

# SUCCESSFUL SERVICE DESKS ARE AGILE, PROACTIVE, AND AUTOMATED

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By leveraging automated IT support capabilities, businesses are becoming more agile in the services and products they deliver, are seeing fewer problems that impact productivity, and lowering costs.



**Organizations today must support increasingly complex technologies, for users who are more demanding than ever before, and with a smaller IT support staff.**

*Automatic.* It's one of those words that can seem almost magical, like "free," "new," and "improved."

This is especially true when one looks at how automated technology systems are changing our everyday lives. Intelligent assistants like Alexa and Siri know what information you need before you think to ask for it. Smart home systems can automatically set heating, lighting, and even music automatically based on your regular usage. New cars can brake and avoid collisions before drivers even notice there's a problem.

Given these trends, one would expect that something on the front lines of technology, like IT service and support, would fully embrace automated tools and systems to provide similar agility and proactive capabilities for meeting an organization's IT needs. But many businesses have yet to take advantage of automated IT support capabilities.

These organizations are still trying to fix problems, provide support and manage systems using older tools and processes that take too long to address issues, and let problems linger that could be resolved before users are impacted. And these limitations lead to increased support costs, loss of time for IT staff, and dissatisfied end-users.

# 70%

more likely to reduce overall IT costs with automated IT support systems in place.

Aberdeen research has shown that businesses leveraging automated tools within their IT support systems gain numerous benefits. By using intelligent systems to make end-user self-service easier and more engaging, they reduce help desk tickets and increase user satisfaction. And, by leveraging smart automated tools within their service desk, they speed time to resolution and reduce overall IT costs.

### Automatic for the IT Support People

Understanding the complexities of IT support today is basically a simple math equation. Organizations have to support increasingly complex and fast-changing technologies for users who are more savvy and demanding than ever before, and do so with a smaller IT support staff under growing financial constraints.

It's no wonder that dealing with the complexities of today's technology is one of the top challenges of modern IT departments.

This is why the use of IT support and service systems that use automated and intelligent capabilities is so vital. In our research, we compared IT organizations that use automated service capabilities against those that do not and saw significant differences.

When it comes to key capabilities and IT strategies, we found that businesses with automated IT support systems are **twice as likely to automate key IT workflows**. With this capability, they not only benefit from automated end-user self-service and intelligent response systems, but they also automate most of the vital tasks that IT deals with on a daily basis, such as change management. By adding this ability, these businesses reduce the workload on IT staff and increase efficiency and agility.

We also found that the use of automation made organizations more likely to conform to key IT standards such as [ITIL](#), with automated IT support businesses **60% more likely to conform to ITIL** than non-automated organizations.

With these capabilities in place, these automated IT organizations are gaining significant advantages. When we compared automated IT service desks with all others, we saw that they are:

- **2.25 times more likely to deliver new services more rapidly**
- **70% more likely to lower the cost of IT services**
- **40% more likely to reduce the time needed to solve IT incidents**
- **33% more likely to see fewer calls to the service desk**
- **22% more likely to have satisfied or very satisfied end-users**

As we can see from these results, automating IT support and service tasks isn't just about making things easier for IT. By leveraging automated capabilities, these businesses are becoming more agile in the services and products they deliver, are seeing fewer problems that impact productivity, and lowering costs.

Businesses can try to meet the demands of today's users and technologies by using the slower processes of yesterday. Or they can leverage cutting-edge automated IT support systems to improve their service and transform how IT is seen within the business.

Seems like a pretty straightforward decision. You might even call it automatic.

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