# Three Steps for Reducing IT Service Tickets

In every enterprise, IT service tickets weigh on cost, employee productivity, and the digital employee experience (DEX) — that is, an end user's experience with their workplace tech and IT support. Fortunately, advances in technology — such as automated responses to Level 1-2 tickets, data-driven root cause analysis, and proactive IT capabilities — can reduce the burden on IT help desks.



Say goodbye to reactive IT support

54 mintutes; the average time lost per employee due to IT downtime and disruptions according to <u>Lakeside</u> Software's Digital Workplace Productivity Report.

The traditional, reactive approach to IT supports burdens the IT helpdesk and affects employee productivity. A DEX solution that delivers complete visibility of the IT estate can help you pivot to a proactiveIT support model.

minutes of lost time each week

reduction in incidents

### Two:

Embrace Analytics and Automation

A U.S. medical insurance company call center realized a 35% reduction in incidents after leveraging end-user experience data.

End-user experience data and analytics can provide actionable insights about the ongoing performance and usages of devices, applications, and networks, in turn triggering automations and proactive investigations before issues become widespread.

Adopt a Proactive IT Strategy

One service desk team saved 101 hours in one month using a Lakeside SysTrack Assist automation.

a proactive IT approach allows for multiple ways to take action, including automated healing, self-healing, assisted healing, and mass healing— all of which reduce the need for IT ticketing.

Beyond identifying and prioritizing issues based on data,

hours saved by a service desk in one month

## Benefits of reduced IT incident tickets The shift from a traditional, reactive model to a proactive IT strategy will empower IT to elevate DEX, as well as:



desk efficiency

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**Increase IT service** 



satisfaction



savings

**Promote cost** 



productivity

Enhance employee



management

proactive IT strategy?

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