



# SERVICE DESK OPTIMIZATION FOR AN AGILE WORKFORCE

The service desk faces increased scrutiny to deliver the needs of a workforce quickly, keeping workers productive. But rising costs and the complexity of new devices and application types make it challenging for the service desk to meet these needs.

RES can introduce several proactive measures in order to reduce the volume of requests and tickets being placed, while also improving engagement between workers and IT. Those approaches include:



- Automation to deliver predictable and approved services to employees automatically, eliminating the wait time for many standard requests and giving IT the ability to proactively deliver services—even before they are requested.
- A single destination for self service that offers a personal, consumer-like interface where people can request the technology and support they need in order to be productive. Automated workflows for manager approvals ensures that requests can be fulfilled quickly, anytime and anywhere.
- Dynamic services that adapt in real time to employees' changing needs. As a worker's context changes throughout the day (device type, location, network access, etc.), so do their technology requirements. Ensuring these changes are met avoids unnecessary service desk tickets.

## AUTOMATION AND SELF-SERVICE

Automation and self service go hand-in-hand when it comes to fully optimizing the service desk. Lightweight automation allows IT to easily bundle repeatable tasks, so the most common and time-consuming requests made of IT can be handled with the click of a button. By adding a self-service layer in front of that automation, workers can trigger sophisticated, automated workflows in order to be productive without delay. In many cases, service desk tickets are prevented altogether.

Key areas that service desks have been able to automate and make available for self-service or other automatic triggers include:

- Initiation of employee onboarding
- Multi-level approvals from managers
- Applications requests (traditional, virtual, cloud and mobile)
- Cloud service provisioning
- Password resets
- Data access requests
- Mobile device activation or deactivation, and remote wiping
- Automatic fixes for known technical issues
- Initiation of employee offboarding

## CONTEXT-AWARE SERVICES

The same technologies that help enable today's mobile workforce can also lead to higher service desk tickets. Virtual desktop technologies, application virtualization and roaming profiles present new issues for users. Many of these technologies are unable to fully adapt to an individual's changing context throughout the day. As a result, many employees find themselves reaching out to IT because their services do not match their context. RES helps remove the burden on the service desk by dynamically adapting settings, data access, configuration and resources (like printers) based on an individual's context. Elements of context include:



### Shifting Left with Automation

Enterprises looking for opportunities to “shift left,” and better position their IT resources to focus on strategic initiatives, can benefit greatly from the automation built into RES technology. With more than **260 pre-built tasks** that can be combined into workflows for automated delivery or self-service, RES allows IT teams to focus on projects that can add major to the business.

## Driving Results for the Service Desk: A Customer Success Story

Connexion is a major provider of transportation services. It has more than 11,000 employees, but only 3,000 are considered permanent. Because the company works with many temporary employees and contractors, there is a very high staff turnover rate—especially within their call center operation.

Having a flexible and fast system for onboarding and off-boarding employees was crucial. To take it a step further, Connexion desired a fully automated process that incorporated more self-service options for employees.

The company drew up an ambitious business case and forecasted cost savings based on a 34 percent reduction in IT service desk activities. The results exceeded expectations. Connexion experienced:

- More efficient workflow thanks to the automation of recurrent manual IT tasks
- A 43% reduction in IT service desk calls—higher than estimated in the initial business case
- The ability to meet compliance requirements effortlessly thanks to the automation and auditing
- Fast and efficient onboarding and off-boarding of employees, without ongoing interaction from the service desk

- The device being used
- The employee's physical location (at home, in the office, at a visiting office, in a public area)
- The security levels of the network being used
- Time of day
- Delivery technology
- And more ...

Context awareness ensures that the right technology needs for the workforce are being met across a variety of working contexts. With RES, context changes trigger IT services to adapt instantly, allowing users to be productive without needing ongoing support from the service desk.

### ENHANCING YOUR EXISTING SERVICE DESK TECHNOLOGY

RES knows the investment IT teams have already made to improving the operations of their service desks. That's why we integrate with a variety of service desk technologies right out-of-the-box, including:

- BMC Remedy
- ServiceNow
- IBM Maximo Service Request
- TOPdesk

Additionally, we enable mobile services and handle these requests automatically, alongside all other IT services. This limits the number of service desk tickets related to mobile devices. We accomplish this through full integration with:

- AirWatch by VMware
- Citrix XenMobile
- MobileIron
- Fiberlink

RES works with existing infrastructures to maximize the service desk's efficiency and help deliver a better employee experience.

### DID YOU KNOW?

Service desks are facing rising costs and pressures to deliver requests faster and with higher quality. Here's what today's service desks are typically up against:

- Average cost per ticket: \$84
- Average cost per incident: \$69
- Average cost per service request: \$118
- Mean Time to fulfill service requests: 2.9 business days  
(Source: MetricNet 2014)

Want to get a better grip on service desk costs? RES offers free service desk ticket assessments for qualified enterprises, identifying the fastest ROI for your service desk and the most efficient way to free up resources for more strategic projects. Contact us for more details.

## ABOUT RES

RES, the leader in digital workspace technology, helps organizations achieve better business results with reduced risks in security and compliance — while making enterprise technology easier and less disruptive for the worker to access. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. RES was named a “Cool Vendor 2015” by Gartner, Inc., for the innovative capabilities of its RES ONE Service Store. For more information, visit [www.res.com](http://www.res.com), contact your preferred RES partner, or follow updates on Twitter [@ressoftware](https://twitter.com/ressoftware).