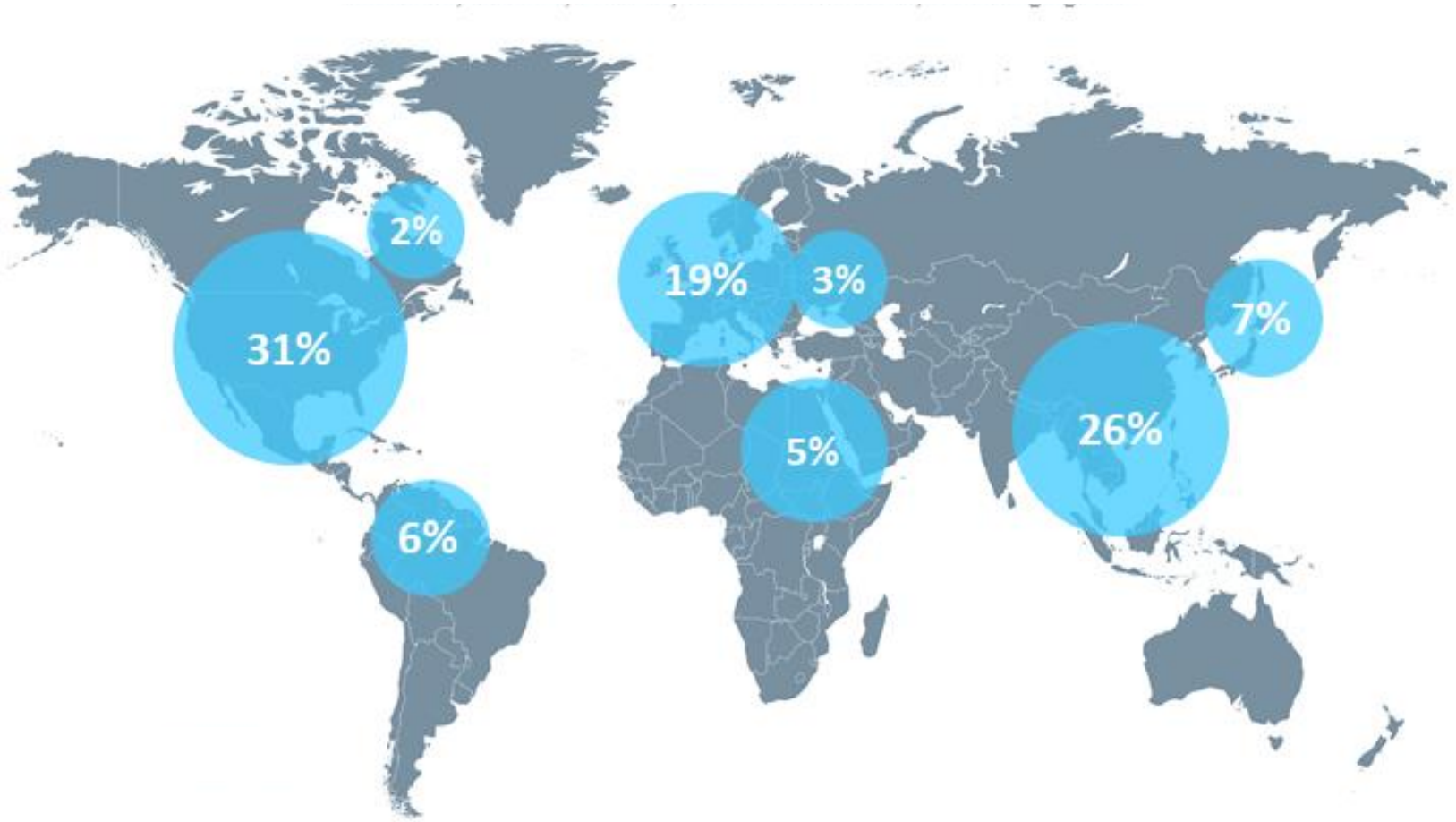
The Future of Service and Support

A Brave New World!

SDI 19

The Conference for Service Desk Leaders

The $85 Trillion Global Economy



Global IT Industry
$5 Trillion

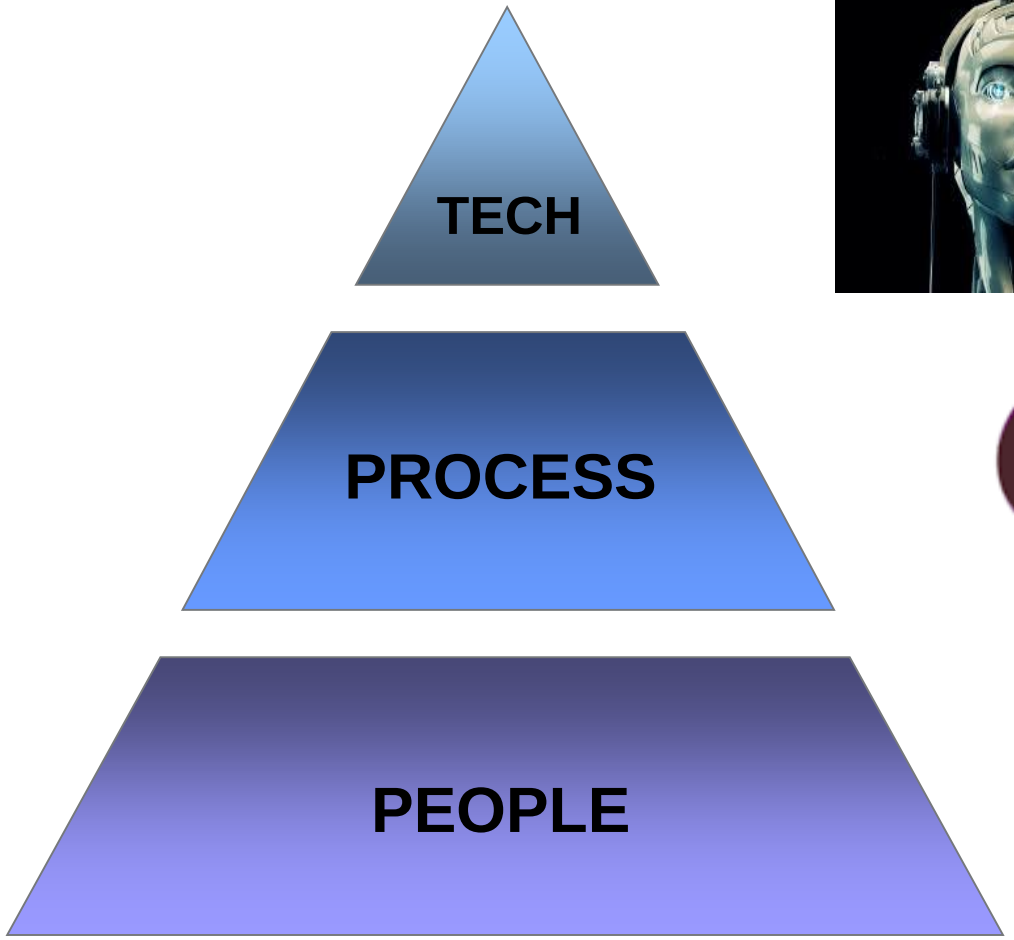
Global ITSM Industry
$1.5 Trillion

Global IT Support
$250 Billion

Global IT Support Employment
7 Million FTEs

From Humble Beginnings...

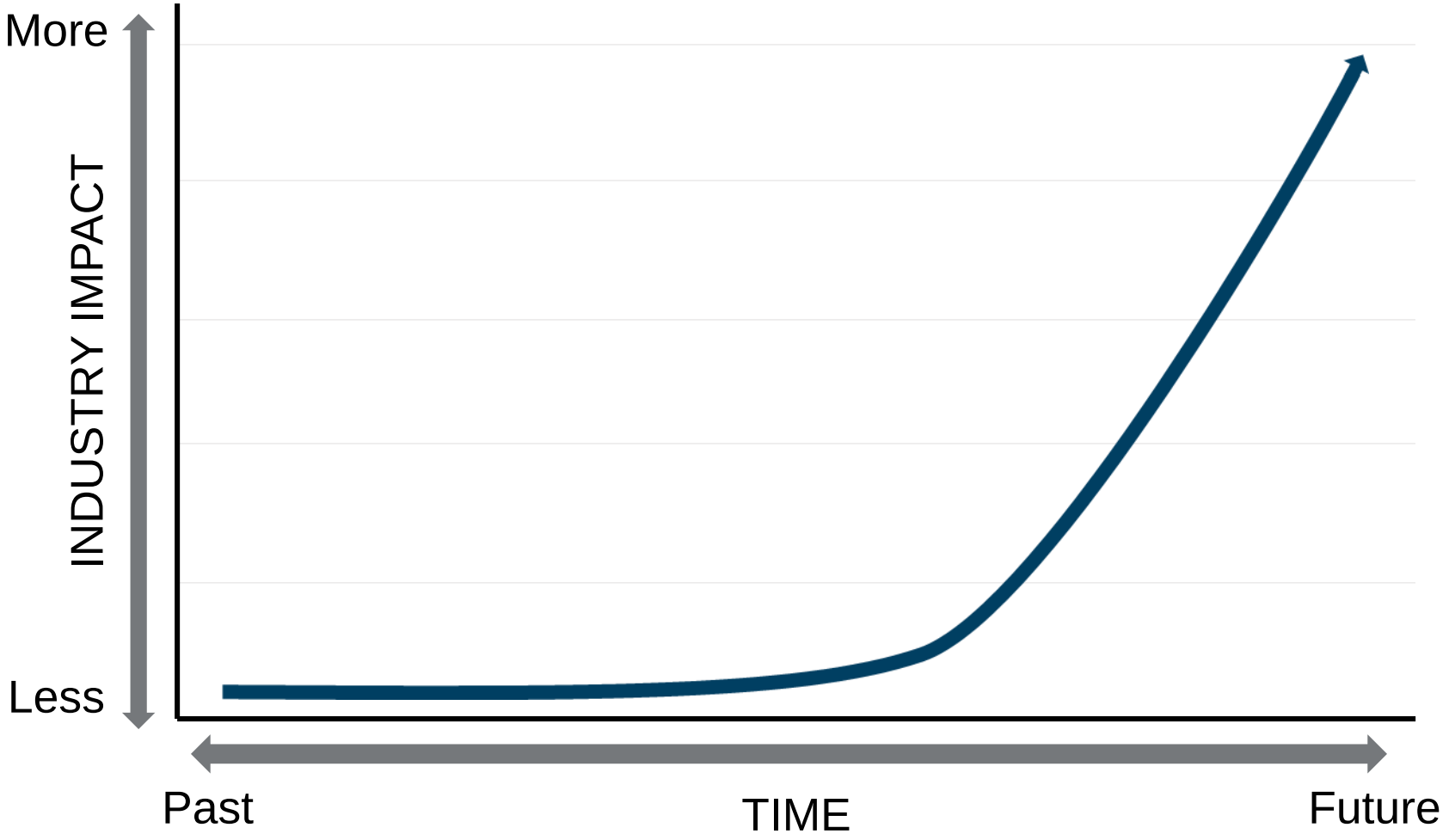
How Far We've Come...



ITIL®4

SDI's Blueprint For A Brilliant Service Desk
Inspiring service desks to be brilliant

We are at an Inflection Point…

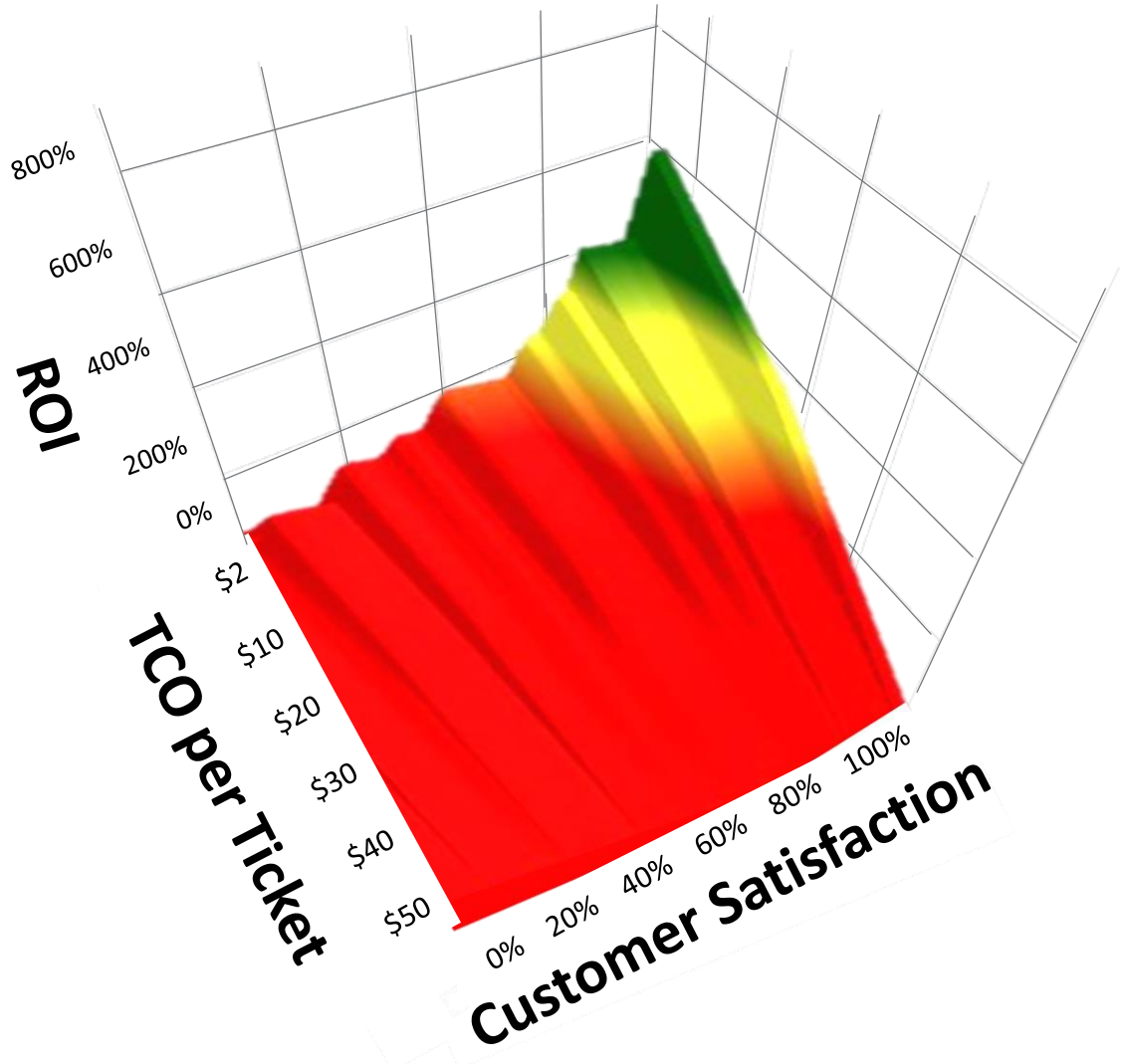


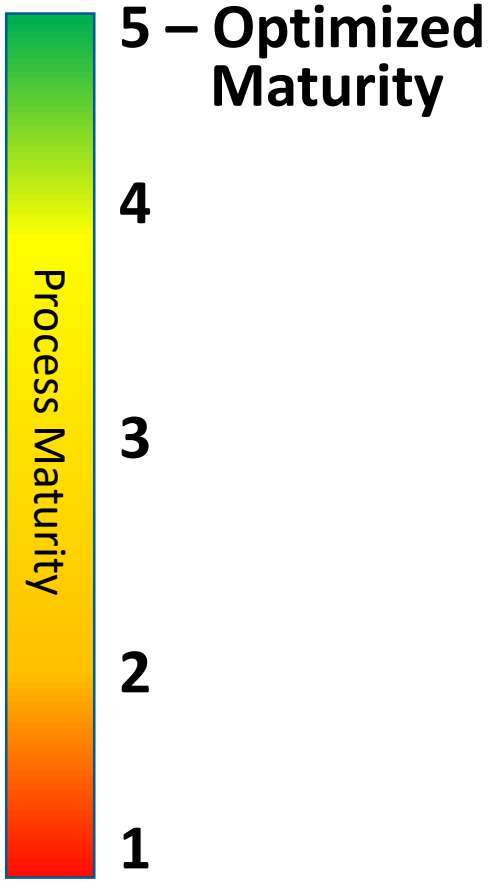
Past is Prologue…

Let's Connect the Dots…

- First Principles – Better, Faster, Cheaper
- Service and Support as a Business
- Staffed by Business People
- ROI Will Become the Primary Measure of Success
- Industry Literacy will be Paramount
- Technology Will Continue to Evolve Incrementally
- ITIL Hacks Will Become More Common
- Channel Mix Will Accelerate
- New Leadership Opportunities Will Emerge

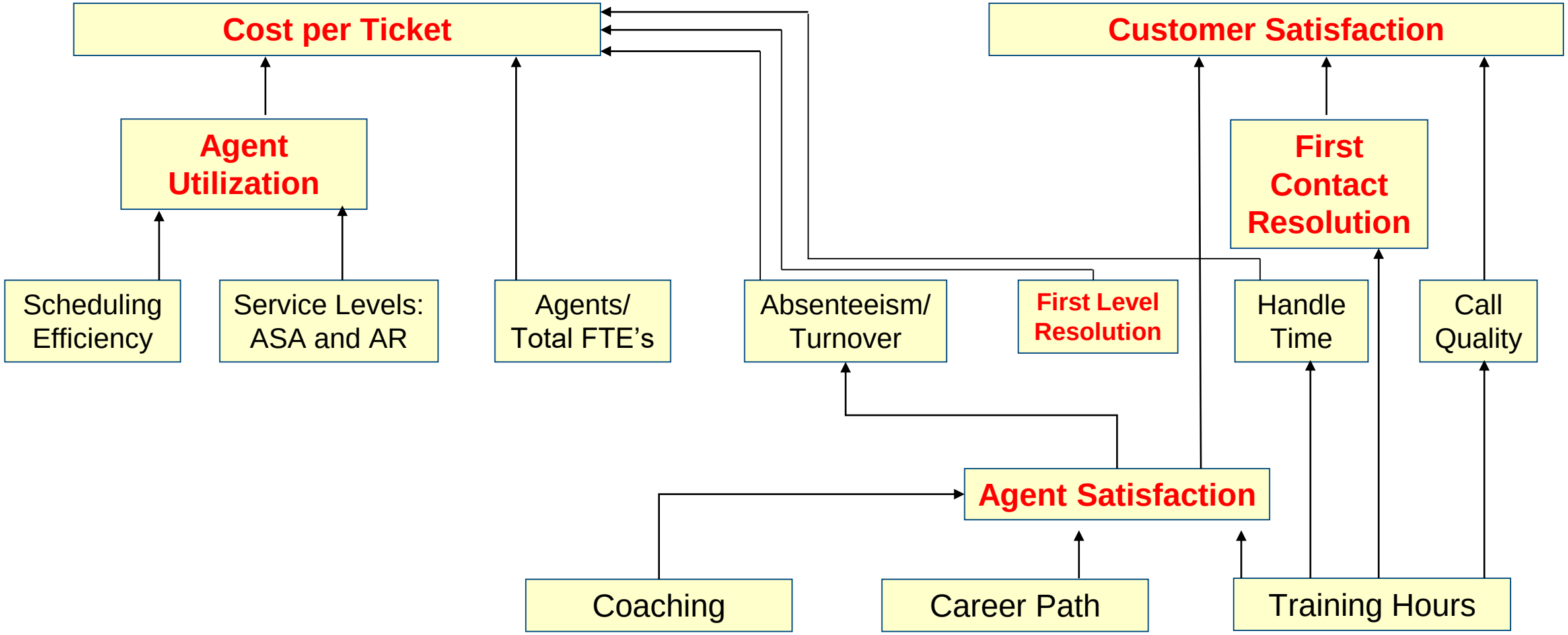
Better, Faster, Cheaper…





Service and Support as a Business

Literacy Matters...



The Bots Are Coming!

But They Need Time to Mature

Deep Blue vs. Gary Kasparov

IBM's Watson

Paradigm Shifts Will be Disruptive

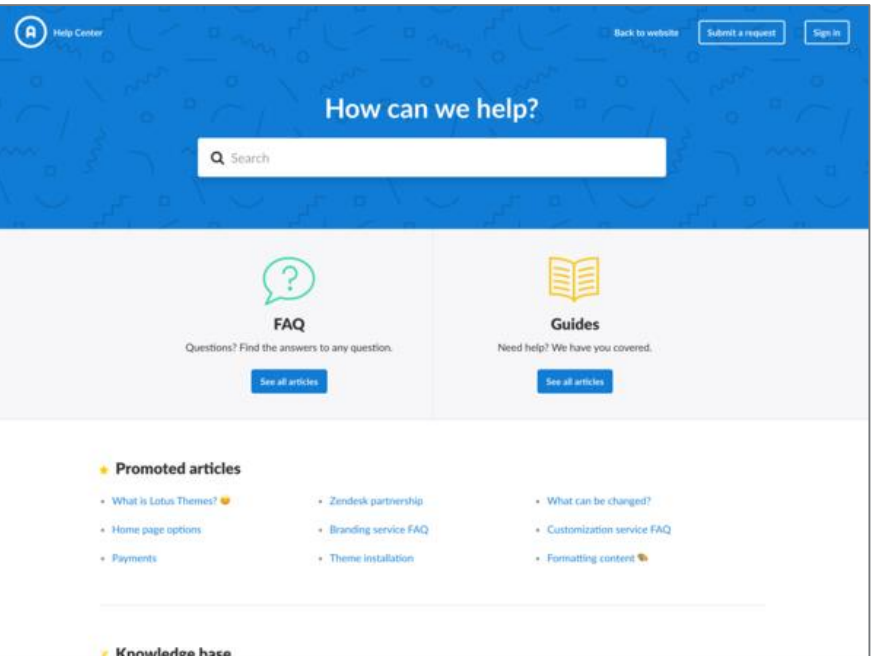
Support Level

-2	-1	0	1	2	3	Field	Vendor
	$0	$2	$22	$69	$104	$221	$599
Search and Destroy	Incident Prevention	Self Help	Service Desk	Desktop Support	IT Support	Field Support	Vendor Support

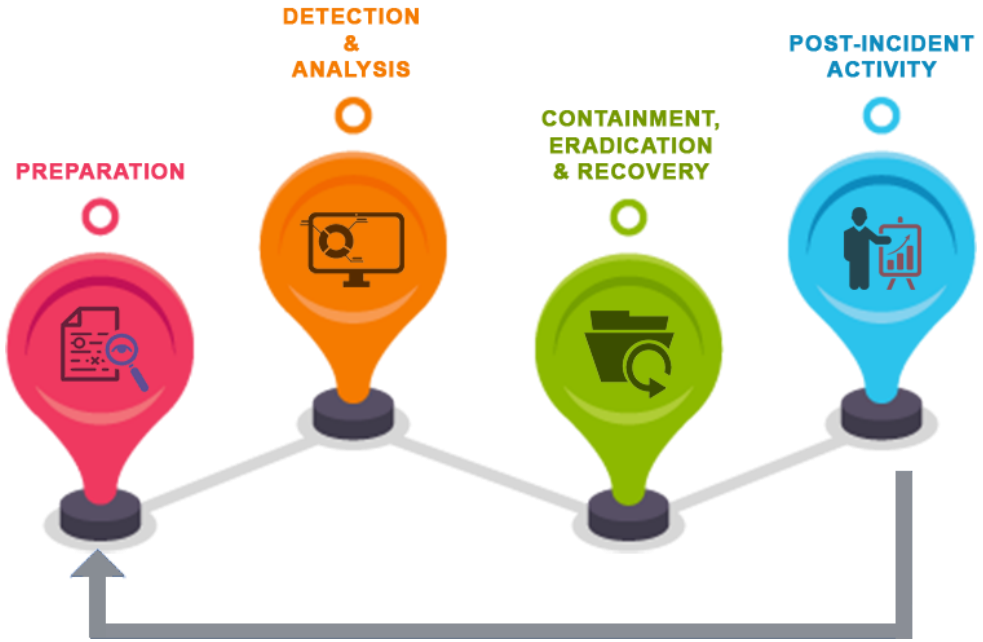
SHIFT LEFT

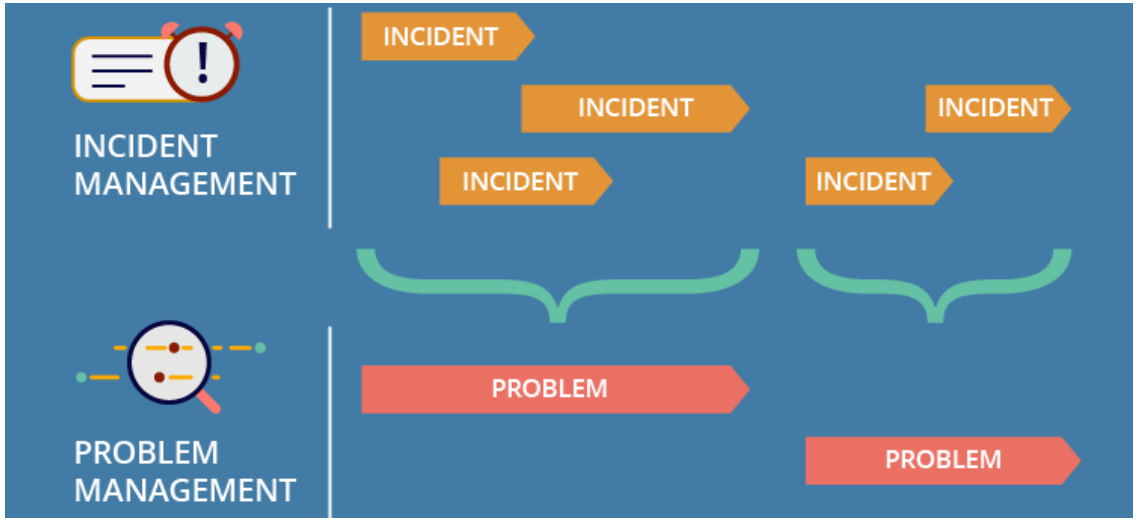
ITIL Hacks...

KNOWLEDGE



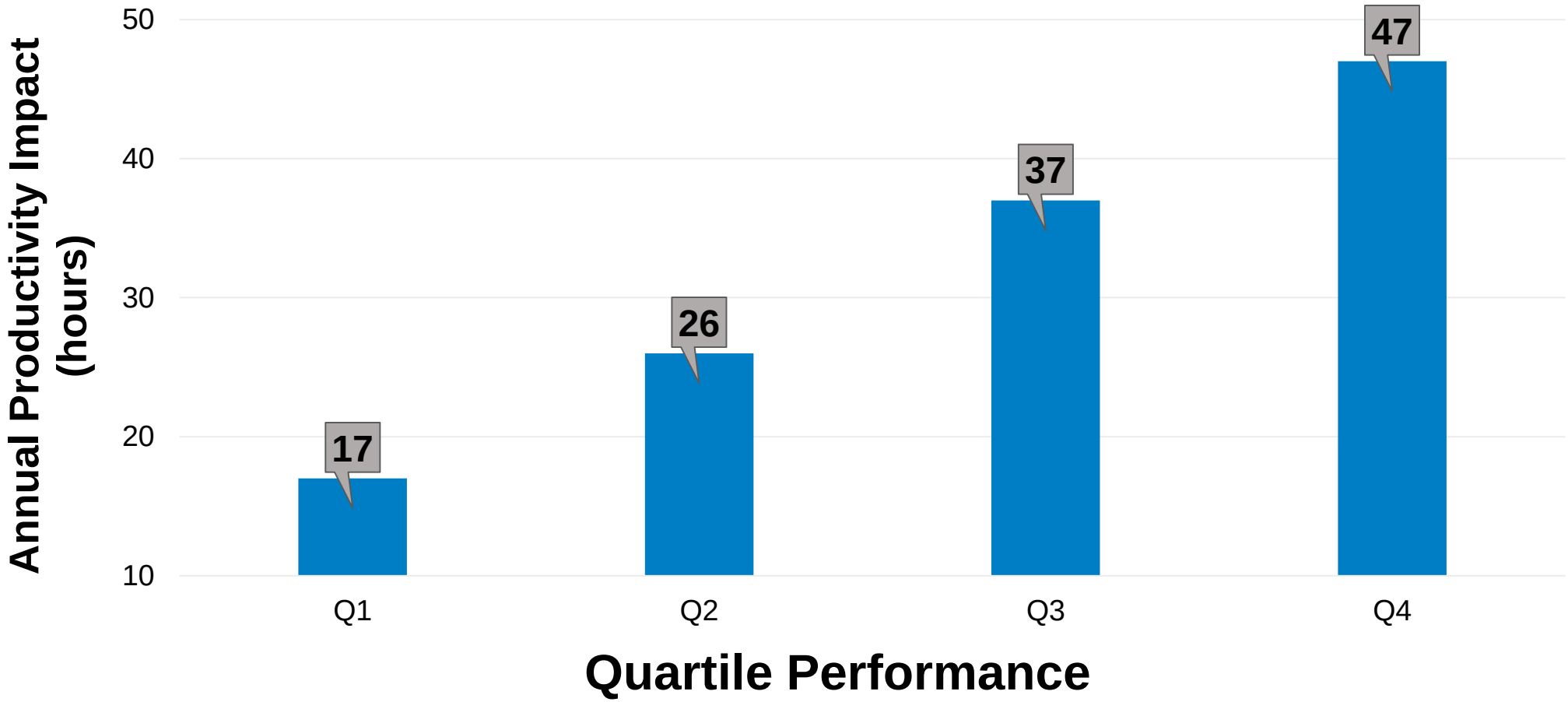
INCIDENT



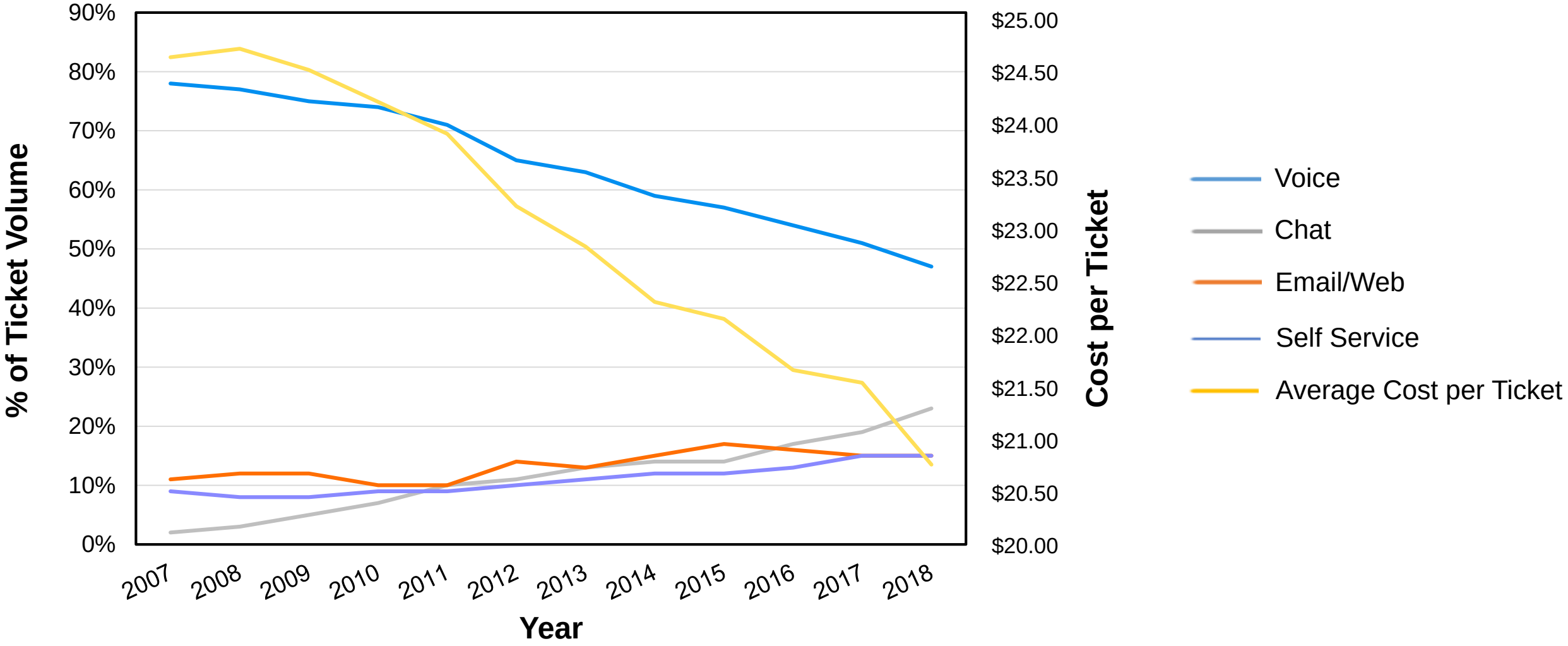


PROBLEM

The Elephant in the Room…



Channel Mix is Accelerating



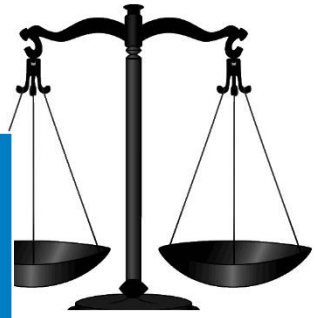
The Enterprise Services Oppty…

Human Resources

Facility Management

Marketing

Legal Services



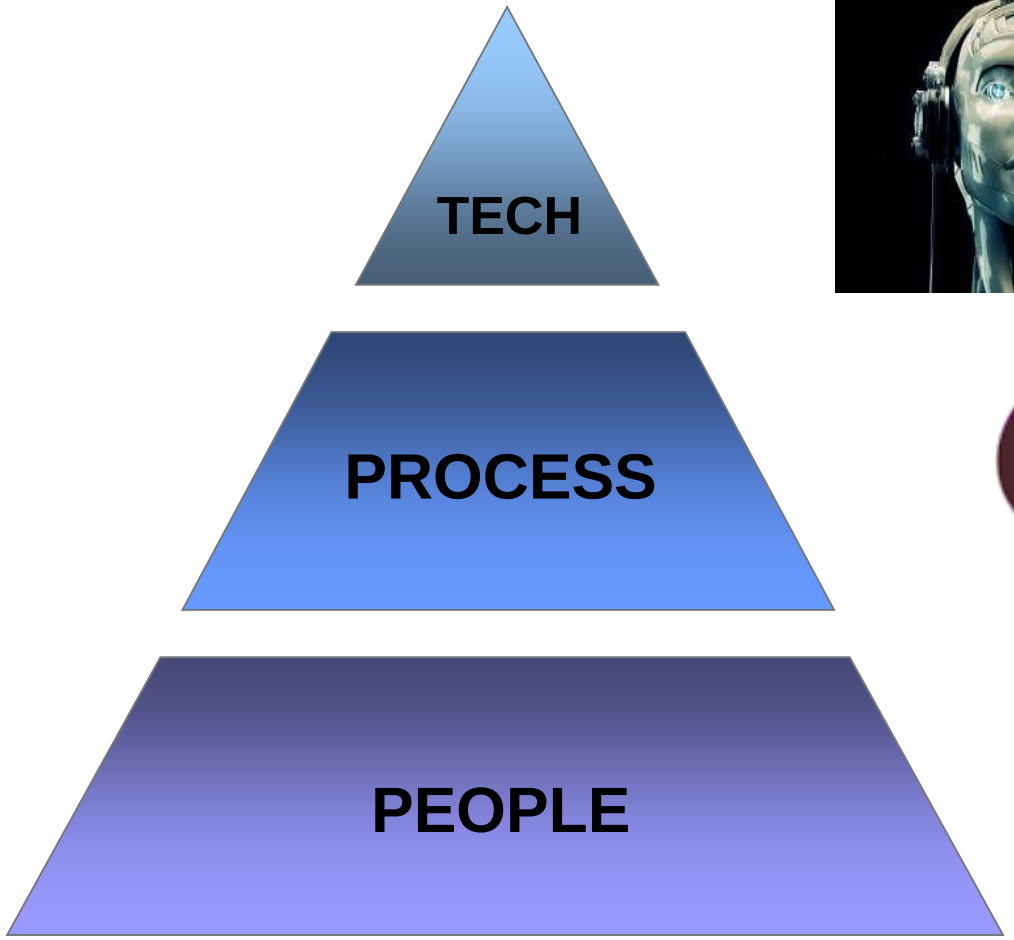
Finance

Security

Office Management

Logistics

Past is Prologue…



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THANK YOU FOR ATTENDING THIS SESSION.

Please complete the session evaluation form in the App.

About MetricNet

Your Benchmarking Partner

Your Speaker: Jeff Rumburg

- Co Founder and Managing Partner, MetricNet, LLC
- Winner of the Ron Muns Lifetime Achievement Award
- Named one of HDI's Top 25 Thought Leaders in 2016 and 2017
- Former CEO, The Verity Group
- Former Vice President, Gartner
- Founder of the IT Service and Support Benchmarking Consortium
- Author of *A Hands-On Guide to Competitive Benchmarking*
- Harvard MBA, Stanford MS

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info@metricnet.com

Benchmarking is MetricNet's Core Business

Information Technology

- Service Desk
- Desktop Support
- Field Support

Call Centers

- Customer Service
- Technical Support
- Telemarketing/Telesales
- Collections

Telecom

- Price Benchmarking

Satisfaction

- Customer Satisfaction
- Employee Satisfaction

Meet a Sampling of Our Clients

MetricNet Conducts benchmarking for IT Service and Support organizations worldwide, and across virtually every industry sector.

Thank You!