ABOUT THE PARTNERSHIP

Founded in 1988 **The Service Desk Institute (SDI)** has dedicated the last 30 years to guiding and inspiring service desks and the ITSM community. With a passion for providing best practices and sharing their knowledge worldwide, SDI acts as a well-respected, trusted and independent advisor to the service desk industry.

MetricNet is the global leader in IT service and support benchmarking. More than half of the FORTUNE 500 rely on MetricNet benchmarks to improve and optimize their performance. With a global benchmarking database of nearly 4,000 IT service and support benchmarks, MetricNet has the most comprehensive database of process and performance metrics in the industry.

Now, **for the first time ever**, SDI and MetricNet have combined forces to offer the most comprehensive service desk benchmark in the industry! *Click here to download a Sample Peer Group Benchmark.*

BENCHMARKING METHODOLOGY

Benchmarking is a well-established tool for measuring and managing Service Desk performance. Effective benchmarking enables an organization to quantify the performance of the service desk, compare the service desk to others in the industry, identify performance gaps, and define the actions necessary to close the gaps.

The power of benchmarking is that it enables a service desk to save enormous amounts of time and energy by building upon the know-how of the industry's world-class performers. Service Desks that focus exclusively on their internal operations tend to make progress incrementally, at an *evolutionary* pace, through trial-and-error. But benchmarking forces an organization to look externally – at the best-in-class. By studying the best-in-class, and selectively adopting practices from the best-of-the-best, Service Desks that utilize benchmarking are able to improve their performance at a *revolutionary* pace.

Although benchmarking is a rigorous analytical process, conducting a benchmark is relatively straightforward. MetricNet's comprehensive methodology for benchmarking is described in detail in our whitepaper *Service Desk Benchmarking Defined*.

PEER GROUP BENCHMARK OVERVIEW

The MetricNet and SDI peer group benchmarks compare your Service Desk performance to a unique peer group of similar organizations. Our peer group benchmarks for Service Desks are the most comprehensive in the industry, and are customized to meet your needs! Your peer group will be selected from our extensive database of Service Desks based upon your scope, scale, complexity, and geography. This process is described in detail in our whitepaper *Dynamic Peer Group Selection.*

The MetricNet and SDI Service Desk Peer Group Benchmark includes:

- Benchmarks of the most common Key Performance Indicators in the service desk industry
- A Summary of your Service Desk Quartile Performance for each KPI
- Your Service Desk position on a two-dimensional Efficiency vs. Effectiveness Matrix, plotted along with other service desks in the benchmark
- Key Findings that are specific to the organization's Service Desk
- Recommended Strategies for Improved Performance for your Service Desk
- A webcast kickoff meeting
- Telephone interviews with key service desk personnel
- A webcast presentation of results

BENCHMARKING DATABASE

MetricNet has established the largest database of process and performance indicators in the IT support industry. This database is the result of nearly 4,000 IT service and support assessments, benchmarks, and consulting engagements that MetricNet has completed worldwide. MetricNet's IT service and support consulting and benchmarking experience has not only yielded vast quantities of benchmarking data, but has given us great insight into the Best Practices of the world's leading IT Service and Support organizations. Sample output from the Service Desk Peer Group Benchmark is shown below.
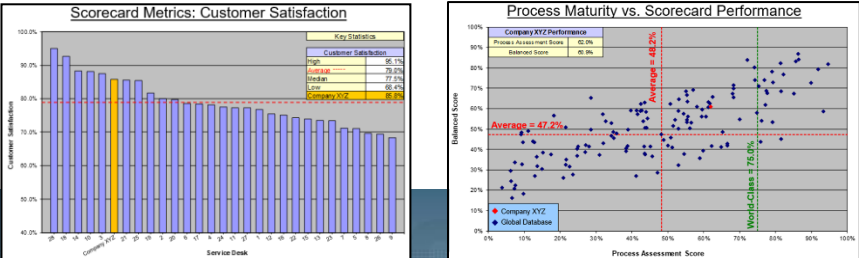
MetricNet has conducted IT Service and Support benchmarking for more than half of the FORTUNE 500. A partial list of the companies MetricNet has benchmarked, and who have the distinction of operating world-class IT Service and Support functions, include those listed **here.**

OUR CLIENTS