1200+ Respondents Breakdown:

**JOB TITLE**
- 53% are managers and above
- 32% IT Admin
- 30% IT Manager
- 23.5% Director C-Level
- 5.4% Analyst

**GEOGRAPHY**
- 55% North America
  - 16% Europe + UK
- 11% LATAM
- 7% Africa
- 5% Partners
- 3% Oceania
- 2.5% Asia
- 0.3% Middle East
61% shared that IT has been prioritized over last 2 years in terms of salaries, budget and recognition of effort.

- 61% IT has always been prioritized in my organization
- 32% We definitely had a significant improvement
- 29% Things have not changed for IT during the last 2 years
- 29% IT has become less of a priority for my organization
- 7% Others: 3%
What are the greatest challenges in offering remote IT support?

- **Providing a good employee experience**: 19.50%
- **Managing IT assets**: 16.50%
- **Employee training and knowledge management**: 16.00%
- **Having good communication and collaboration with employees**: 15.00%
- **Securing company and client data in a distributed network**: 9.50%
- **VPN issues: configuration, scalability and lack of appropriate technology**: 8.00%
- **Too many tickets (more than usual)**: 7.00%
- **Other**: 1.70%

*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

- HR: 17.3%
- Facilities: 11.4%
- Customer Support: 10.2%
- Finance: 8.4%
- Procurement: 5.9%
- Legal: 3.9%
- R&D: 3.1%
- Others: 0.7%
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%

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?

- **24%** Yes, and they are more effective than anticipated
- **32%** Yes, but they are less effective than anticipated
- **22%** No, we don't have self-service options for our employees
- **20%** No, self-service adoption hasn't taken off
- **2%** Others

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

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

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
Thank You!