HOW AUTOMATING IT SUPPORT SYSTEMS HELPS BUSINESSES SUCCEED

Aberdeen research has shown that businesses leveraging automated tools within their IT support systems gain a number of benefits. By using intelligent systems to make end-user self-service easier and more engaging, they reduce help desk tickets and increase user satisfaction.

Automated IT Support companies are:

2.25X 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 end-users

as compared to All Others.

➔ *Read the full report: Successful Service Desks are Agile, Proactive, and Automated, February 2017, Aberdeen Group*

The bottom line: Automating IT support and service tasks isn't just about making things easier for IT. By leveraging automated capabilities, businesses are becoming more agile in the services and products they deliver, seeing fewer problems that impact productivity, and lowering costs.

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