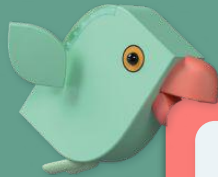


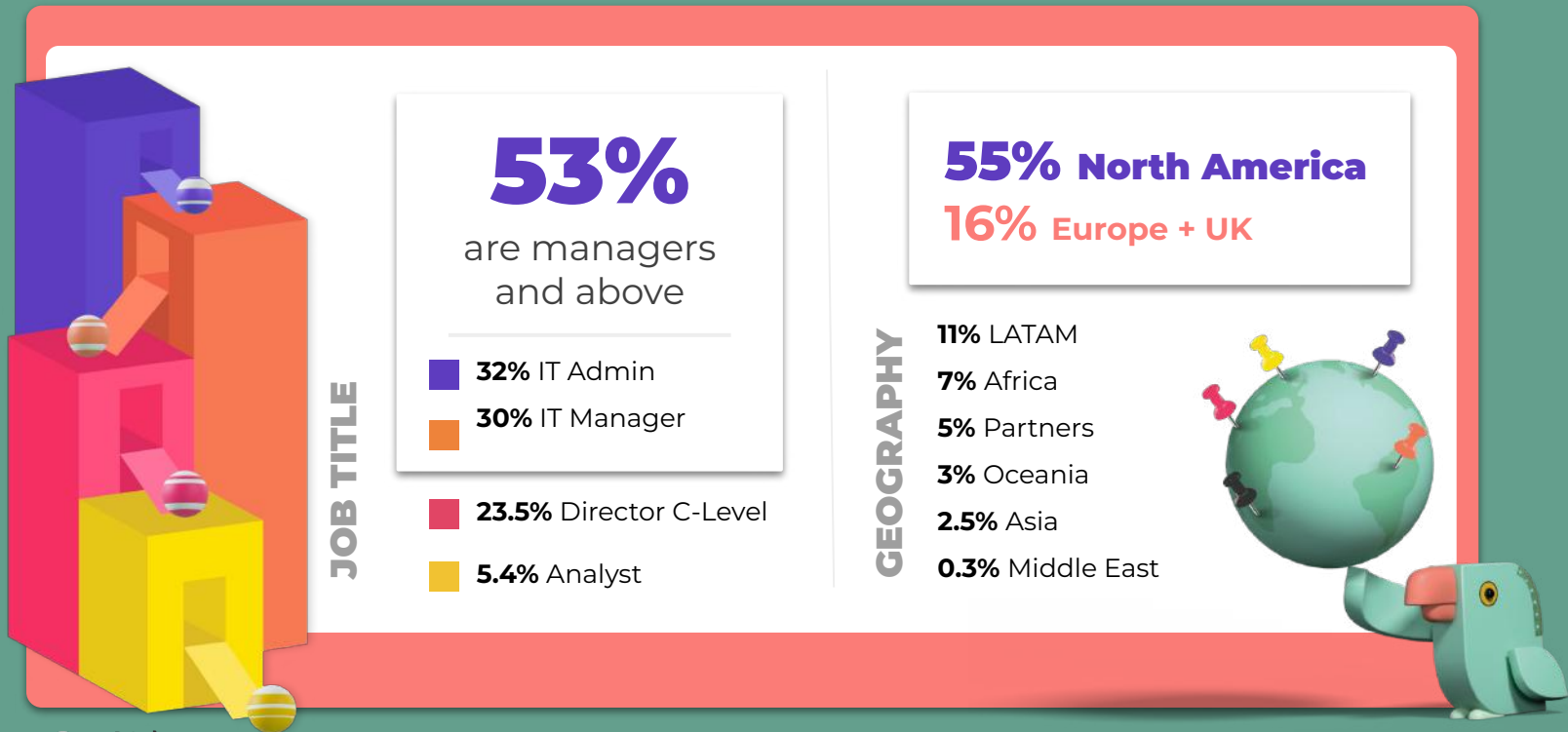


2022 State of Service Management

REPORT

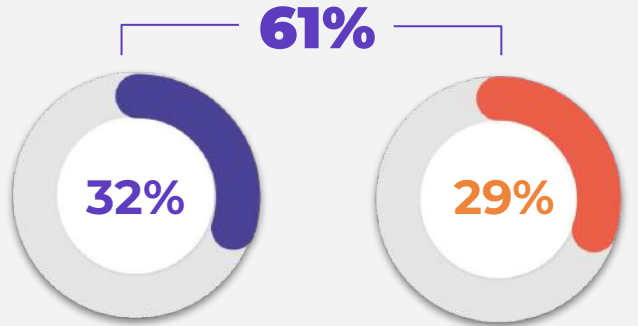


1200+ Respondents Breakdown:



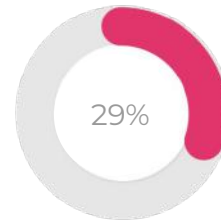
61%

shared that IT has been prioritized over last 2 years in terms of salaries, budget and recognition of effort.

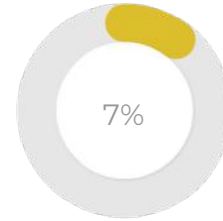


IT has always been prioritized in my organization

We definitely had a significant improvement



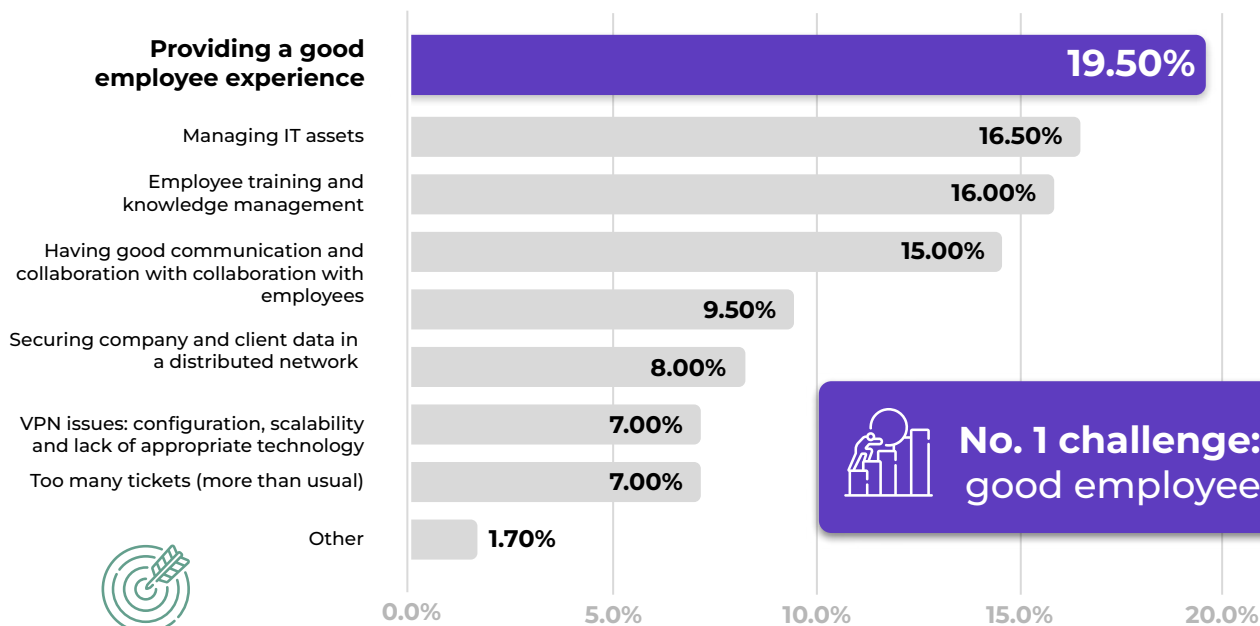
Things have not changed for IT during the last 2 years



IT has become less of a priority for my organization

*Others: 3%

What are the greatest challenges in offering remote IT support?

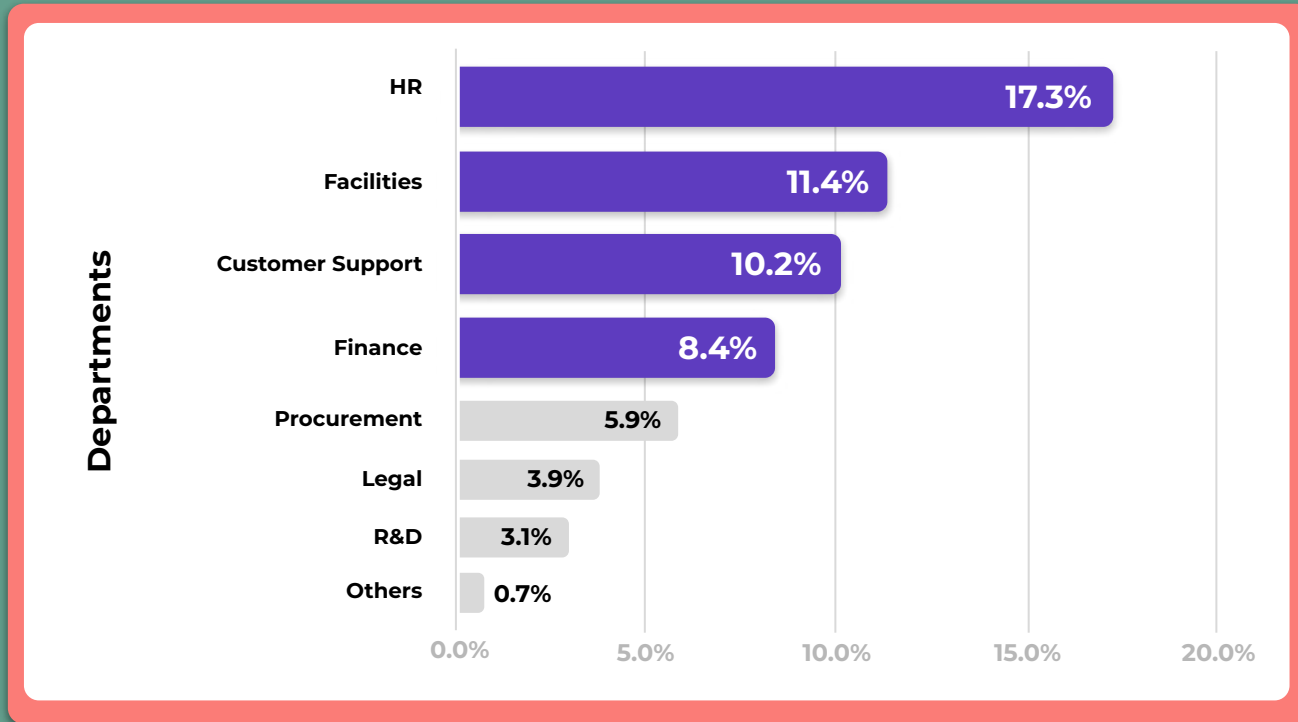


No. 1 challenge: Providing a good employee experience



In which departments do you plan to deploy Service Automation?

Top department priorities: #1 HR · #2 Facilities · #3 Customer Support · #4 Finance



Top 3 Service Desk Goals for 2022

Top 3 Sources: #1 Team productivity · #2 Self-service adoption · #3 Enhance employee experience

Improve my team's productivity through the use of automation

57%

Increase self-service adoption

49%

Enhance employee experience

41%

Better visibility and analysis into performance, improvement, and outcomes

36%

Adopt ITIL or increase usage of ITIL practices

25%

Extend the scope of service management to other departments in my organization

17%

Use AI to predict and resolve issues more proactively

15%

0.0%

20.0%

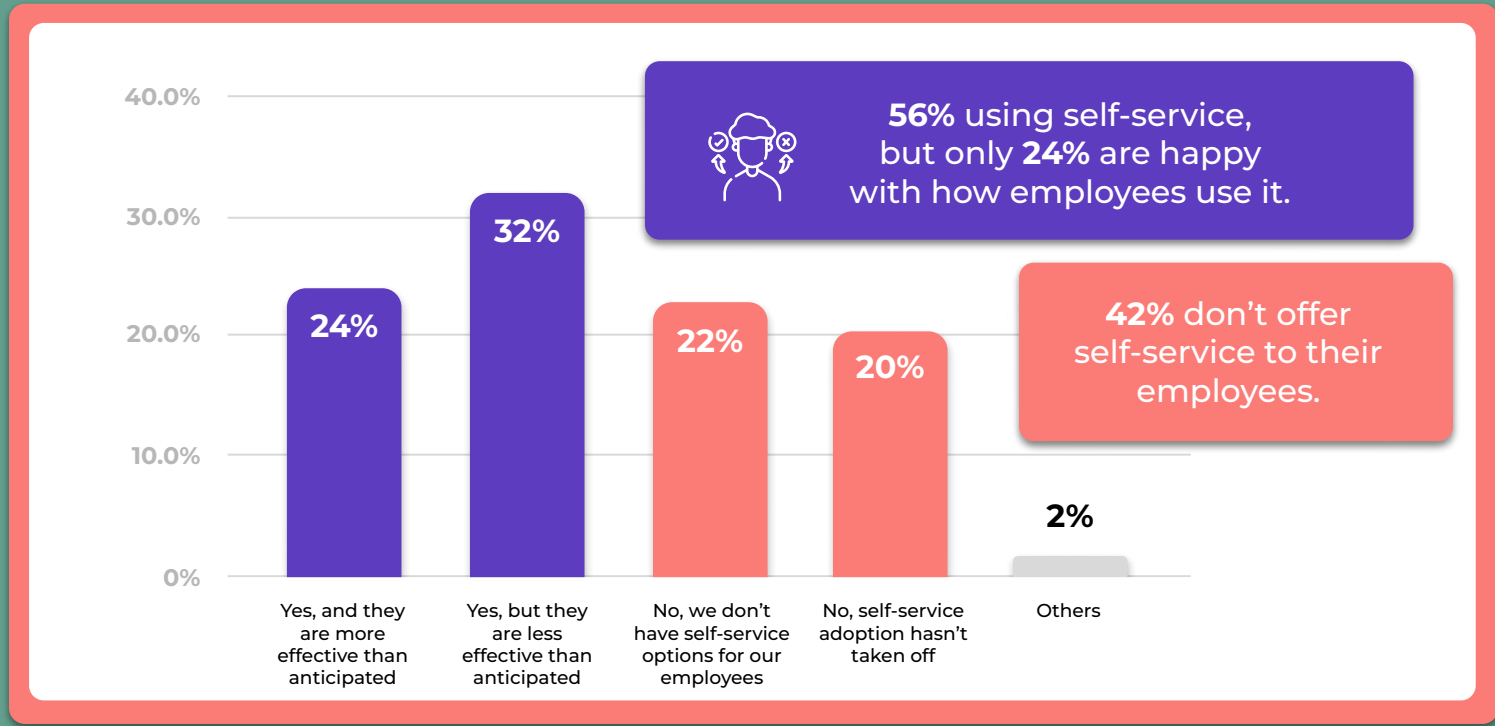
40.0%

60.0%



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?

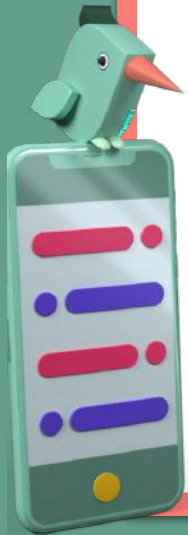
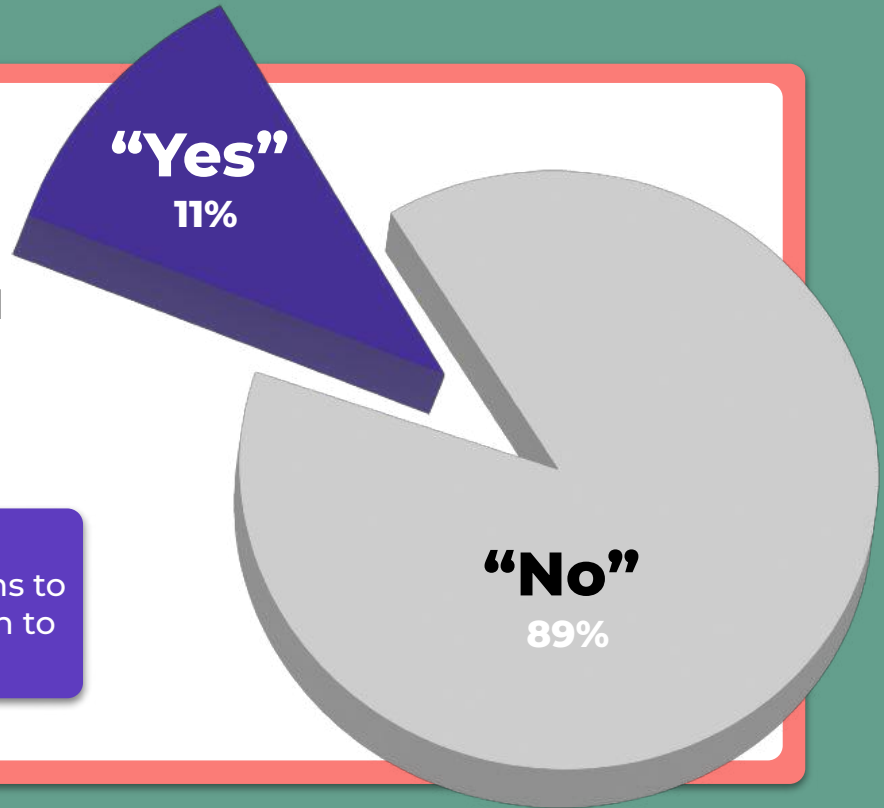


Do you use chatbots for service delivery?

Only 11%

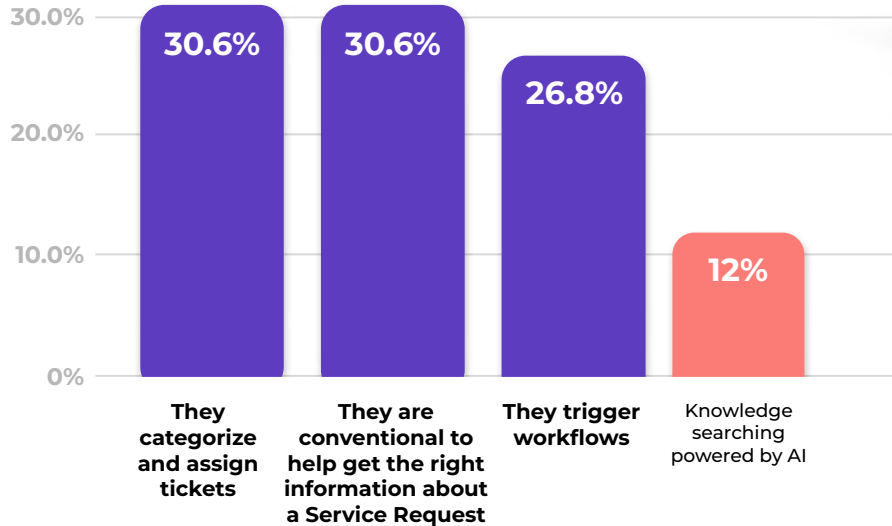
of the customers shared they use chatbots for service delivery.

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?



Top 3 values of Chatbots:

#1 They categorize and assign tickets

#1 ex-aequo: They're conversational to help get the right information about a service request

#2 They trigger workflows

Takeaways

- Employee experience is the No. 1 challenge in 2022
- More and more IT organizations are leveraging their ITSM tool for use in other departments
- Use of chatbots within collaboration tools, such as Microsoft Teams, is beginning to gain momentum and there is a great opportunity ahead

About SysAid

Work Made Easy with Service Automation

We do the heavy lifting for people delivering service
in the digital workspace



We Partner with Our Customers to Deliver Great Service Management



TOYOTA



ManpowerGroup®



Georgetown
University



Founded: 2002

Customers: 5,000+

SysAdmins: 100,000+

Named end users: 9 million

Global presence: 140 countries, 42 languages

IT hours saved:

It's got to be a gazillion

Headaches averted:

More than you can count

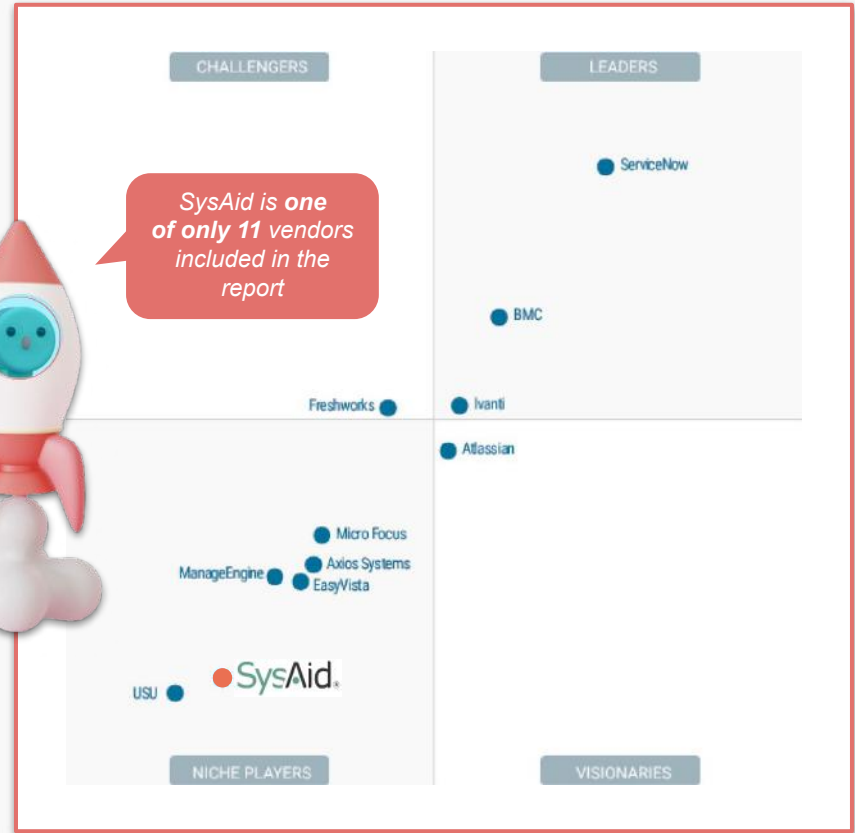
Leadership & Awards

2021 Gartner's Magic Quadrant For IT Service Management Tools

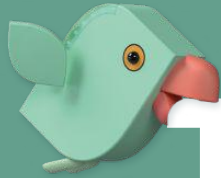
Our inclusion in the Gartner MQ is a big vote of confidence in what we're doing - but we're not close to being done.



SysAid is one of only 11 vendors included in the report



SysAid®



Thank You!

