

BENCHMARKING IT SERVICE AND SUPPORT

What's Your Value Proposition?

CASE STUDY BASELINE



Annual Operating
Expense \$2,754,406



Monthly Inbound Contact
Volume 15,115




Monthly Outbound
Contact Volume 3,707



Agent Headcount
27.25

ROI IDENTIFIED THROUGH BENCHMARKING

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- ◆ Improved Channel Mix ROI \$1,477,476
 - ◆ Shift Left ROI \$733,277
 - ◆ User Productivity ROI \$4,810,667
 - ◆ Total Return \$7,021,419
 - ◆ Annual Operating Expense (Investment) \$2,754,406

Annual ROI 255%

THE METRICNET/SDI DIFFERENCE



Attend the Panel

David Wright Hosts Global ITSM Thought Leaders Q & A

Sunday 20th Oct 16:15 - 17:00



SDI's Chief Value & Innovation Officer David Wright will bring together four of the world's most eminent thought leaders in ITSM for this Q&A panel session where he asks what the future holds for service management and for the service manager.

Join Barclay Rae, Jeff Rumburg, Andrea Kis and Mauricio Corona as they discuss:

What does service management mean? What are the key trends we are seeing?

What does every service manager need to understand about their future?

What will a service manager look like in a year's time in terms of the value they create and the skills they need?

How can you be at the top of your game in your career?

They'll be delving into leadership skills and culture, we'll explore how service managers can co-create value by collaborating more with the customer and the organisation. We'll also be looking at the concept of high velocity IT for digital organisations as well as sharing thoughts on best practice standards, ITIL4, agile and devops.

Schedule a Private 30-Minute Briefing



SDI and MetricNet have combined forces to offer the most comprehensive service desk benchmark in the industry!

Schedule a private 30-Minute briefing to learn more!

MetricNet.com/SDI