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Enterprise Service Desk: The Greatest Career Opportunity in a Generation!

POLLING QUESTION #1:

Which best describes your organization?

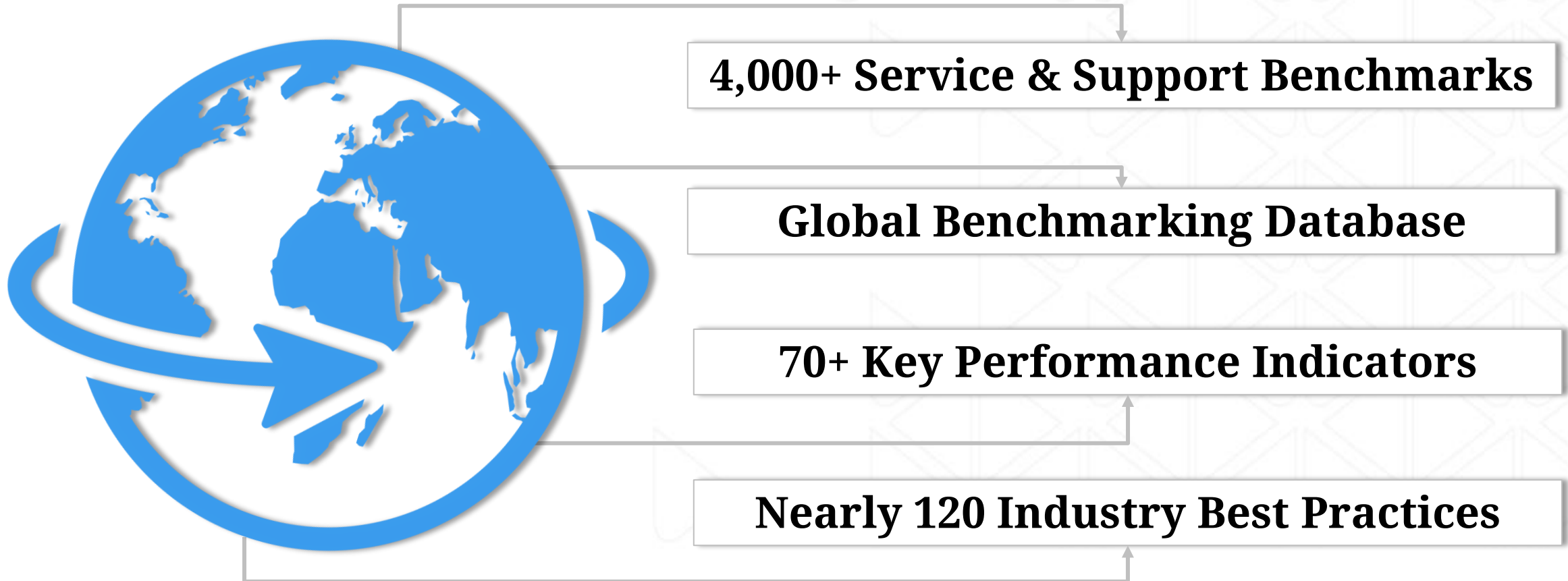
Service Desk

Desktop Support

Field Services

Other

30 YEARS OF IT SERVICE & SUPPORT BENCHMARKS



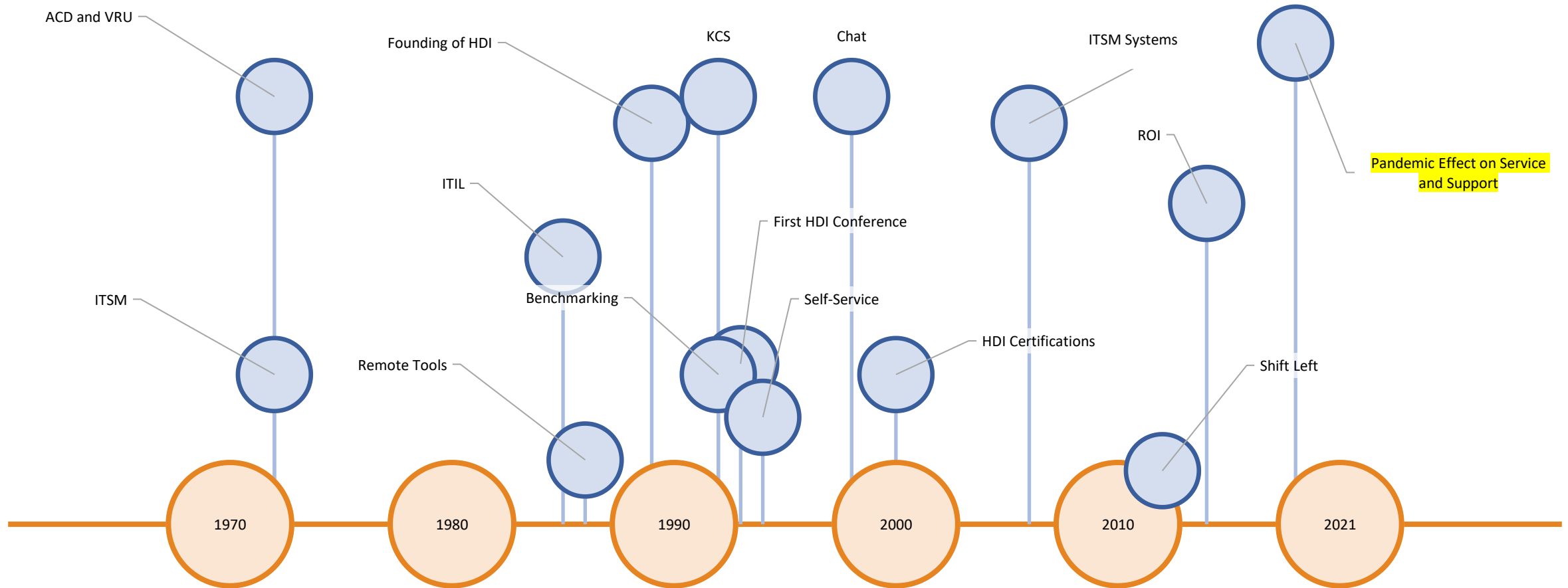
MEGA TRENDS IN IT SERVICE AND SUPPORT

- The Rise of the Strategic Service and Support Organization
- Holistic Use of Key Performance Indicators
- Benchmarking to Improve and Optimize Performance
- Maturing Chat, User Self-Help, and Other Alternative Channels
- Understanding of TCO and Shift Left Strategies
- Process Rationalization and Maturity (ITIL, ITSM)
- The ROI of Service and Support
- Machine Learning AI and Robotic Process Automation (RPA)
- Enterprise Service Management

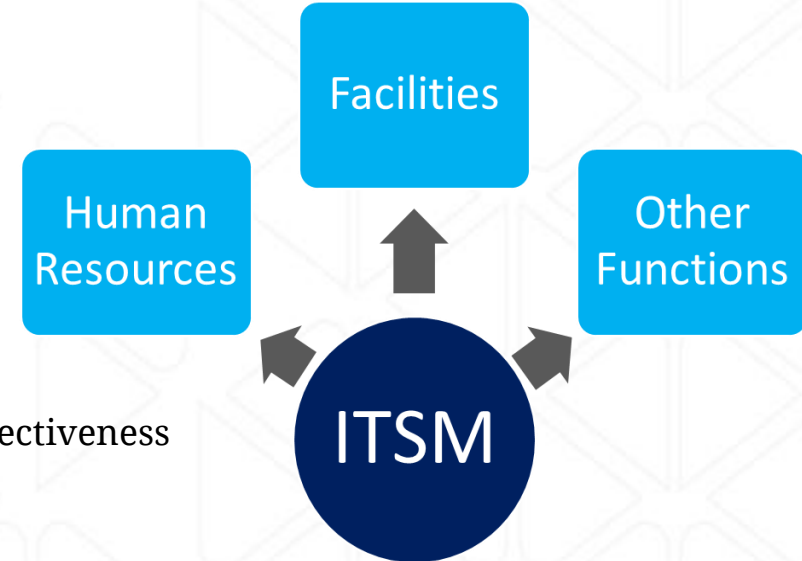
ENTERPRISE SERVICE MANAGEMENT DEFINED

- The Enterprise Service Desk is a Customer SPOC for All Company Services
 - Human Resources
 - Facilities
 - Supply Chain
 - Regulatory Compliance
 - Legal
 - Payroll
- The Discipline of Enterprise Service Management (ESM) Leverages ITSM
 - Tickets
 - Incidents
 - Service Requests

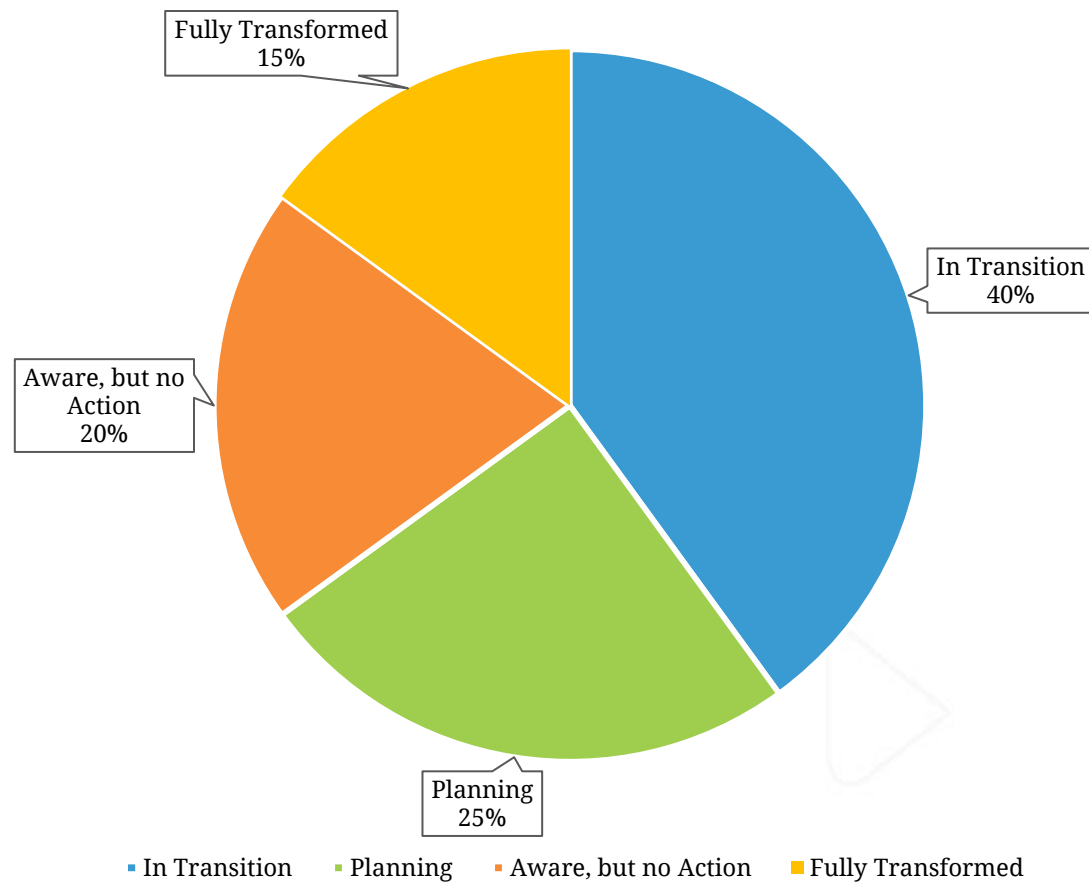
A BRIEF HISTORY OF IT SERVICE AND SUPPORT



WHY ENTERPRISE SERVICE MANAGEMENT?



COMPANIES WORLDWIDE ARE MOVING TOWARDS ENTERPRISE SERVICES



POLLING QUESTION #2:

How Far Along is Your ESM Strategy?

Have Not Even Considered

Planning to Adopt ESM

Some Adoption of ESM

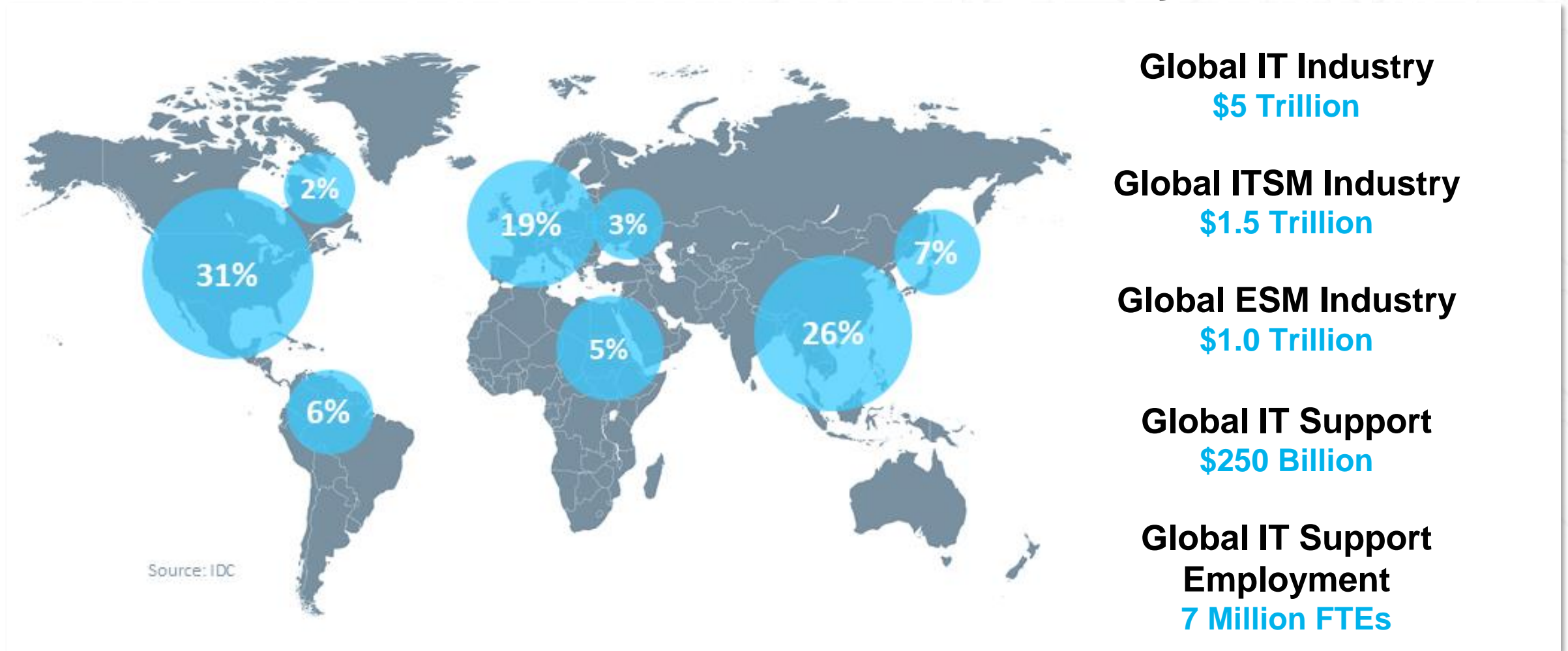
Significant Adoption of ESM with Measurable Results

Fully Implemented ESM Strategy

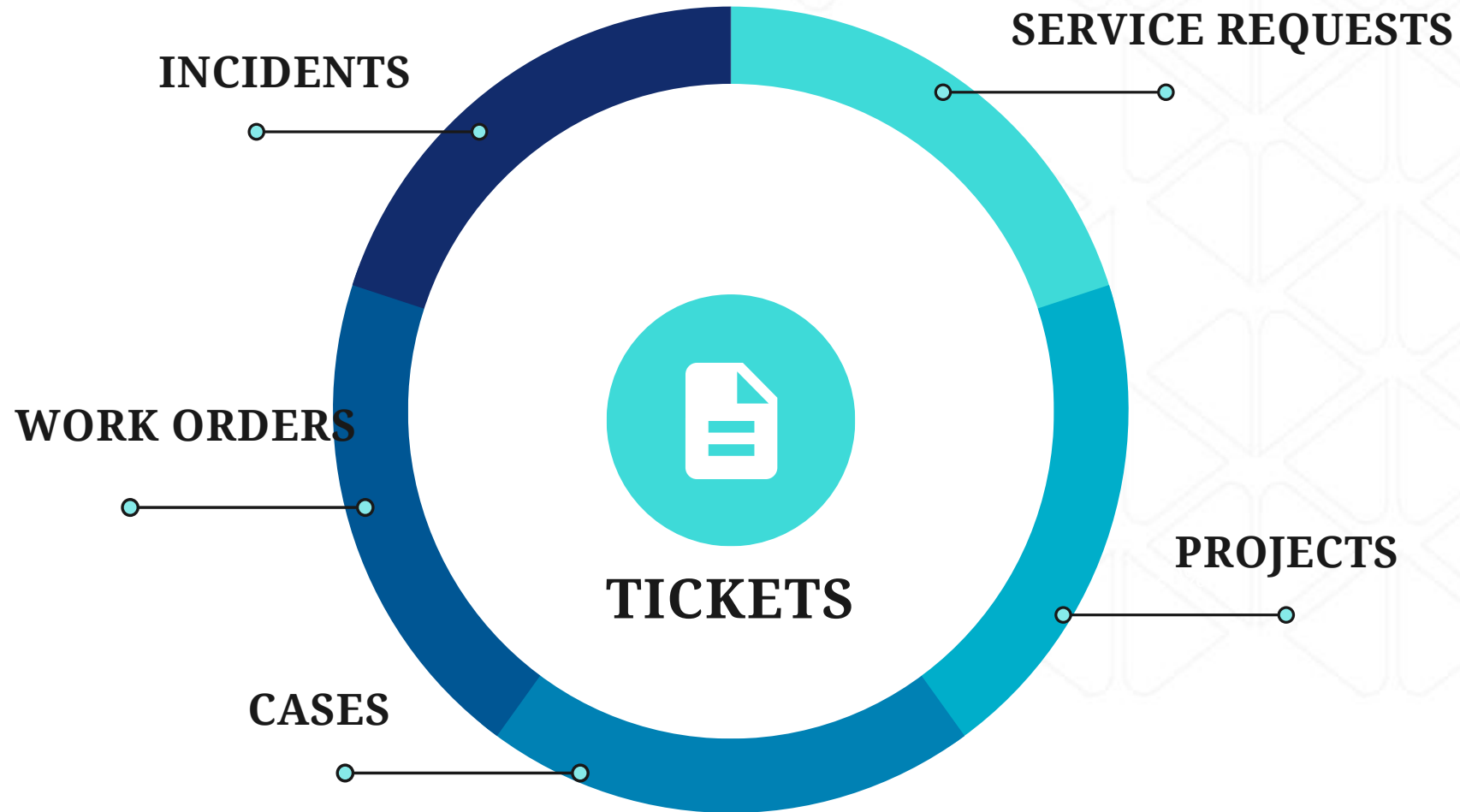
MOST COMMON ENTERPRISE SERVICES



ESM: A \$1 Trillion Industry



ESM TICKET TYPES



THE HR USE CASE












































Incidents

- Payroll inquiry
- Benefits inquiry
- HR policy inquiry
- Unused PTO inquiry
- Training inquiry

Service Requests

- New-Hire onboarding
- Leave of absence
- Life event (marriage, retirement, etc.)
- Transfer or location change
- Reporting policy violations

WORK PRIORITIZATION

| | IMPACT | | | |
|---|--|---|---|---|
| | EXTENSIVE | SIGNIFICANT | LIMITED | MINOR |
| URGENCY | 1 | 2 | 3 | 4 |
| | Enterprise or Widespread | Business Unit or Location | Several Users | Single User |
|  CRITICAL - Can no longer work |     |     |    |    |
|  HIGH - Can no longer perform some primary work function(s) |     |    |    |   |
|  MEDIUM - Some work functions impaired |    |   |   |   |
|  LOW - Inconvenient |  |  |  |  |

SOME COMMON ESM METRICS

Cost

- Cost per Ticket
- Cost per Minute of Handle Time
- First Level Resolution Rate

Quality

- Customer Satisfaction
- First Contact Resolution Rate
- Call Quality

Productivity

- Inbound Contacts per Analyst per Month
- Analyst Utilization
- Analysts as a % of Total Headcount

Analyst

- Annual Analyst Turnover
- Daily Analyst Absenteeism
- Schedule Adherence
- New Analyst Training Hours
- Annual Analyst Training Hours
- Analyst Tenure
- Analyst Job Satisfaction

Service Level



- Average Speed of Answer (ASA)
- Mean Time to Respond
- Mean Time to Resolve

Call Handling


- Inbound Contact Handle Time
- User Self-Service Completion Rate

And there are hundreds more!!

DOWNLOAD EBOOKS OF KPI DEFINITIONS



Enterprise Service Management KPIs Definitions & Correlations



Learn how each of the ESM metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following eight categories:

- > Inbound Channel Mix
- > Cost
- > Handle Time
- > Voice Quality
- > Voice Productivity
- > Voice SLA
- > Analyst
- > Chat

MetricNet Performance Benchmarking
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Service Desk KPIs Definitions & Correlations




Learn how each of the Service Desk metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following eight categories:

- > Inbound Channel Mix
- > Price
- > Handle Time
- > Voice Quality
- > Voice Productivity
- > Voice SLA
- > Analyst
- > Chat

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Desktop Support KPIs Definitions & Correlations



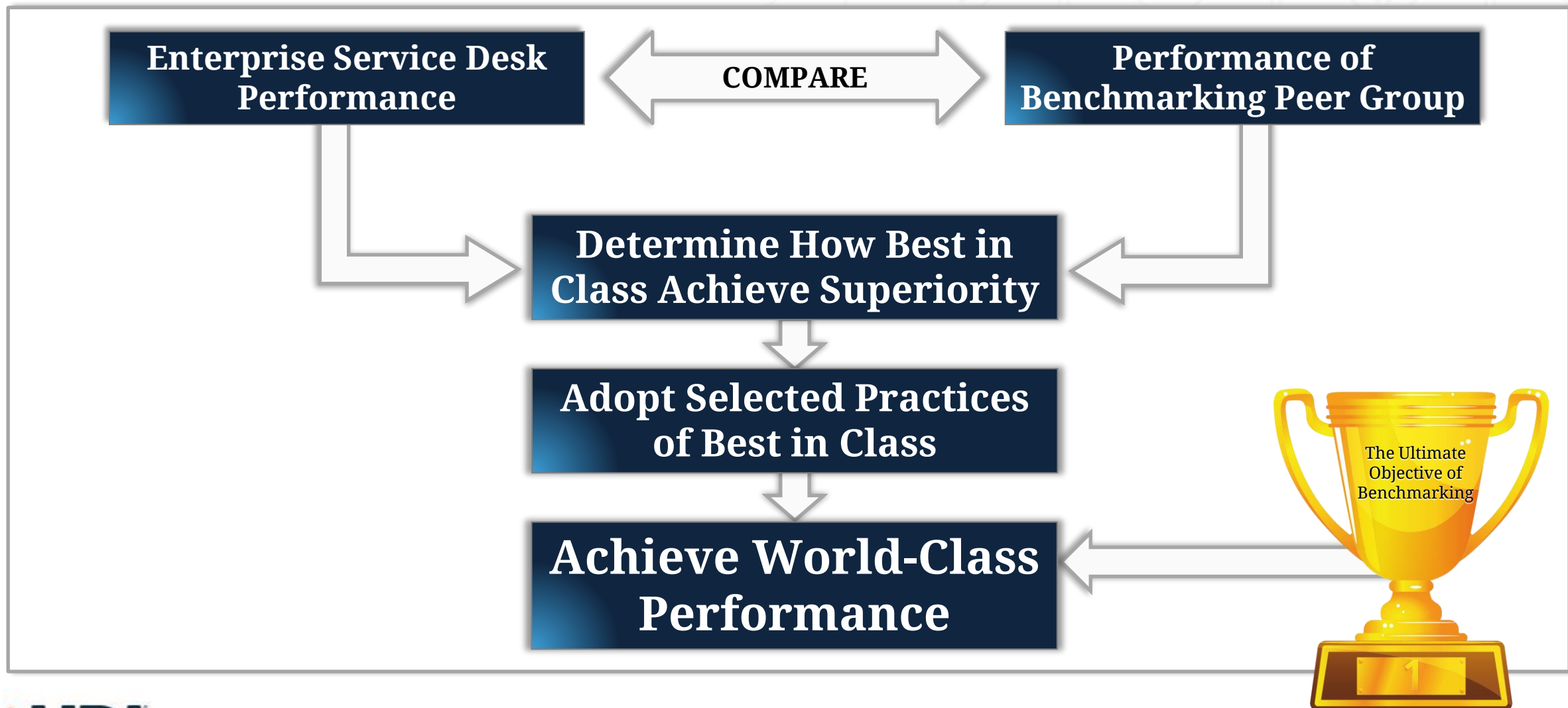
Learn how each of the Desktop Support metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following seven categories:

- > Cost
- > Productivity
- > Service Level
- > Quality
- > Technician
- > Ticket Handling
- > Workload

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THE BENCHMARKING METHODOLOGY



POLLING QUESTION #3:

Have You Benchmarked Your Service Desk?

Yes – Within the Last 12 Months

Yes – More than 12 Months Ago

No

Not Applicable or I Don't Know

BENCHMARKS FROM LEVEL 1 IT

| KPI | Average | Min | Max |
|-----------------------------------|---------|-----|------|
| Cost per Ticket | \$19 | \$6 | \$50 |
| Customer Satisfaction | 83% | 57% | 99% |
| Agent Utilization | 44% | 32% | 59% |
| First Contact Resolution Rate | 72% | 53% | 85% |
| Average Speed of Answer (seconds) | 80 | 8 | 269 |
| Agent Job Satisfaction | 78% | 58% | 90% |

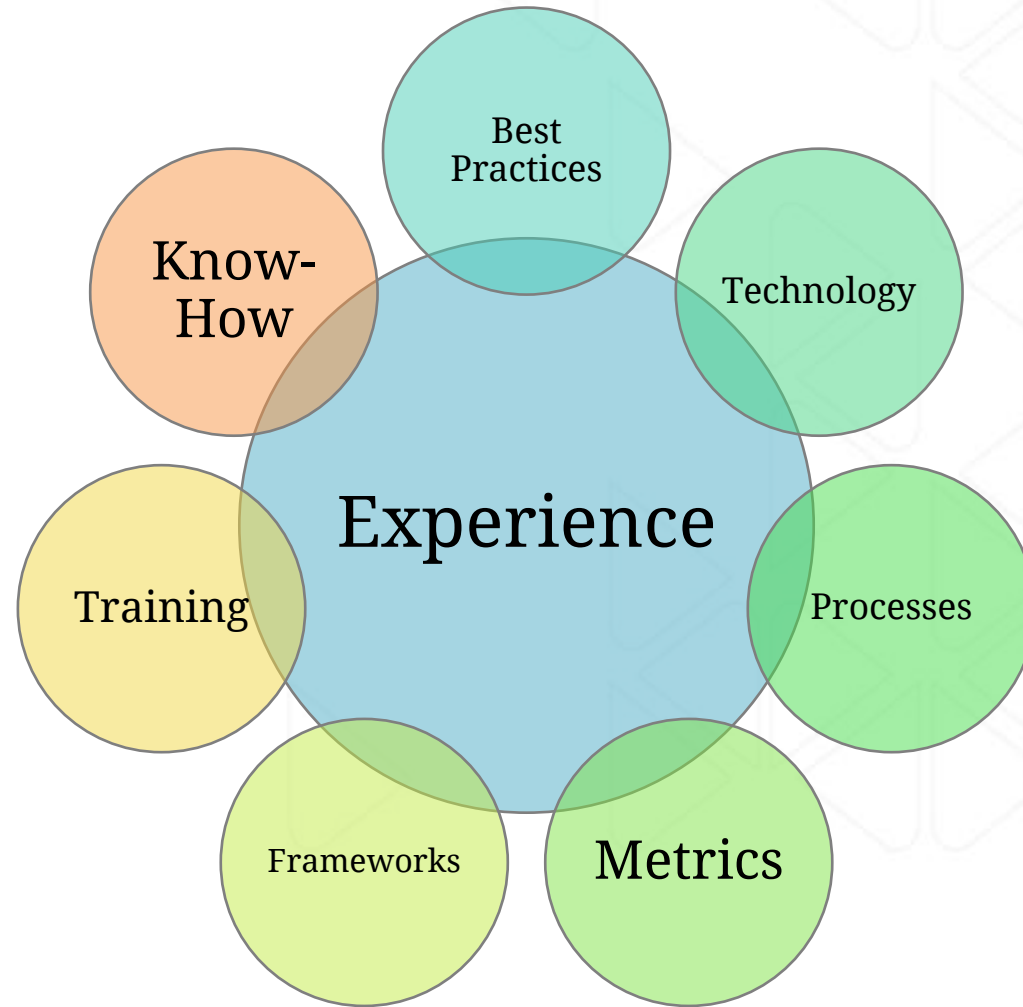
BENCHMARKS FROM HR

| KPI | Average | Min | Max |
|------------------------------|---------|------|-------|
| Cost per Ticket | \$140 | \$45 | \$230 |
| Customer Satisfaction | 92% | 77% | 98% |
| Agent Utilization | 50% | 30% | 60% |
| Mean time to Respond (hours) | 2 | 0.5 | 8 |
| Mean time to Resolve (days) | 3 | 1 | 10 |
| Agent Job Satisfaction | 80% | 70% | 90% |

BENCHMARKS FROM FACILITIES MANAGEMENT

| KPI | Average | Min | Max |
|------------------------------|---------|------|---------|
| Cost per Ticket | \$560 | \$90 | \$2,100 |
| Customer Satisfaction | 87% | 61% | 94% |
| Agent Utilization | 40% | 25% | 55% |
| Mean time to Respond (hours) | 7 | 2 | 72 |
| Mean time to Resolve (days) | 8 | 3 | 22 |
| Agent Job Satisfaction | 74% | 58% | 85% |

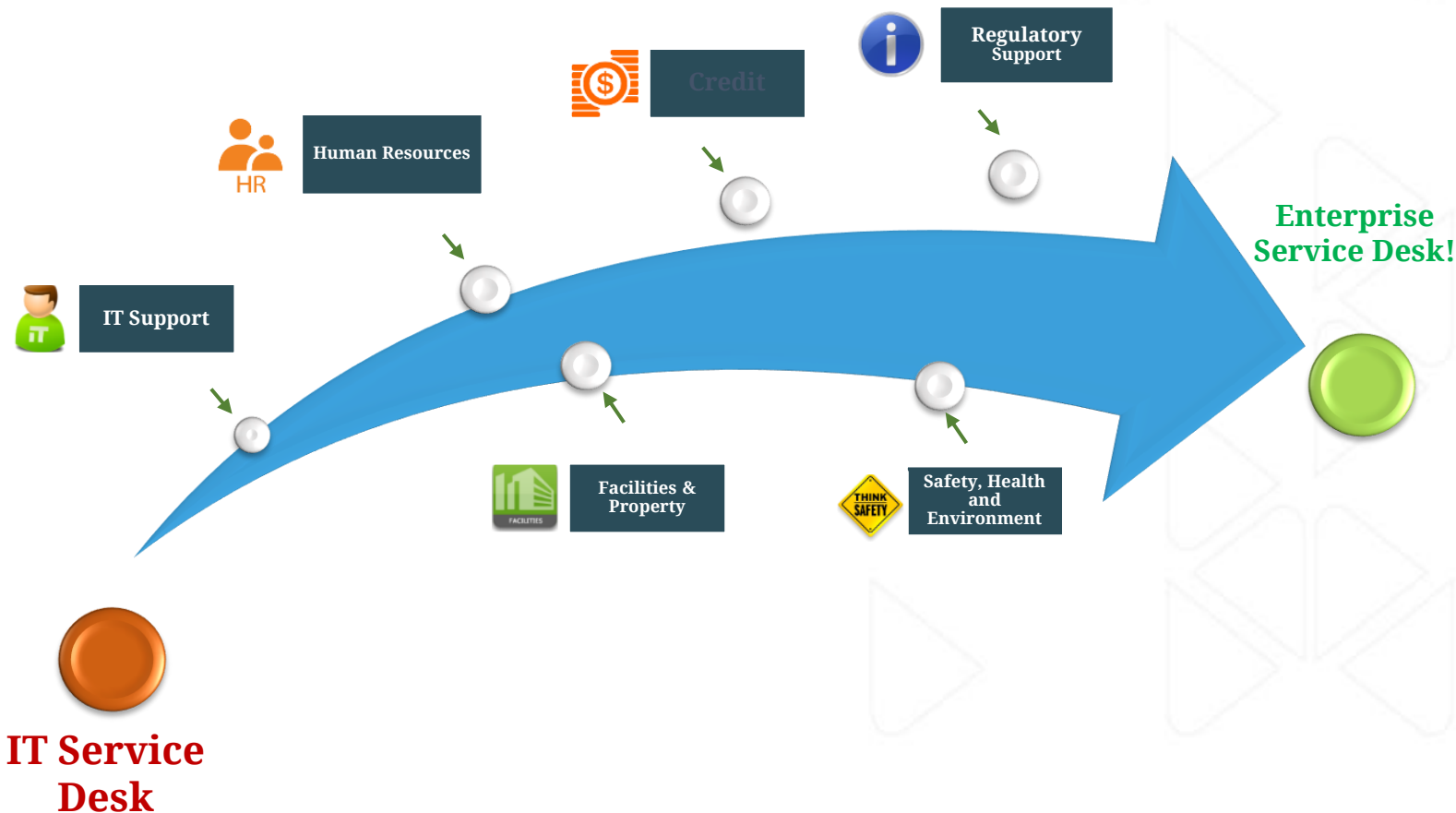
YOUR VALUE TO ENTERPRISE SERVICES



YOUR OPPORTUNITY TO LEAD ON ENTERPRISE SERVICES!



ENTERPRISE SERVICES: THE GREATEST CAREER OPPORTUNITY IN A GENERATION!



Key Benefits of Enterprise Service Desk

- One-Stop-Shop for End Users
- Shared Infrastructure Improves Customer Satisfaction and Efficiency
- Company-Wide Productivity Improves
- Improved Visibility into Value and ROI of company services
- Better and More Effective Communication and Collaboration
- Standardized Processes, Procedures and Technology Improves Maturity, Knowledge Management and Self-Service
- Potential for Cross Training Improves Workload Management
- Mature performance Diagnostics provide a Clear Roadmap for Competitive Excellence and Continual Service Improvement

QUESTIONS?

THANK YOU!

SFHDI.ORG

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.



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CONNECT WITH US



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MEET SOME OF OUR CLIENTS



THANK
YOU!

