SUPPORT WORLD LIVE ®

Where **Smarter Service** Starts, And **Better Business** Begins.

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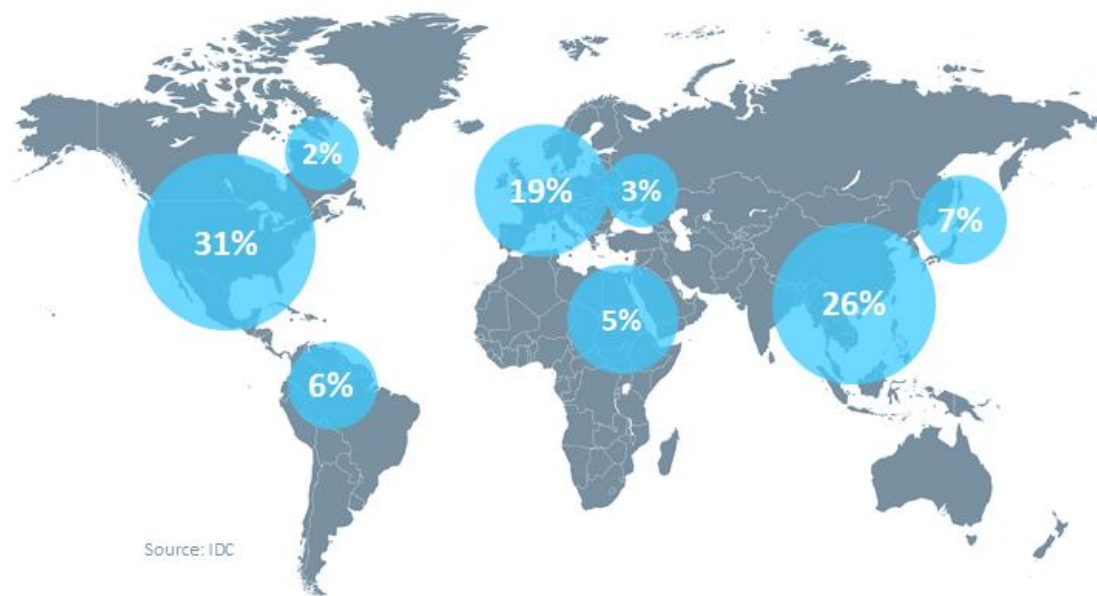

SUPP⊕RT® WORLD LIVE

Artificial Intelligence in Service and Support
The Future Is Finally Here!

SESSION 606 | Jeff Rumburg, Managing Partner at MetricNet

Where **Smarter Service** Starts, And **Better Business** Begins.   #SUPPORTWORLD

metricnet.com/supportworld

The $85 Trillion Global Economy

2%

19%   3%

31%

7%

5%

26%

6%

Source: IDC

Global IT Industry
$6 Trillion

Global ITSM Industry
$1.5 Trillion

Global IT Support
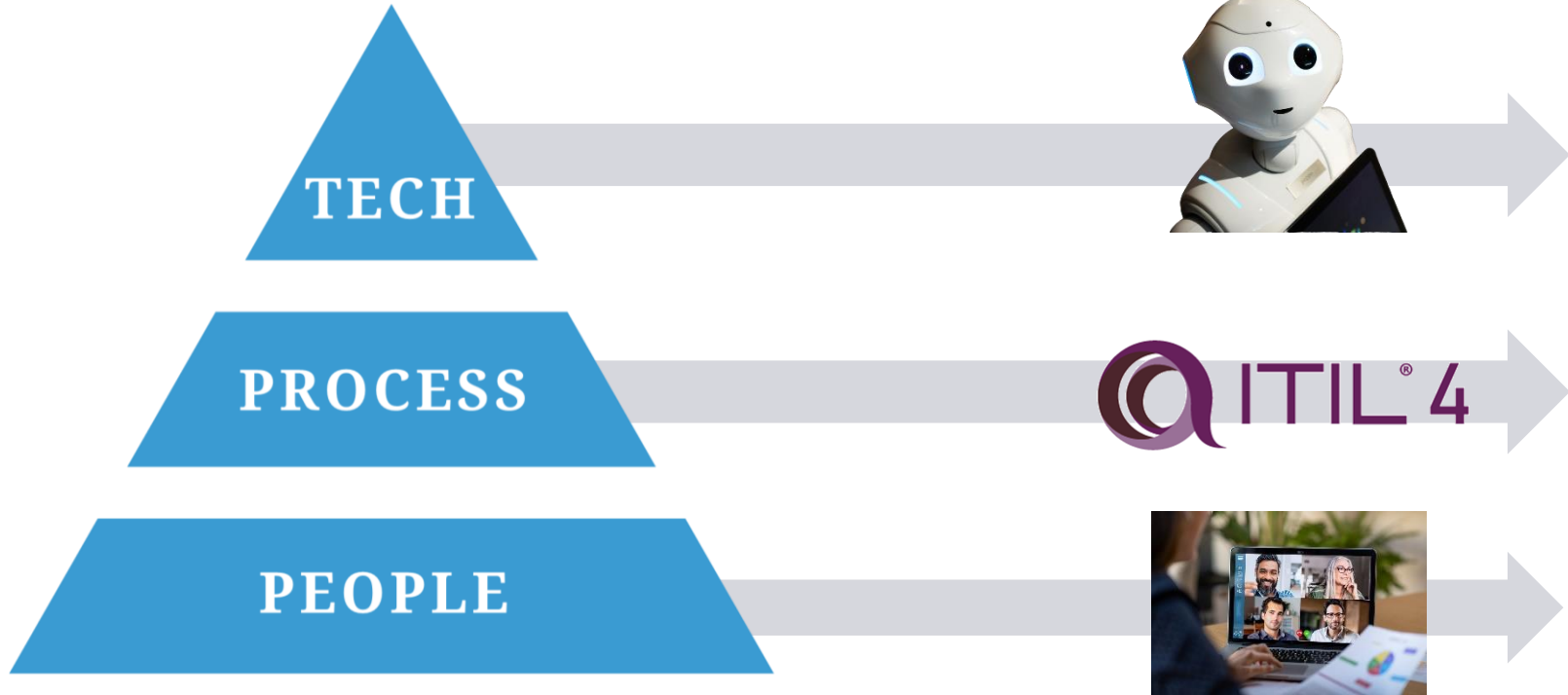**$300 Billion**

Global IT Support Employment
8 Million FTEs
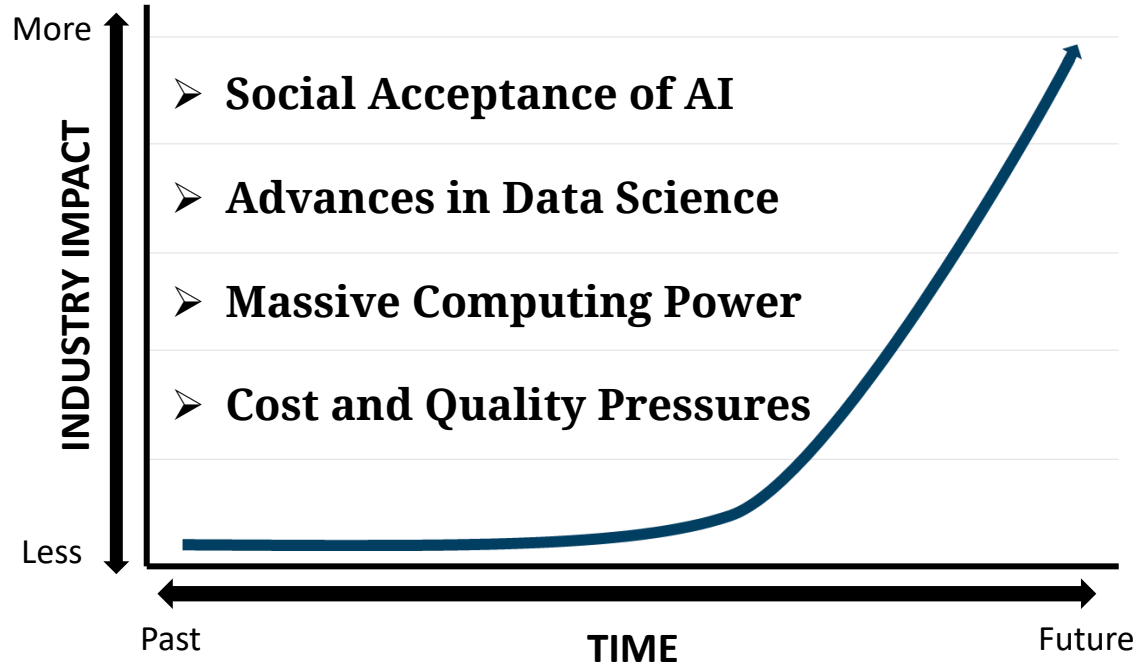
From Humble Beginnings…

HOW FAR WE'VE COME

WHAT WE'RE HEARING POST PANDEMIC…

➢ Ticket Volumes have increased

➢ Resolution Times are longer

➢ First Contact and First Level Resolution has decreased

➢ Technician Absenteeism is up

➢ Job Satisfaction is down

➢ Processes are not improving

➢ Customer Satisfaction is down

WHAT THE DATA SAYS...

IT Support Metric	Pre-Pandemic	During Pandemic
Monthly Ticket Volume	Baseline	+ 35%
First Contact Resolution Rate	78.2%	71.5%
First Level Resolution Rate	84.9%	77.2%
Service Desk Cost per Ticket	$20.44	$26.51
Service Desk Ticket Handle Time (minutes)	7.62	9.91
Mean Time to Resolve (MTTR) (hours)	6.18	9.72
Ticket Backlog (days backlogged)	7.2	12.1
Technician Absenteeism	5.6%	11.3%
Employee Job Satisfaction	76.8%	67.1%
Customer Satisfaction	83.8%	74.7%

WE ARE AT AN INFLECTION POINT

INDUSTRY IMPACT (vertical axis): More / Less

TIME (horizontal axis): Past → Future

- ➤ **Social Acceptance of AI**
- ➤ **Advances in Data Science**
- ➤ **Massive Computing Power**
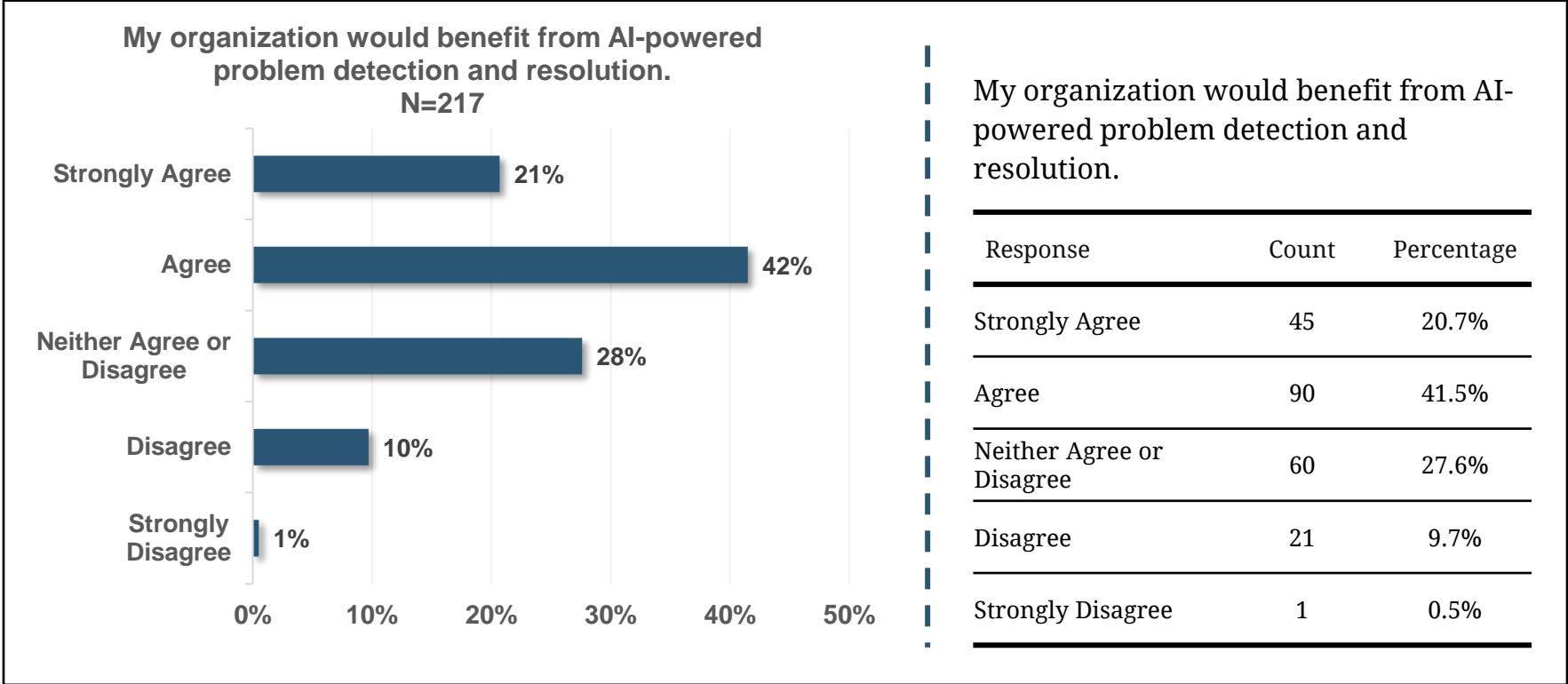- ➤ **Cost and Quality Pressures**

METRICNET'S ITSM INTELLIGENCE REPORT

MetricNet.com/itsm-intelligence-report

THE FRONT-LINE NO LONGER FEARS AI

My organization would benefit from AI-powered problem detection and resolution.
N=217

My organization would benefit from AI-powered problem detection and resolution.

Response	Count	Percentage
Strongly Agree	45	20.7%
Agree	90	41.5%
Neither Agree or Disagree	60	27.6%
Disagree	21	9.7%
Strongly Disagree	1	0.5%

OR AUTOMATION...

My organization would benefit from automatic ticket categorization.
N=217

Response		

My organization would benefit from automatic ticket categorization.

Response	Count	Percentage
Strongly Agree	54	24.9%
Agree	96	44.2%
Neither Agree or Disagree	49	22.6%
Disagree	16	7.4%
Strongly Disagree	2	0.9%

WISH LIST FROM THE FRONT LINE

If you could have anything you wanted or make any changes you would like to make in IT Service and Support, what would be #1 on your wish list?
N=217 – Top themes represented
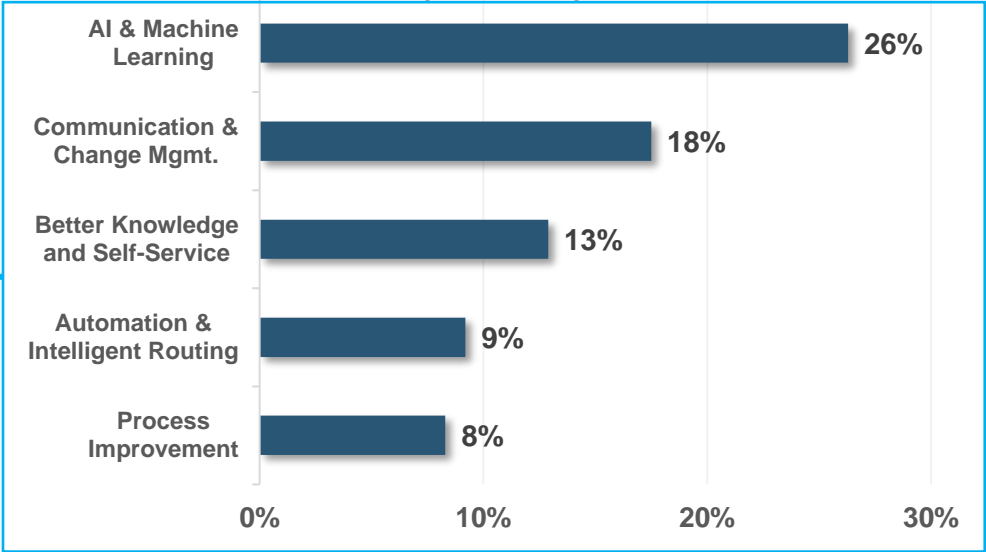
AI & Machine Learning	26%
Communication & Change Mgmt.	18%
Better Knowledge and Self-Service	13%
Automation & Intelligent Routing	9%
Process Improvement	8%

If you could have anything you wanted or make any changes you would like to make in IT Service and Support, what would be #1 on your wish list?

Response	Count	Percentage **
AI & Machine Learning	57	26.3%
Communication & Change Mgmt.	38	17.5%
Better Knowledge and Self-Service	28	12.9%
Automation & Intelligent Routing	20	9.2%
Process Improvement	18	8.3%

** As a % of total responses. Does not equal 100%.

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METRICNET'S ITSM INTELLIGENCE REPORT

MetricNet.com/itsm-intelligence-report

The Bots Are HERE!

SUPPORT WORLD LIVE POWERED BY HDI

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AN EFFECTIVE AI TOOL WILL

➢ Reduce Ticket Volume

➢ Shift Left

➢ Reduce Total Cost of Ownership

➢ Reduce MTTR

➢ Increase First Contact Resolution Rate

➢ Increase First Level Resolution Rate

➢ Improve the Customer Experience

➢ And Mature Key Processes

Automatically...

And

Get smarter over time!

AI IS RAPIDLY MATURING

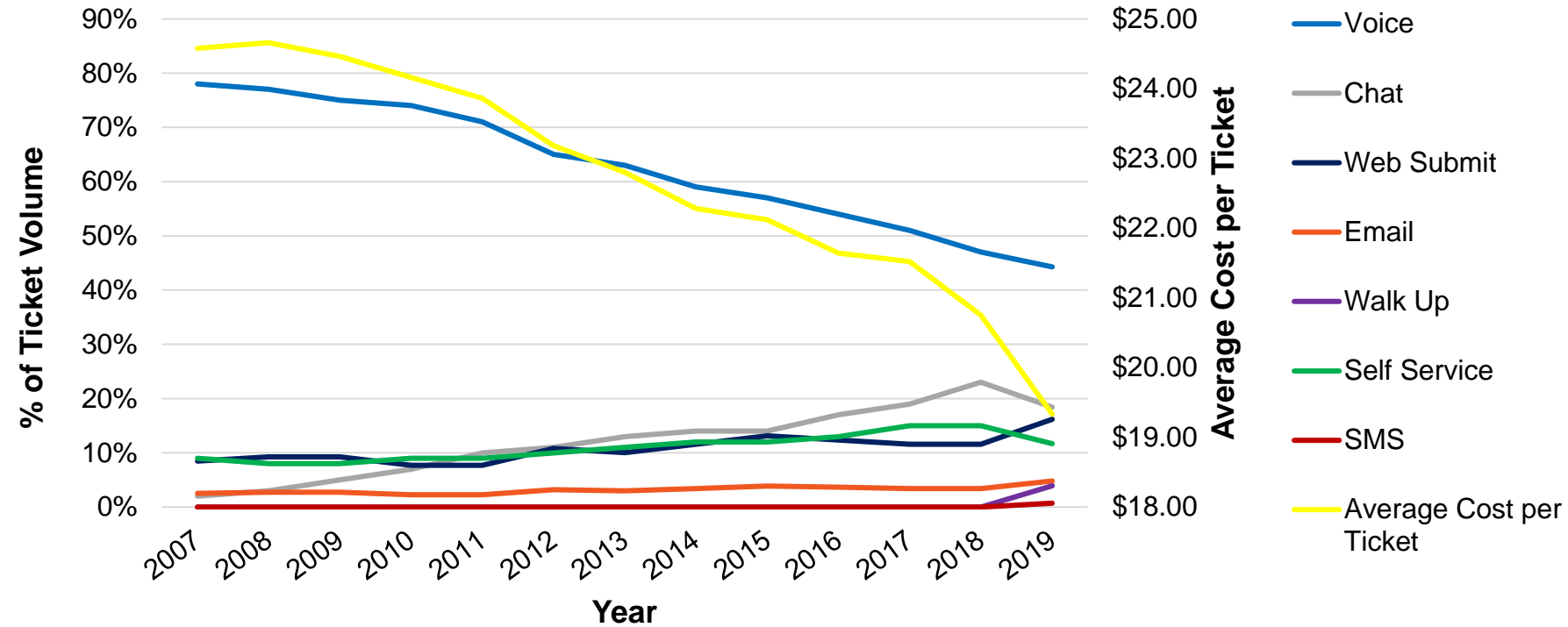**Deep Blue   vs.   Gary Kasparov**

IBM's Watson

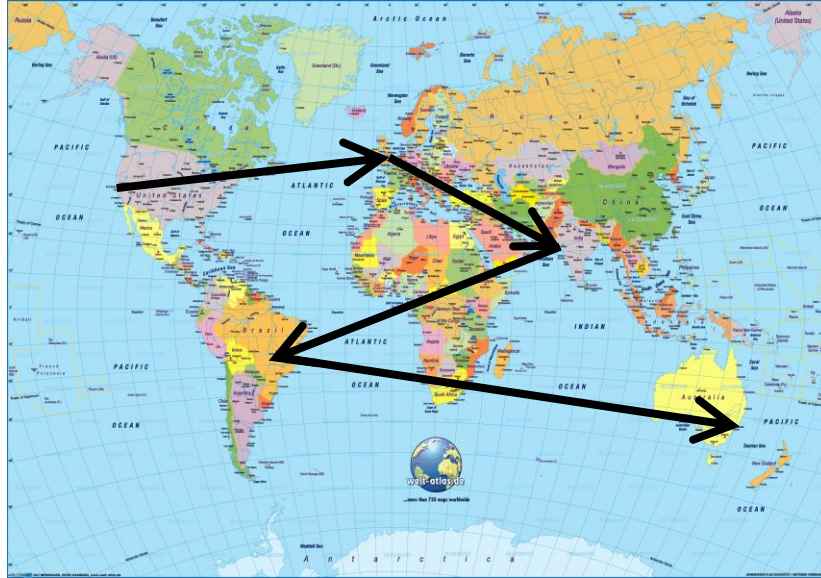# THE ECONOMICS OF AI ENABLED LEVEL -2

SUPPORT LEVEL

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

SHIFT LEFT

CHANNEL MIX DRIVES DOWN COST PER TICKET

Channel Mix

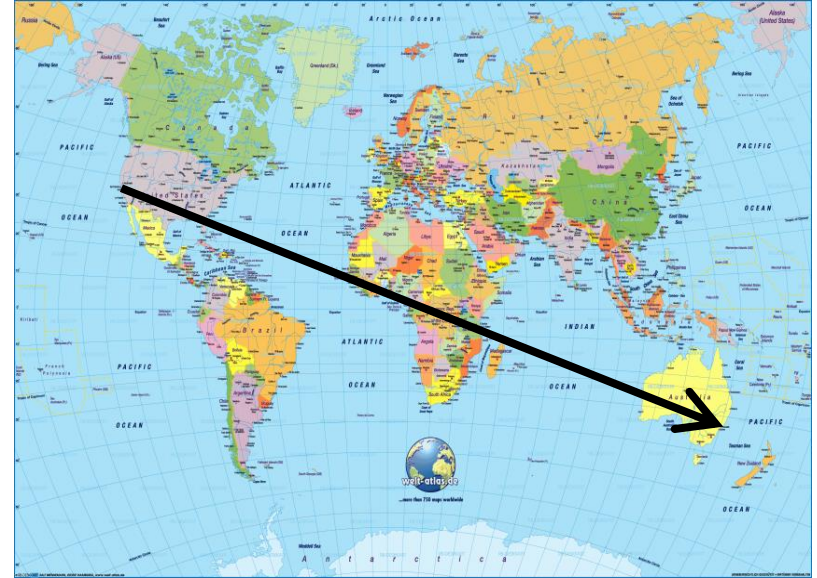Where **Smarter Service** Starts, And **Better Business** Begins.

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INTELLIGENT TICKET ROUTING

BEFORE

AFTER

THE ROI OF RETURNED PRODUCTIVITY

Bar chart showing Annual Productivity Impact (hours) by Quartile Performance: Q1 = 17, Q2 = 26, Q3 = 37, Q4 = 47.
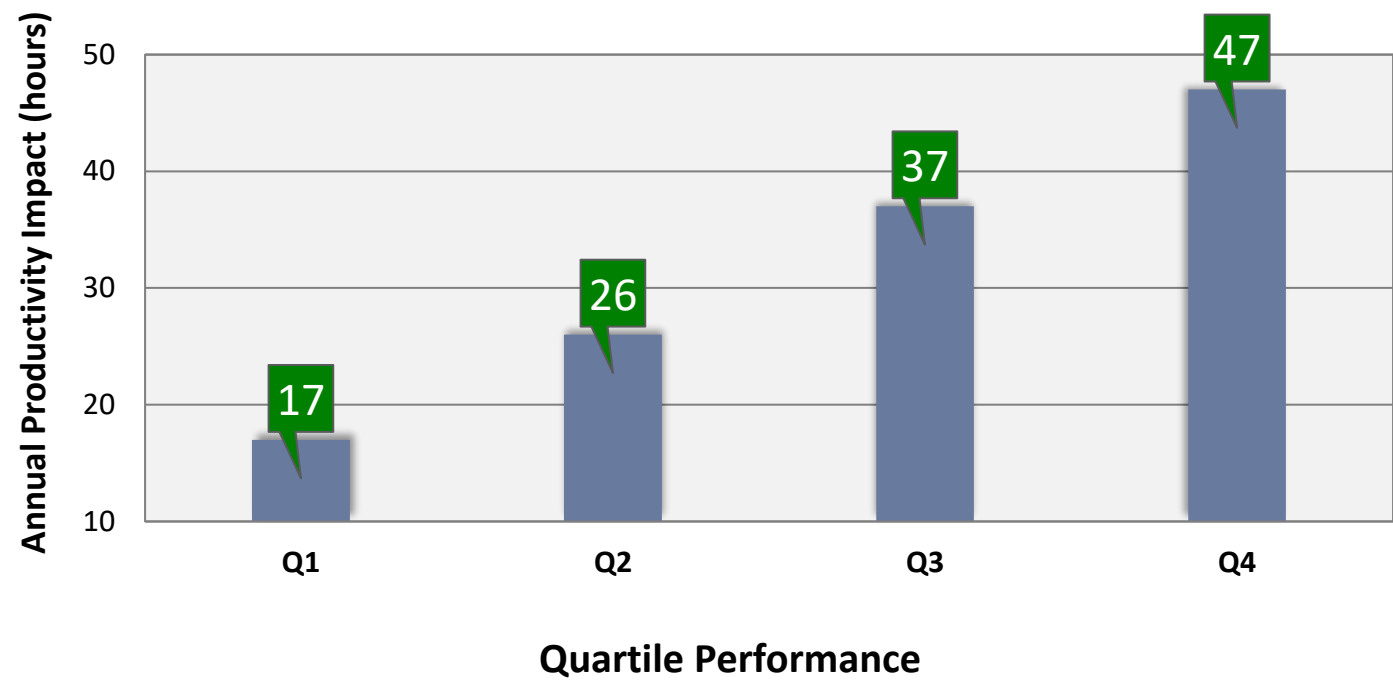
THE PARADOX OF IT SUPPORT

End-User Support

4%

96%: Non-Support Functions
- **Application Development**
- **Application Maintenance**
- **Network Operations**
- **Mainframe and midrange Computing**
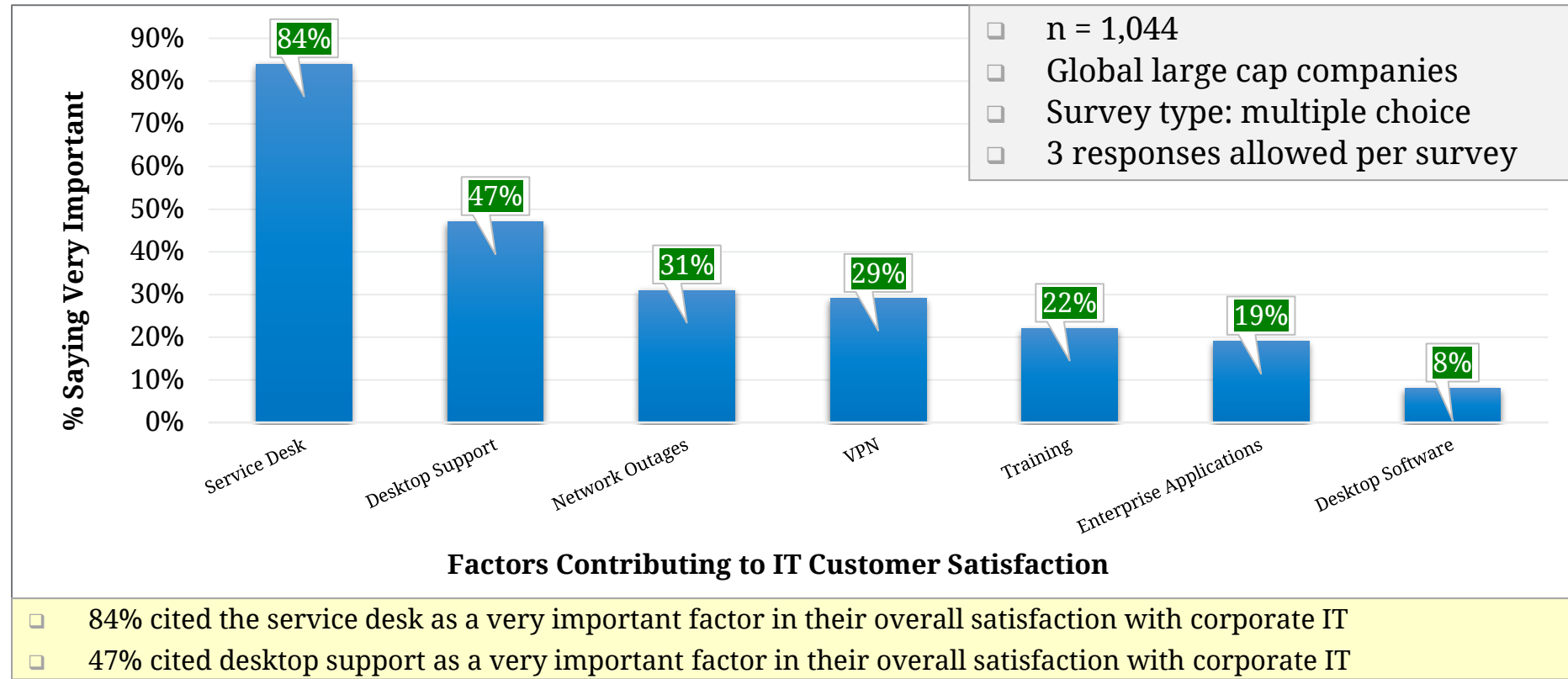- **Desktop Computing**
- **Contract Services (e.g., disaster recovery)**
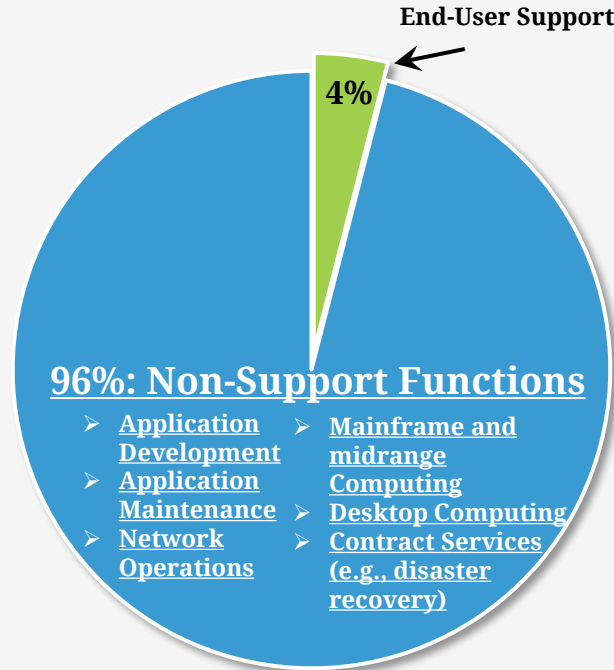
Corporate IT Spending Breakdown

- ➤ Less than 5% of all IT spending is allocated to end-user support
  - ➤ Service desk, desktop support, field support
- ➤ This leads many to erroneously assume that there is little upside opportunity in IT support
- ➤ The result is that most support organizations are managed with the goal of minimizing costs
- ➤ But the most effective support strategies focus on **maximizing value**

Service And Support Drives Customer Satisfaction For *All Of IT*

Chart: **% Saying Very Important** vs **Factors Contributing to IT Customer Satisfaction**

- Service Desk: 84%
- Desktop Support: 47%
- Network Outages: 31%
- VPN: 29%
- Training: 22%
- Enterprise Applications: 19%
- Desktop Software: 8%

- ❑ n = 1,044
- ❑ Global large cap companies
- ❑ Survey type: multiple choice
- ❑ 3 responses allowed per survey

❑ 84% cited the service desk as a very important factor in their overall satisfaction with corporate IT

❑ 47% cited desktop support as a very important factor in their overall satisfaction with corporate IT

Past is Prologue...

Past is Prologue...

When You Go AI Shopping...

➢ **Reduce Ticket Volume**

➢ **Reduce Total Cost of Ownership**

➢ **Reduce MTTR**

➢ **Increase First Contact Resolution Rate**

➢ **Increase First Level Resolution Rate**

➢ **Improve the Customer Experience**

And...

Gets smarter over time?

Better, Faster, Cheaper…Fundamentals Still Matter!

QUESTIONS?

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THANK YOU!

QUESTIONS?

ABOUT METRICNET

COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.

CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.

JEFF RUMBURG

Managing Partner and CEO

ANGELA IRIZARRY

President and COO

TIMOTHY COVER

Executive Project Director

EXECUTIVE TEAM

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MEET SOME OF OUR CLIENTS