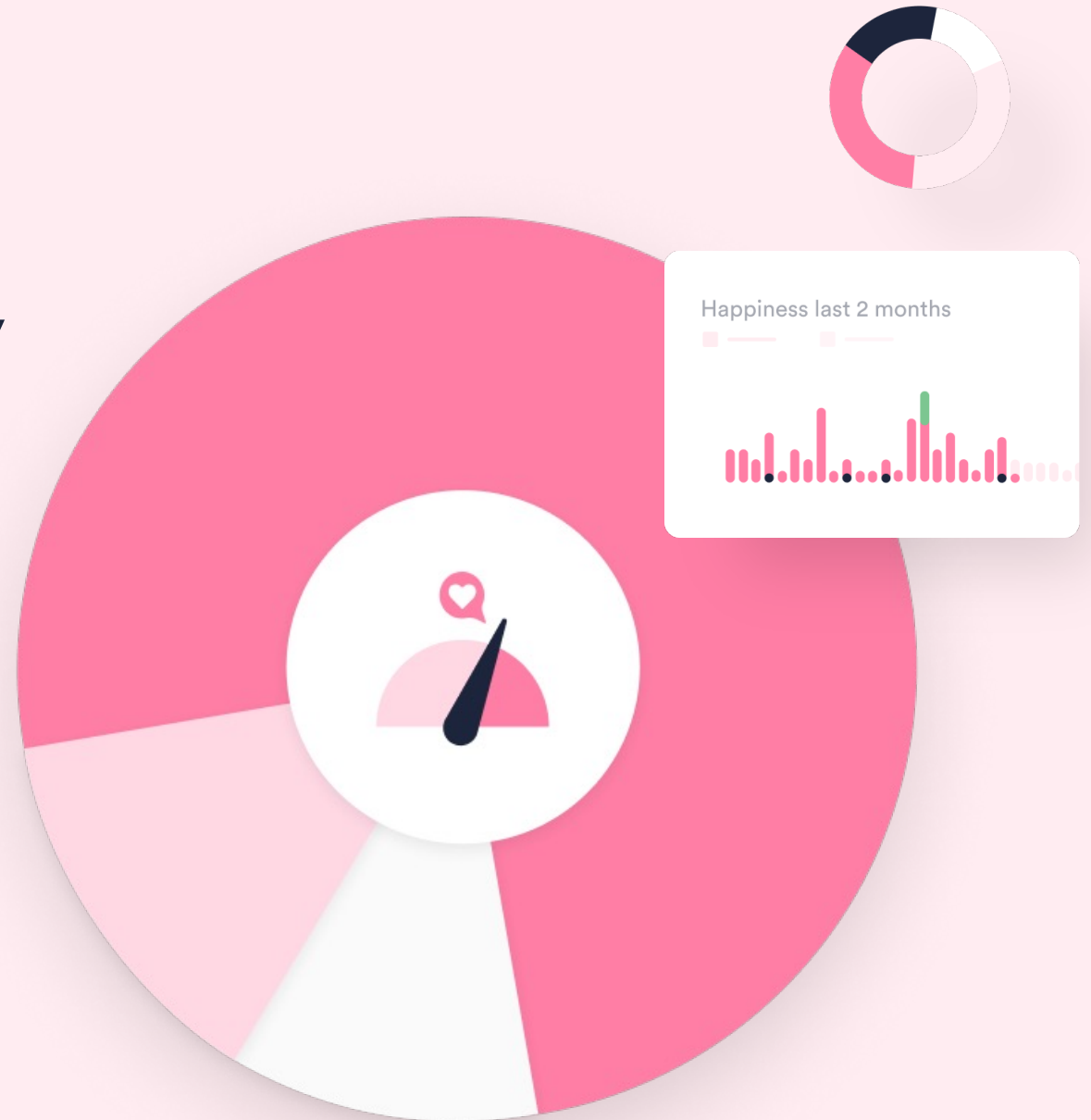


Evolving Your IT Service Desk Strategy

How IT Experience Data Improves IT Support

Sakari Kyrö
21 March 2023



A good cup of coffee?



Coffee SLAs

99,9%

Availability

85-95°C

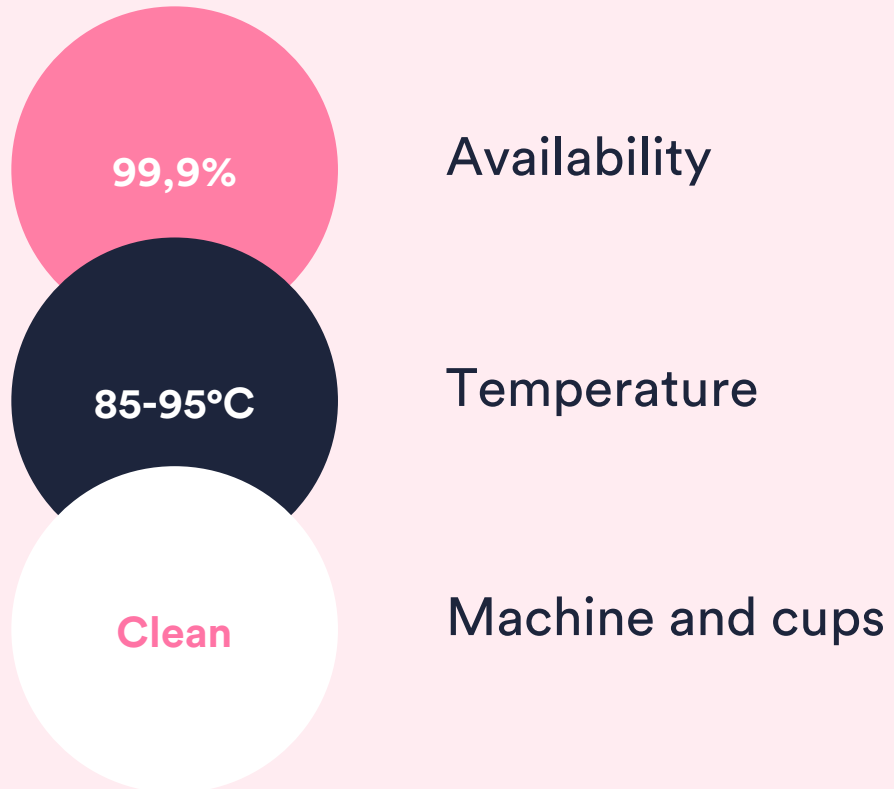
Temperature

Clean

Machine and Cups



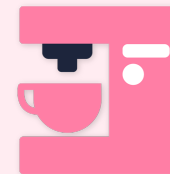
Minimum requirement



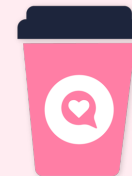
Impact on experience



Beans and roast



How the coffee is made



What type of beverage





Happiness

How do your people feel?



Factors

Why? Reason for the experience.



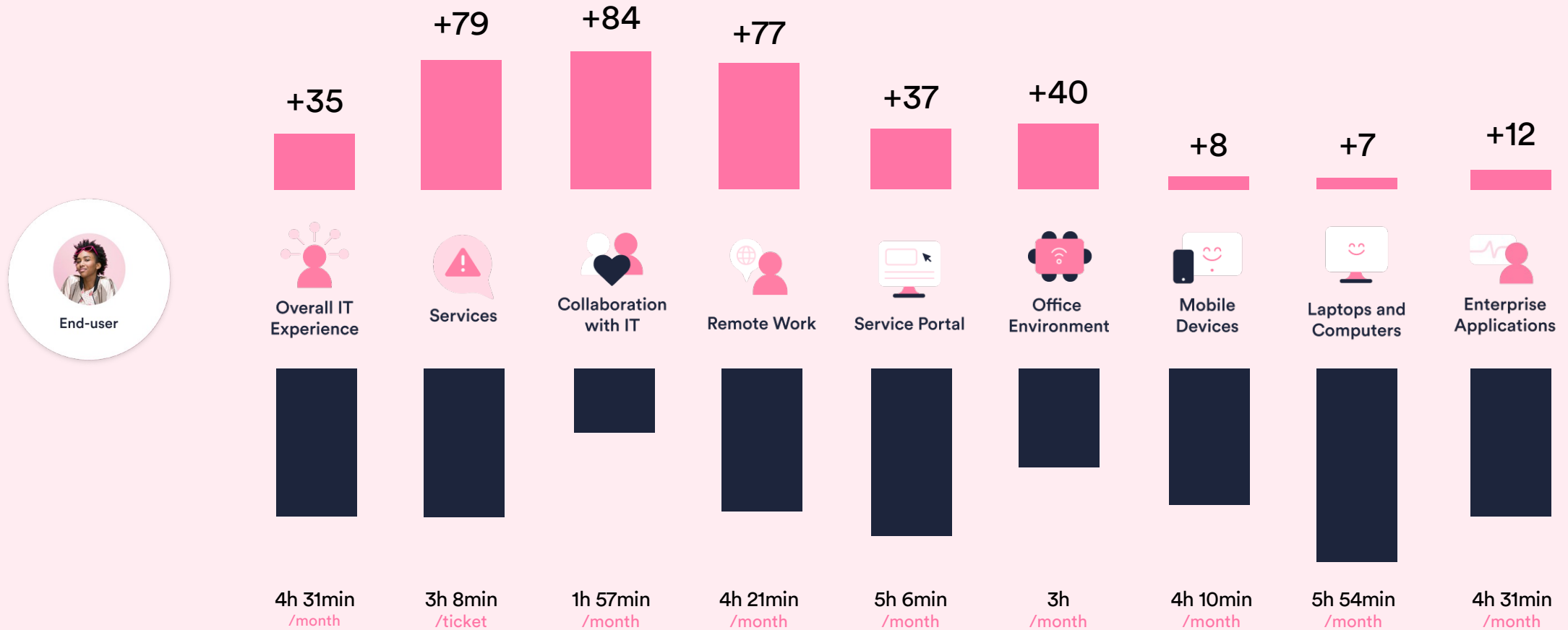
Productivity

Are they losing time?



2022 HappySignals IT Experience Benchmark

The end-user perceived experience and time lost with IT, based on 1,642,555 responses in 2022



2022 Overall IT Experience

How happy are you with our IT?

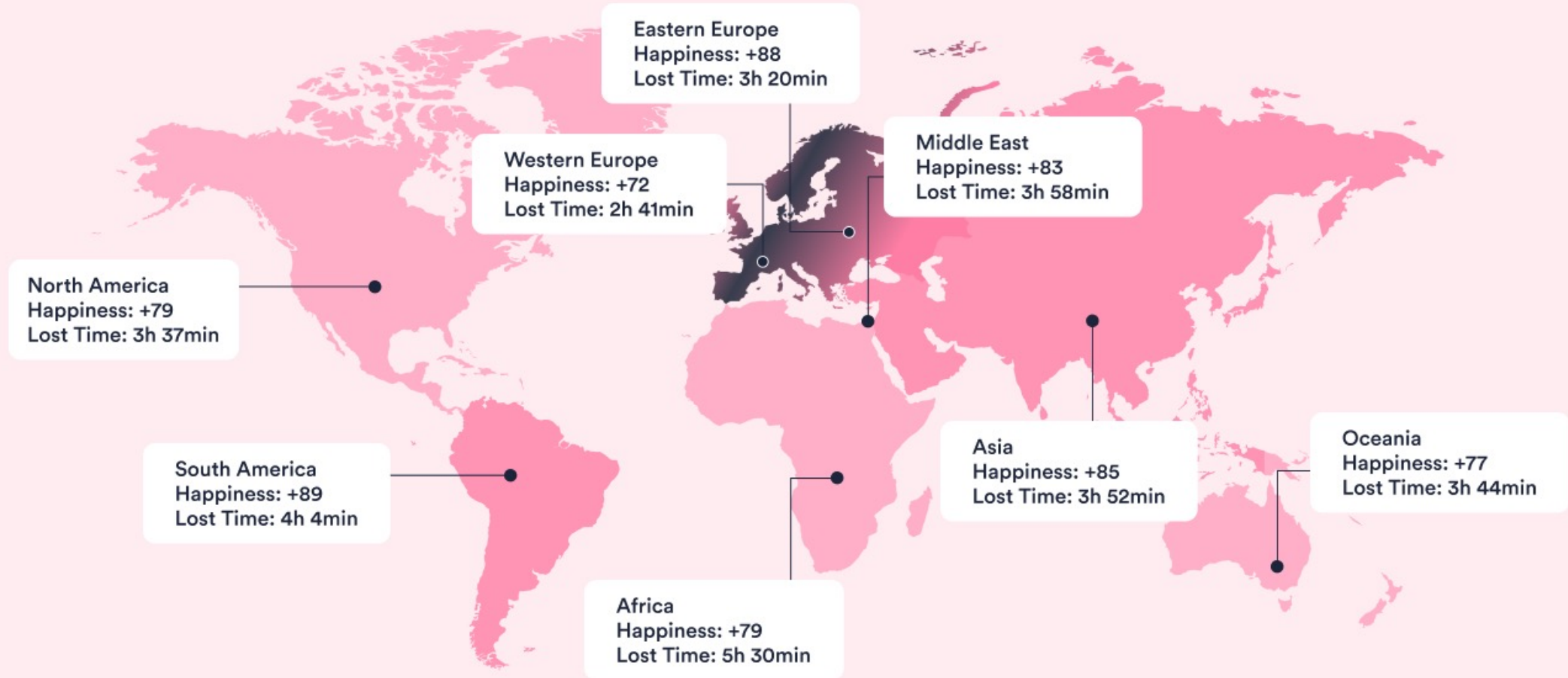
NEGATIVE Feedback Factors		NEUTRAL Feedback Factors		POSITIVE Feedback Factors	
	%		%		%
IT Support Services	69%	IT Support Services	35%	IT Support Services	60%
Computers & Equipment	29%	Computers & Equipment	32%	IT Personnel's Attitude	53%
Work Applications	27%	Remote Work Tools & Support	23%	Remote Work Tools & Support	35%
IT Communication and Training	26%	IT Communication and Training	21%	Computers & Equipment	30%
Remote Work Tools & Support	22%	Work Applications	21%	Work Applications	20%
IT Personnel's Attitude	19%	Mobile Phones	14%	IT Security	18%
Office IT Facilities	16%	Office IT Facilities	12%	Office IT Facilities	17%
Mobile Phones	11%	IT Personnel's Attitude	8%	IT Communication & Training	15%
IT Security	5%	IT Security	5%	Mobile Phones	12%

Average perceived Happiness: +35

Average lost time per month: 4h31min per month

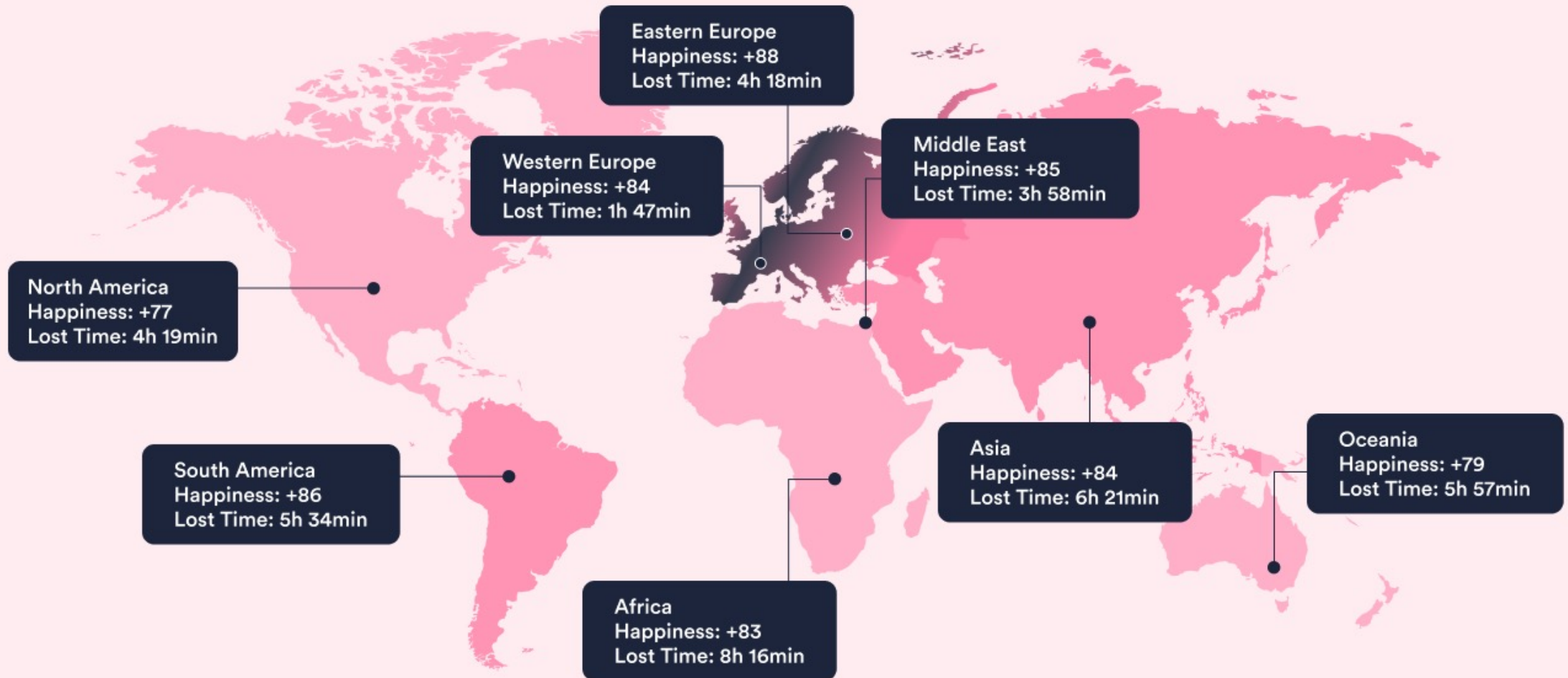
Experience and Productivity losses with incidents

Despite losing less time than any other region with IT incidents, Western Europe is the least happy



But something interesting happens with Requests

Smaller differences in IT Happiness, but bigger differences in Lost Time



What are the Factors that make end-users happy?

Based on 873,738 responses in 2022



Speed of service is universally impactful



Negative feedback often about process



Positive feedback often about people

7% Negative

My ticket was not solved	48%
Service was slow	43%
I had to explain my case several times	30%

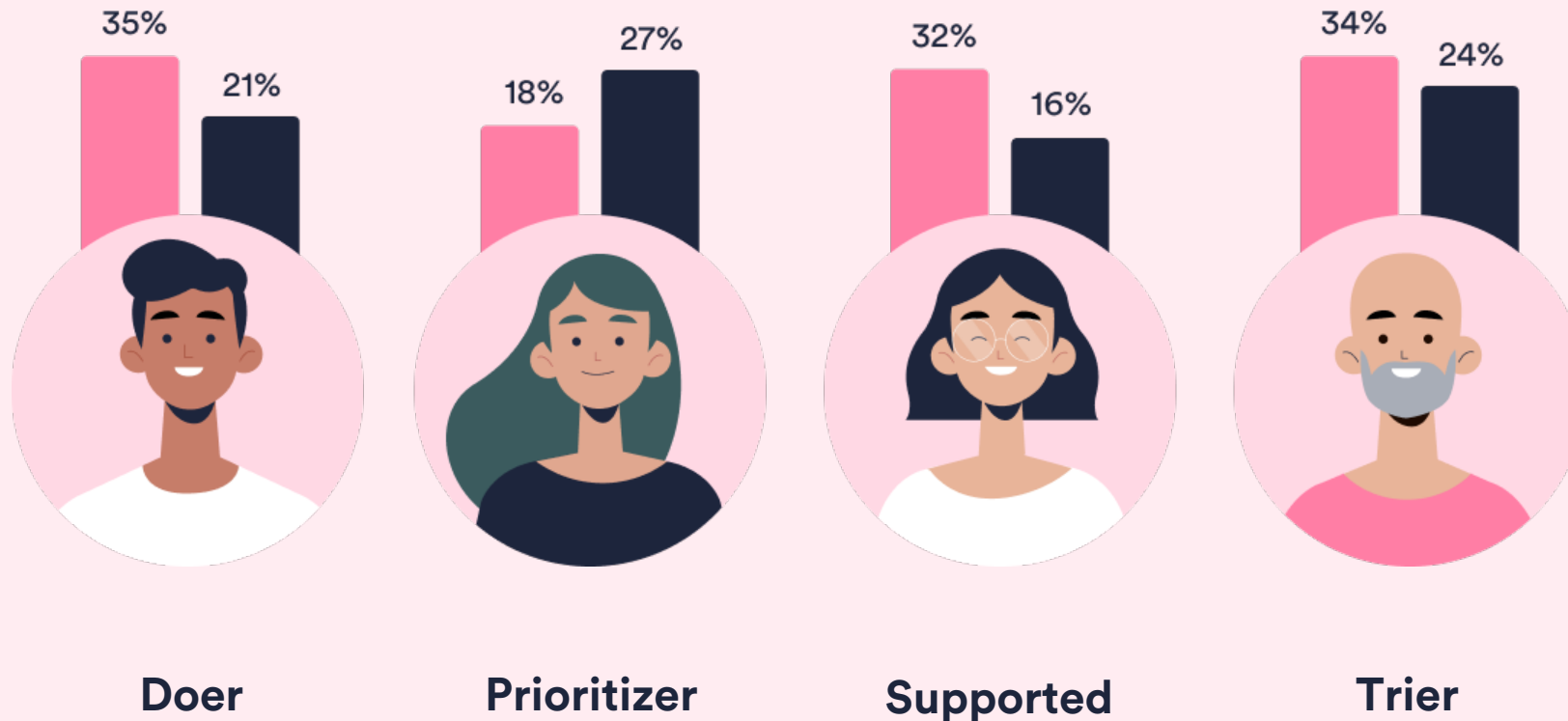
9% Neutral

Speed of service	55%
I had to explain my case several times	21%
It was difficult to know where to start	12%

84% Positive

Speed of service	75%
Service personnel's attitude	55%
Service personnel's skills	49%

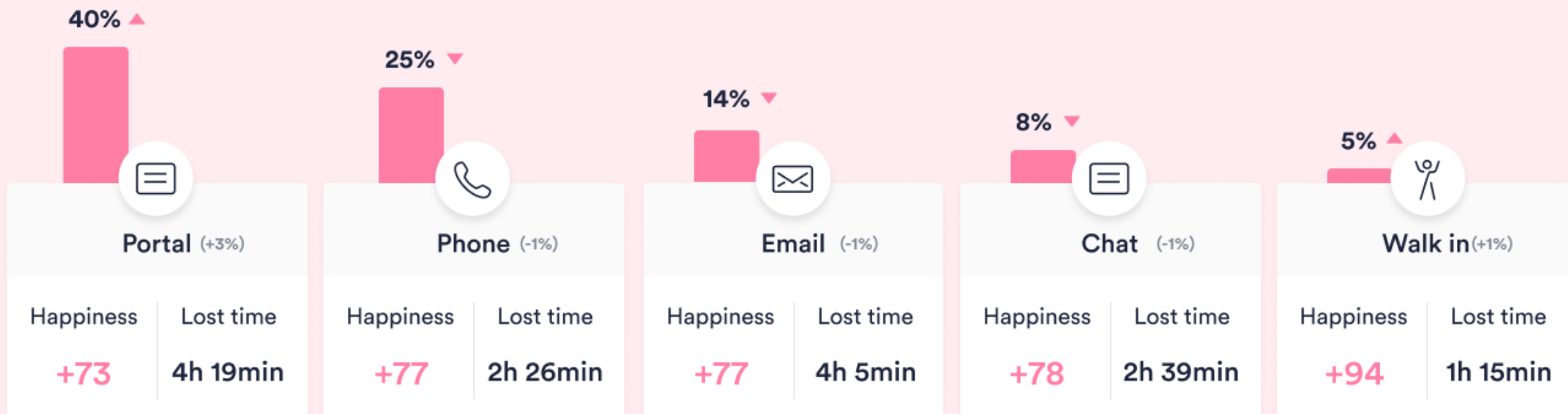
Support Profiles



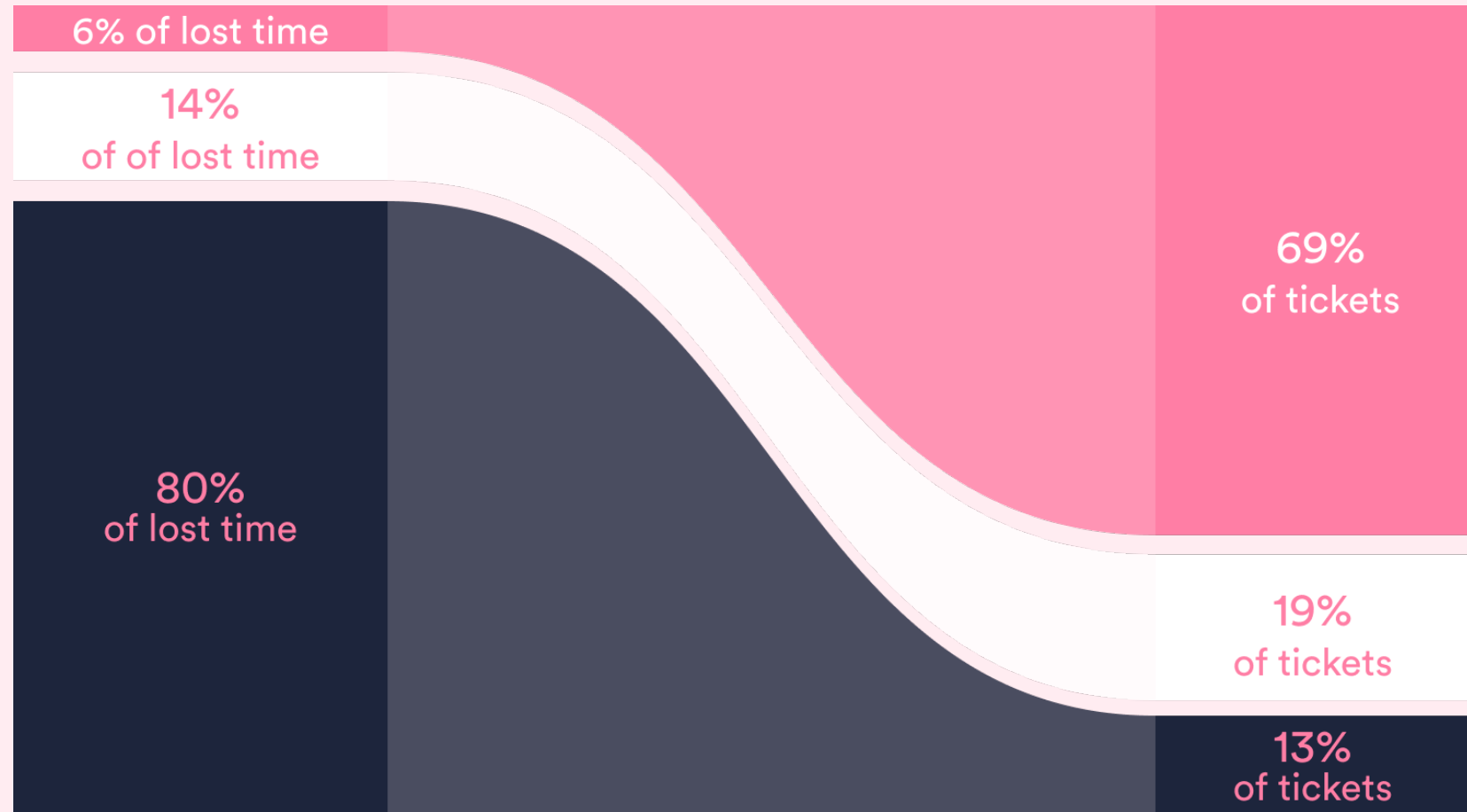
Support Profiles



Channels



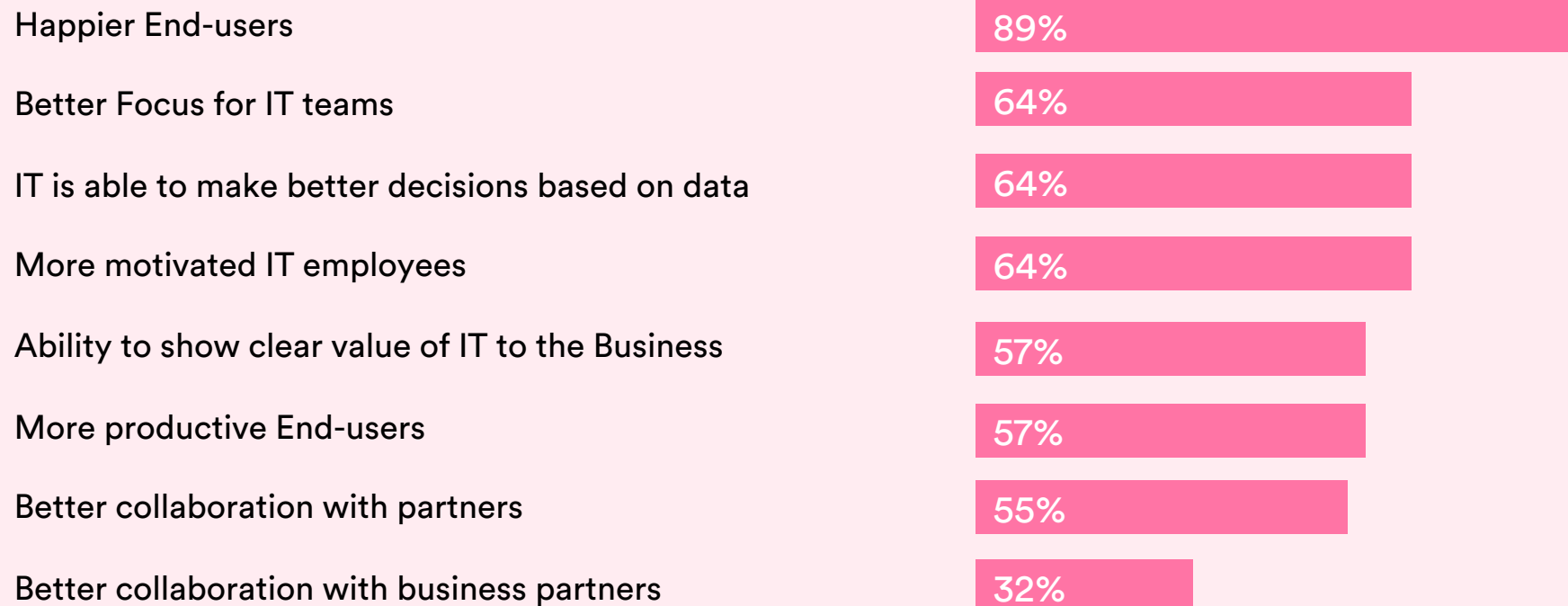
80% of productivity loss is caused by just 13% of tickets



What is the impact of being human-centric?



Biggest benefits from IT Experience Management?



Human-centric organisations are:

Business outcomes

- **2,2x** more likely to exceed financial targets
- **2,4x** more likely to delight customers

People outcomes

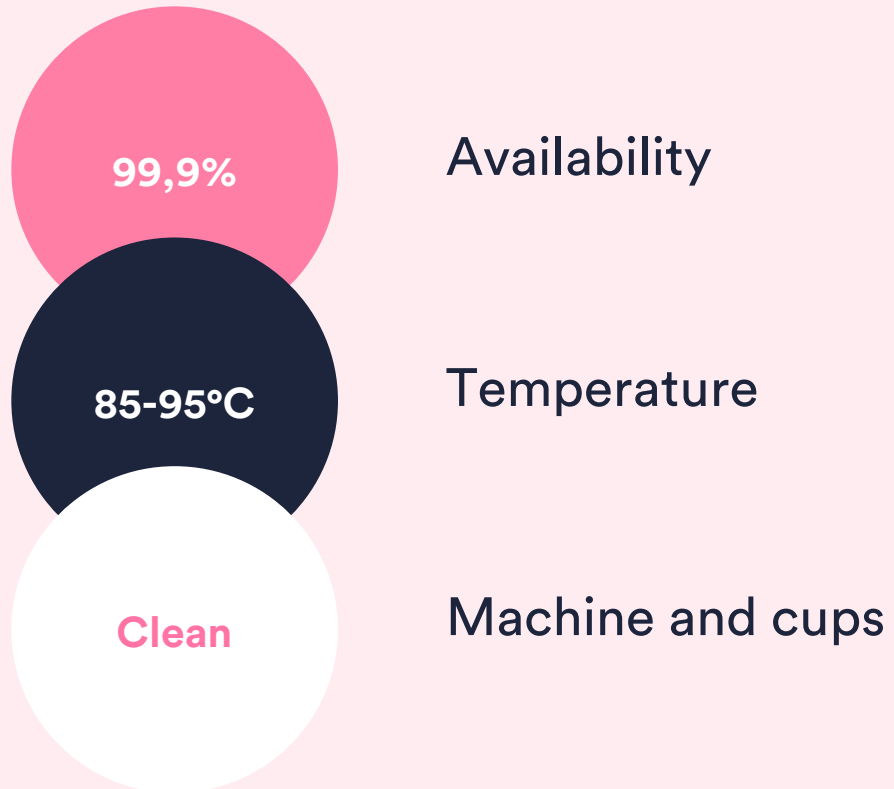
- **5,2x** more likely to be a great place to work
- **5,1x** more likely to create a sense of belonging
- **5,1x** more likely to engage and retain employees

Innovation outcomes

- **3,7x** more likely to adapt well to change
- **4,3x** more likely to innovate effectively



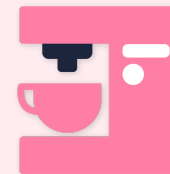
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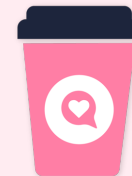
Impact on experience



Beans and roast



How the coffee is made



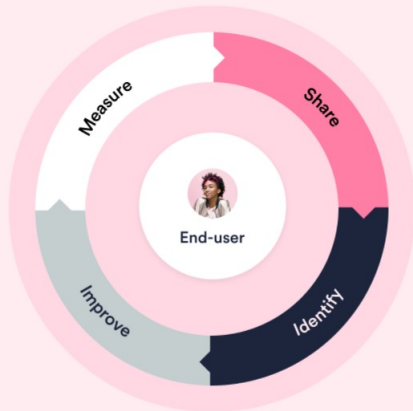
What type of beverage



Enjoy your coffee break!



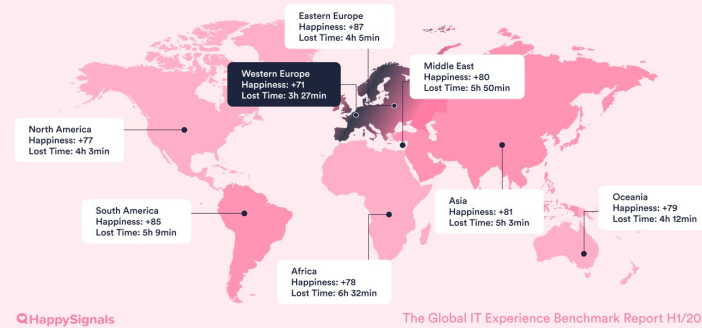
Learn more



ITXM Framework

happysignals.com/itxm

IT Experience Differences In Global Regions



Global IT Experience Benchmark

happysignals.com/report



Whitepaper: Ensure quality outsourcing with your MSPs

happysignals.com/msp

Customer cases www.happysignals.com/customers

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