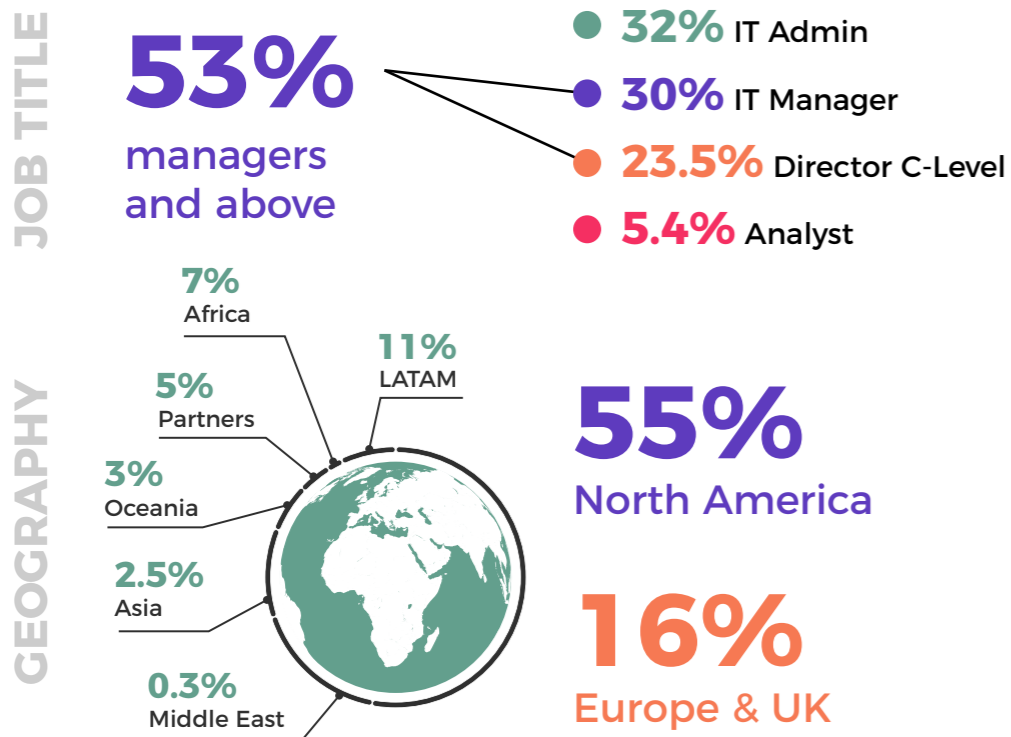


# 2022 State of Service Management

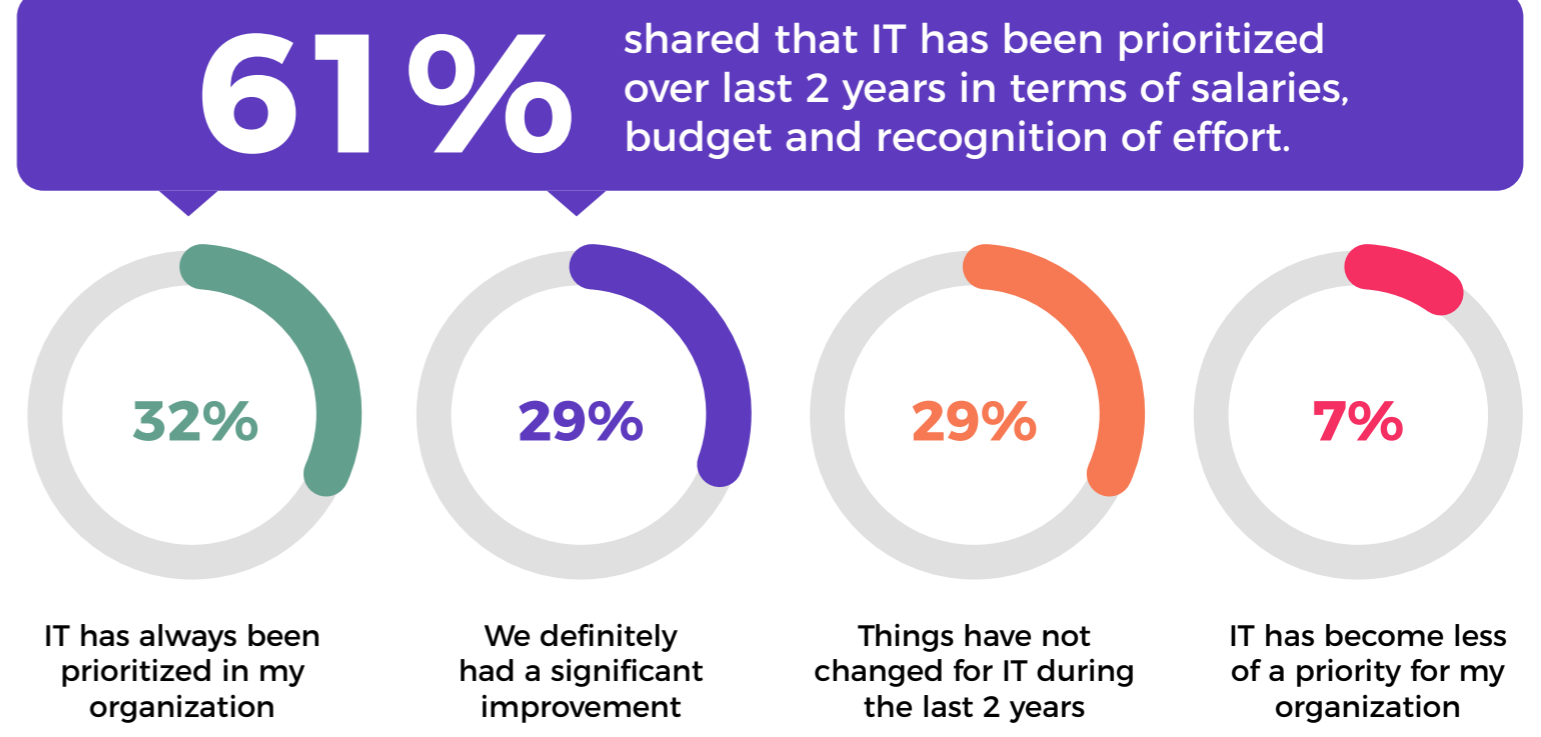
First-hand insights, outcome, and technology trends from over 1,200+ IT peers to successfully navigate 2022.



## The Respondents are:

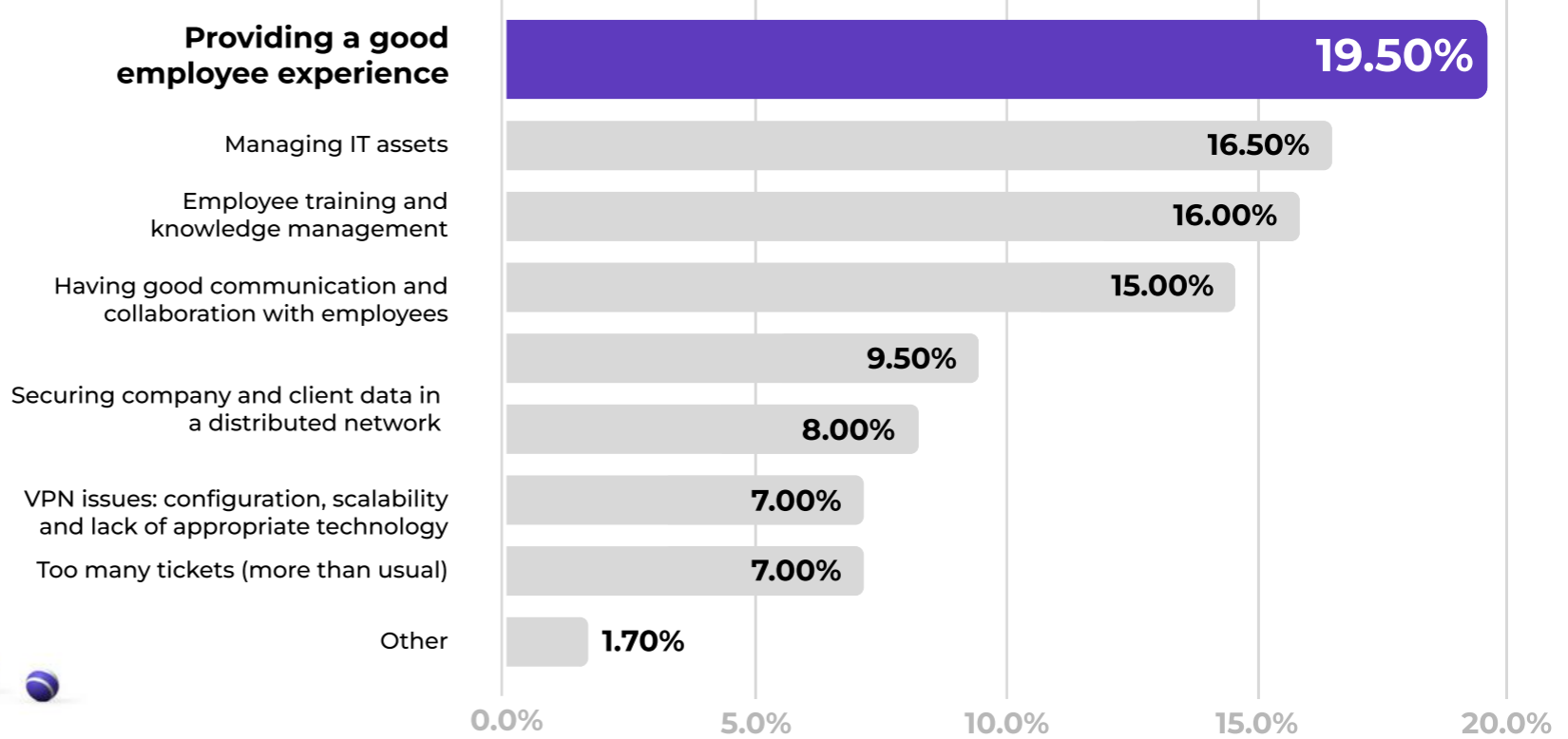


## IT is perceived as a strategic business partner



## What are the greatest challenges in offering remote IT support?

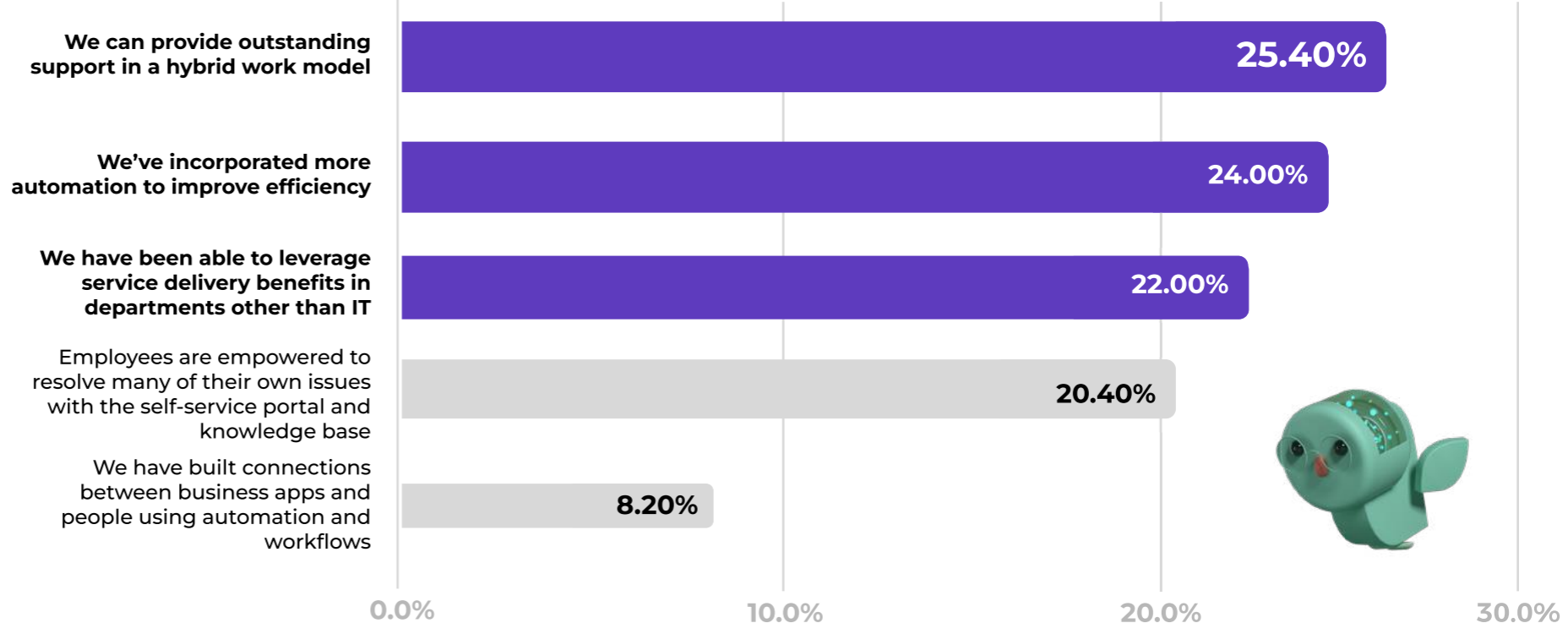
**No. 1 challenge: Providing a good employee experience**



## How has SysAid helped you deliver service to employees?

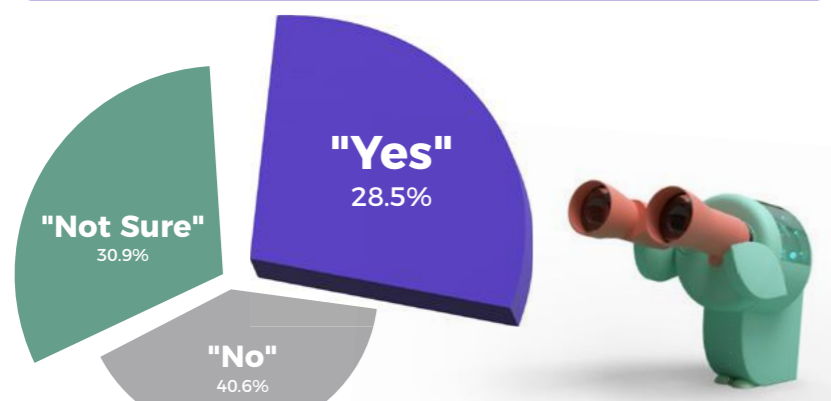
**Top 3 Benefits:**

- #1: Outstanding support in a hybrid work model
- #2 More automation to improve efficiency
- #3 Leverage SysAid in other departments than IT



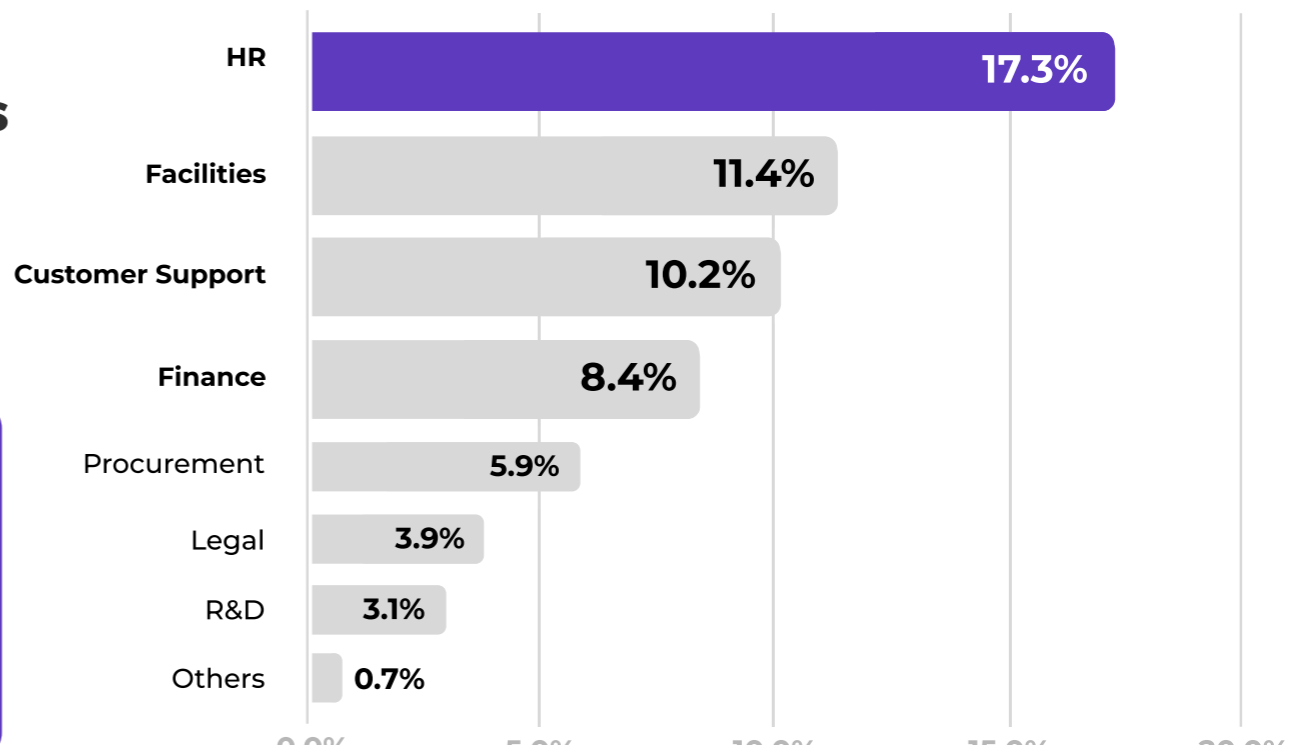
## Are you planning to deploy SysAid to other departments?

Almost a **third** of respondents are planning to deploy SysAid to other departments



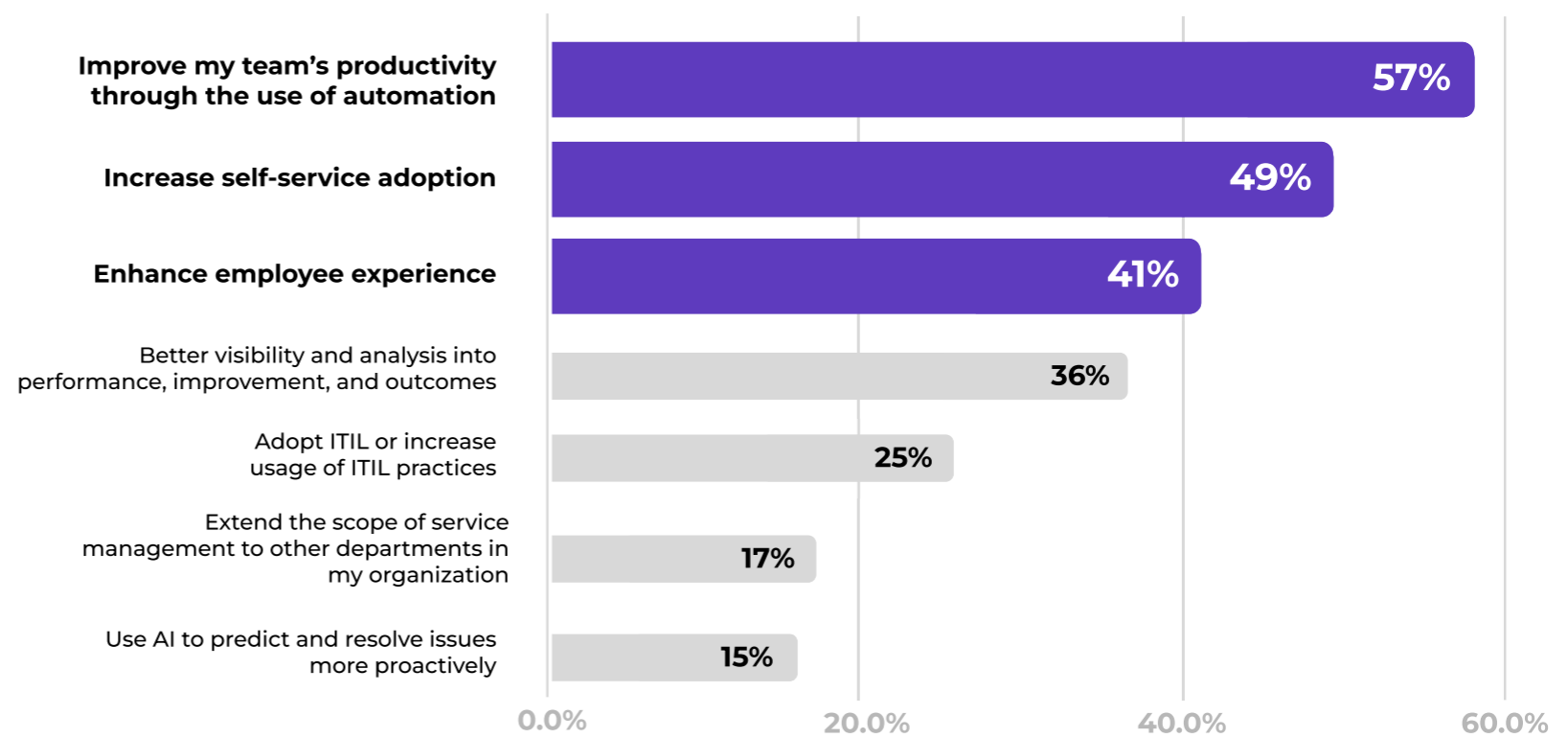
## In which departments do you plan to deploy SysAid?

**#1 department for deploying SysAid: HR**



## Top 3 Service Desk Goals for 2022

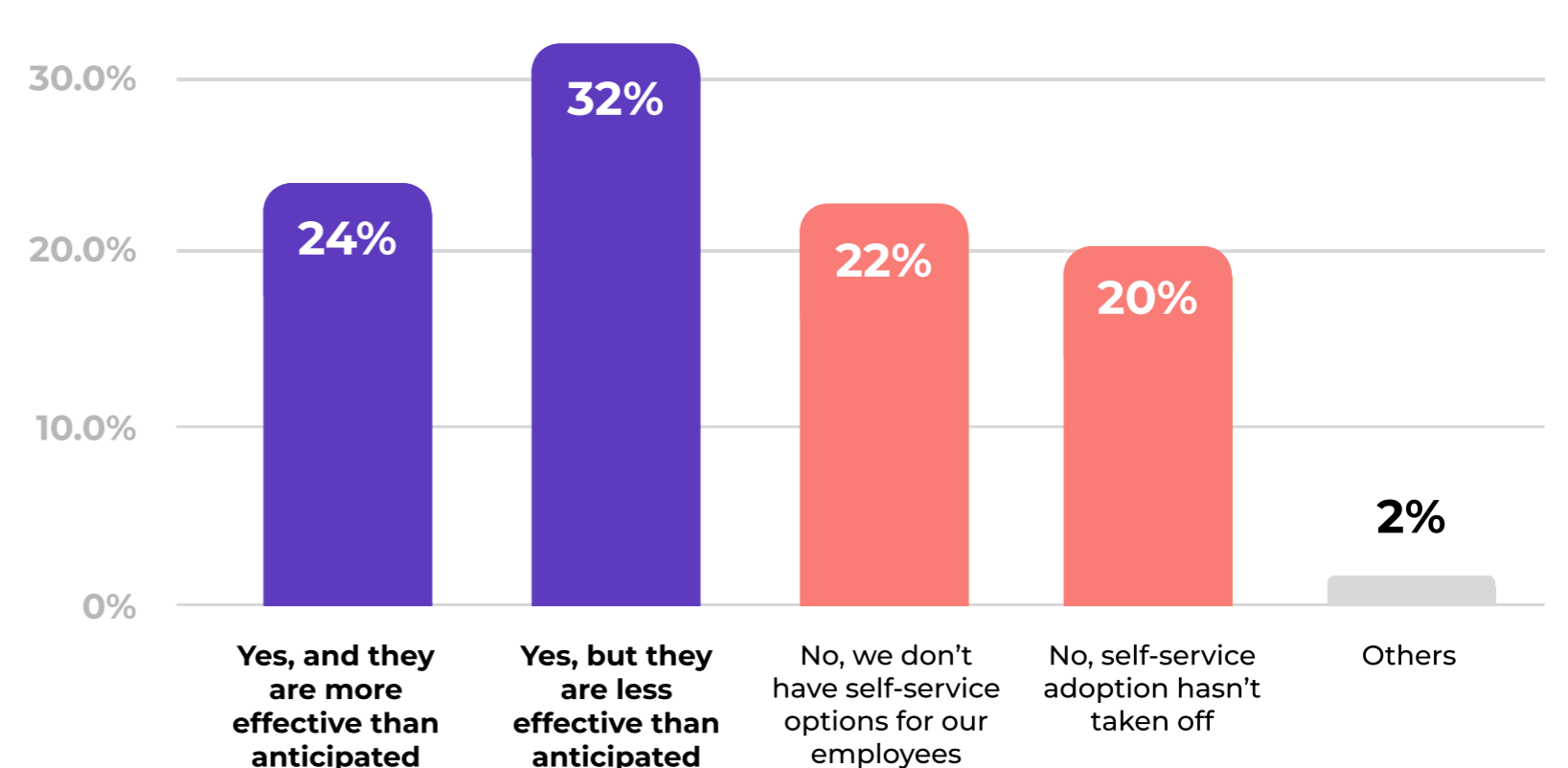
**Top #3 goals for 2022 all tie into providing a good employee experience**



## Do your employees have the option of using self-service and are they effectively handling their own issues and requests?

**56%** using self-service, but only **24%** are happy with how employees use it.

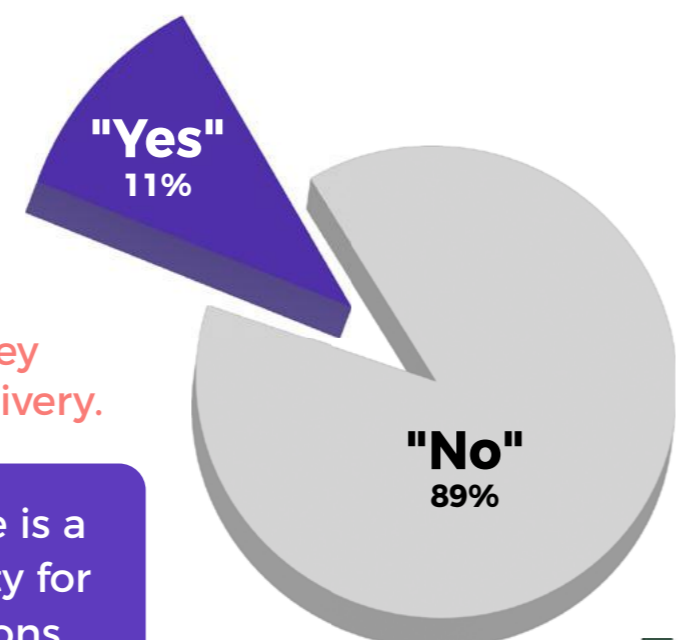
**42%** don't offer self-service to their employees.



## Do you use chatbots for service delivery?

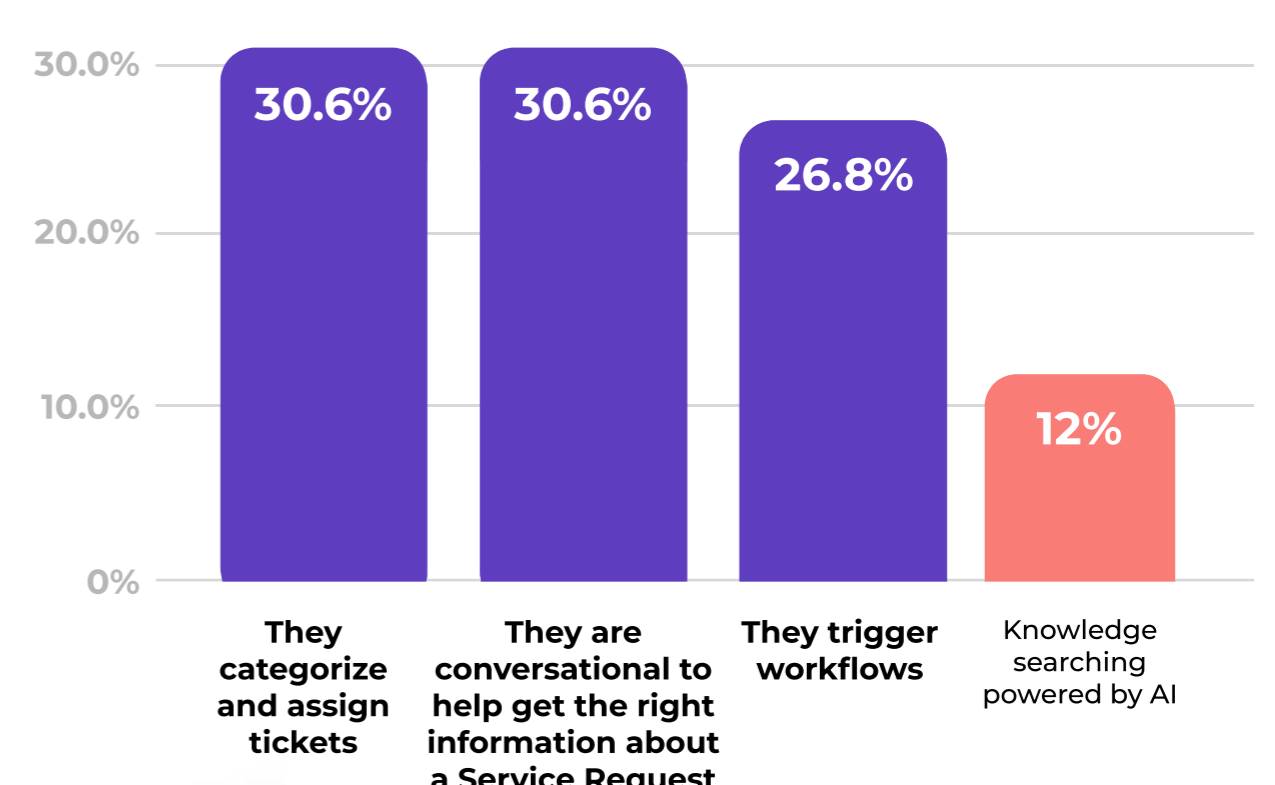
**Only 11%** of the customers shared they use chatbots for service delivery.

**Takeaway:** There is a huge opportunity for more organizations to adopt chatbots as a new approach to service delivery.



## Yes, we're using Chatbots.

How do chatbots provide value today to your organization?



SysAid provides IT and enterprise service management solutions that transform IT agent productivity, drastically enhance the end-user experience, and drive value across the organization. SysAid partners with over 5,000 customers, from small businesses to Fortune 500 enterprises across 140 countries. Available as a cloud-based and on-premises solution, SysAid combines all the essential IT tools in one platform. For more information, please visit [www.sysaid.com](http://www.sysaid.com).

**Top 3 values of Chatbots:**

- #1 They categorize and assign tickets
- #1 too: They're conversational to help get the right information about a service request
- #2 They trigger workflows