

3 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.

HERE ARE THREE WAYS TO REDUCE IT SERVICE TICKETS:

1 SAY 'GOODBYE' TO REACTIVE IT SUPPORT

54 minutes of lost time each week

average time lost per employee due to IT downtime and disruptions according to [Lakeside Software's Digital Workplace Productivity Report](#).

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



2 EMBRACE ANALYTICS & AUTOMATION

35% reduction in incidents

realized by a U.S. medical insurance company call center 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.



3 ADOPT A PROACTIVE IT STRATEGY

101 hours saved by a service desk team in one month

using a Lakeside SysTrack Assist automation.

Beyond identifying and prioritizing issues based on data, 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.



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:

- ✓ Increase IT service desk efficiency
- ✓ Improve end-user satisfaction
- ✓ Promote cost savings
- ✓ Enhance employee productivity
- ✓ Upgrade IT service management

Ready to adopt a proactive IT strategy?
Request a Lakeside SysTrack demo to learn how.

