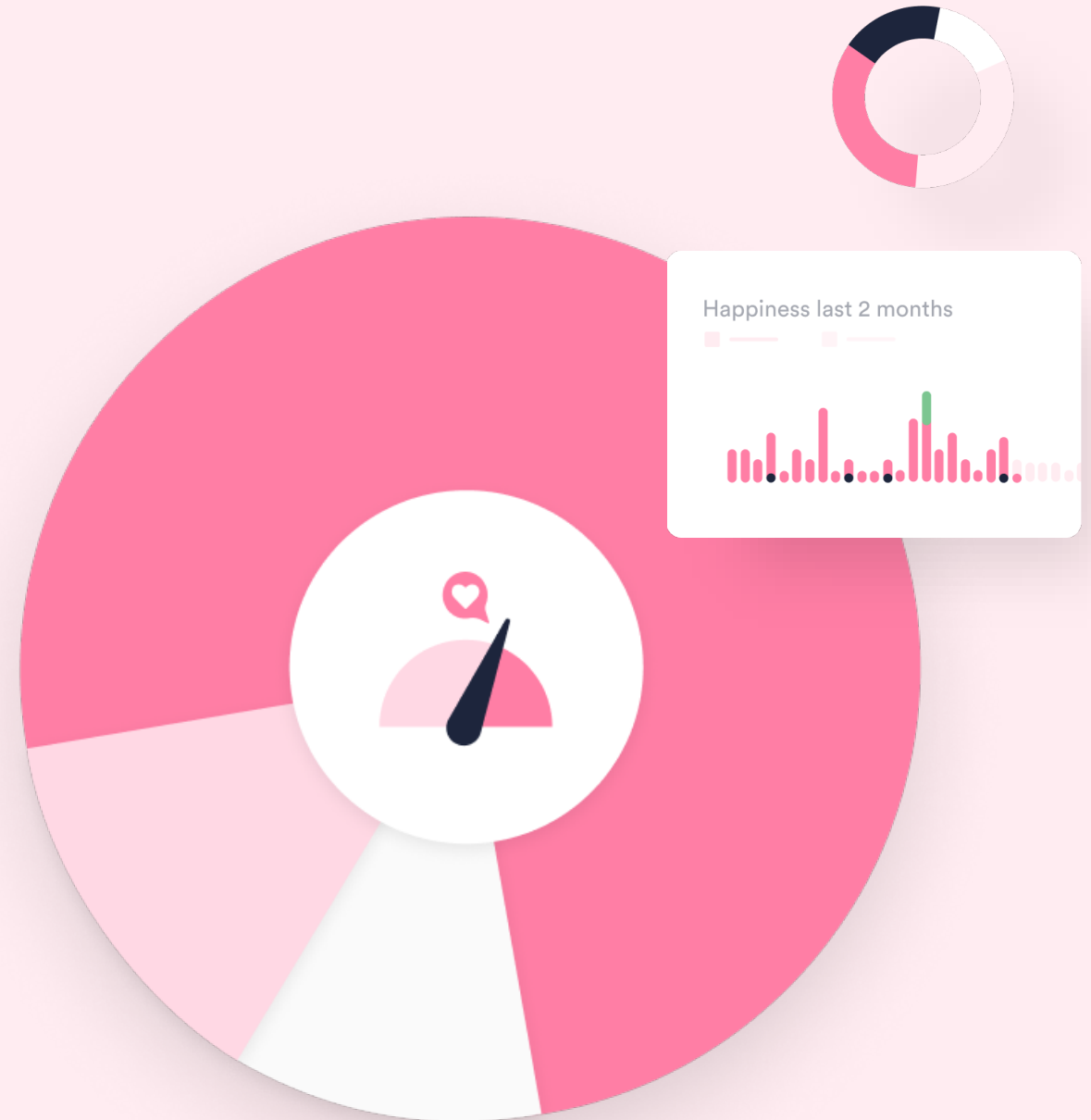


Global IT Experience Benchmark H1/2022

Our 8th benchmark report presents a snapshot of enterprise IT experience. In this report, we dive deeper into the productivity and business impact of IT Experience.

Based on 839,581 end-user responses from January-June 2022



About the Benchmark Data

Where does the data come from?

Our benchmark data is collected from all HappySignals customers.

These include large enterprises, as well as Managed Service Providers (MSP) who use the HappySignals Platform with their customers – enterprises and public sector organizations.

About 60% of HappySignals Customers are using outsourced Service Desk provider.

All responses are from IT end-users (employees) and reflect their feelings and perceptions about IT. With huge volumes of experience data gathered across our customers, feelings start to become facts. This report shows the findings and analysis that can emerge from data of almost 750K end-user experiences with IT.

How is the data gathered?

HappySignals connects operational data from customers' ITSM platforms with continuous survey data from end-users about Ticket-based IT and Proactive IT areas.

Ticket-based IT:

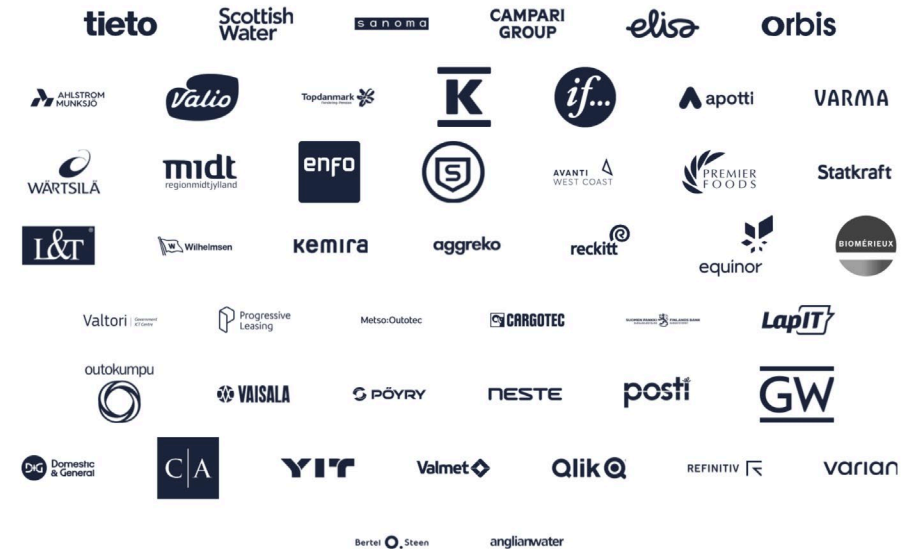
Surveys are sent after each ticket, asking end-users to accept the resolution by giving feedback about their experience.

The average response rate for HappySignals customers is 25-30%.

Proactive IT:

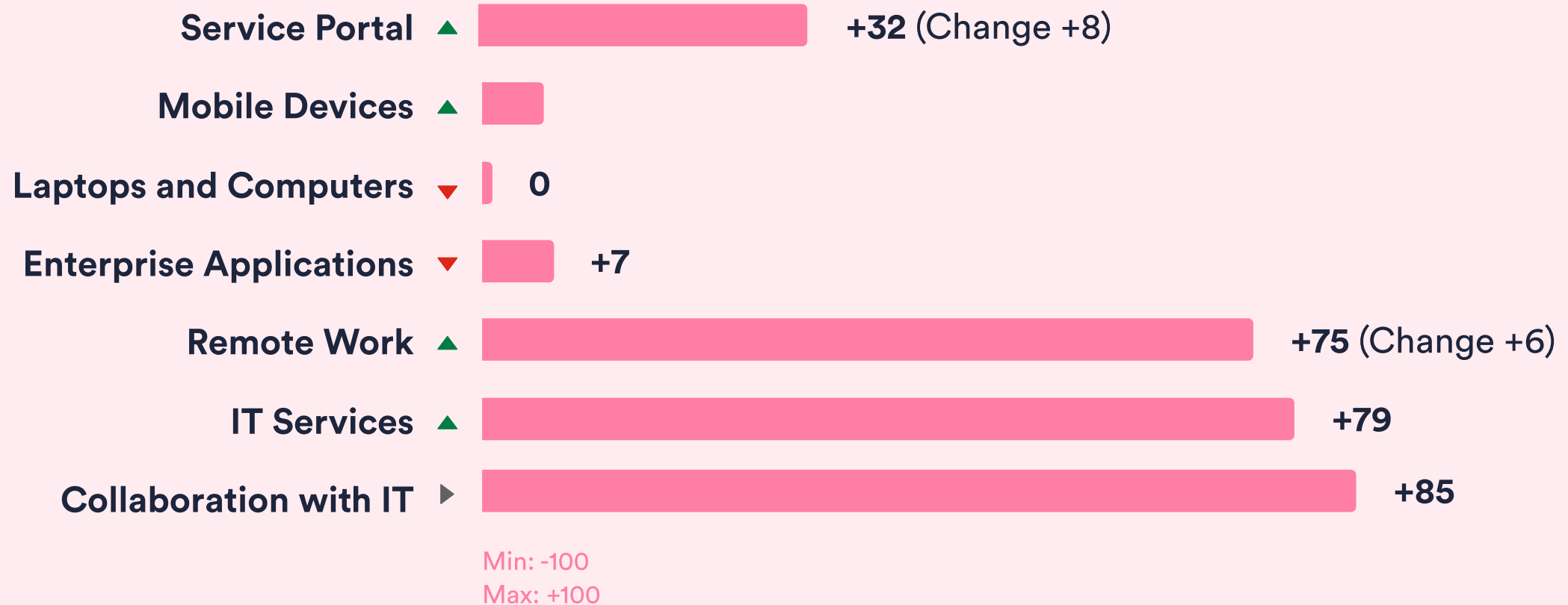
Surveys are sent proactively to end-users about Proactive IT areas.

These surveys can be scheduled to target relevant end-users at optimal frequencies, enabling continuous measurement of non-ticket-based IT areas.



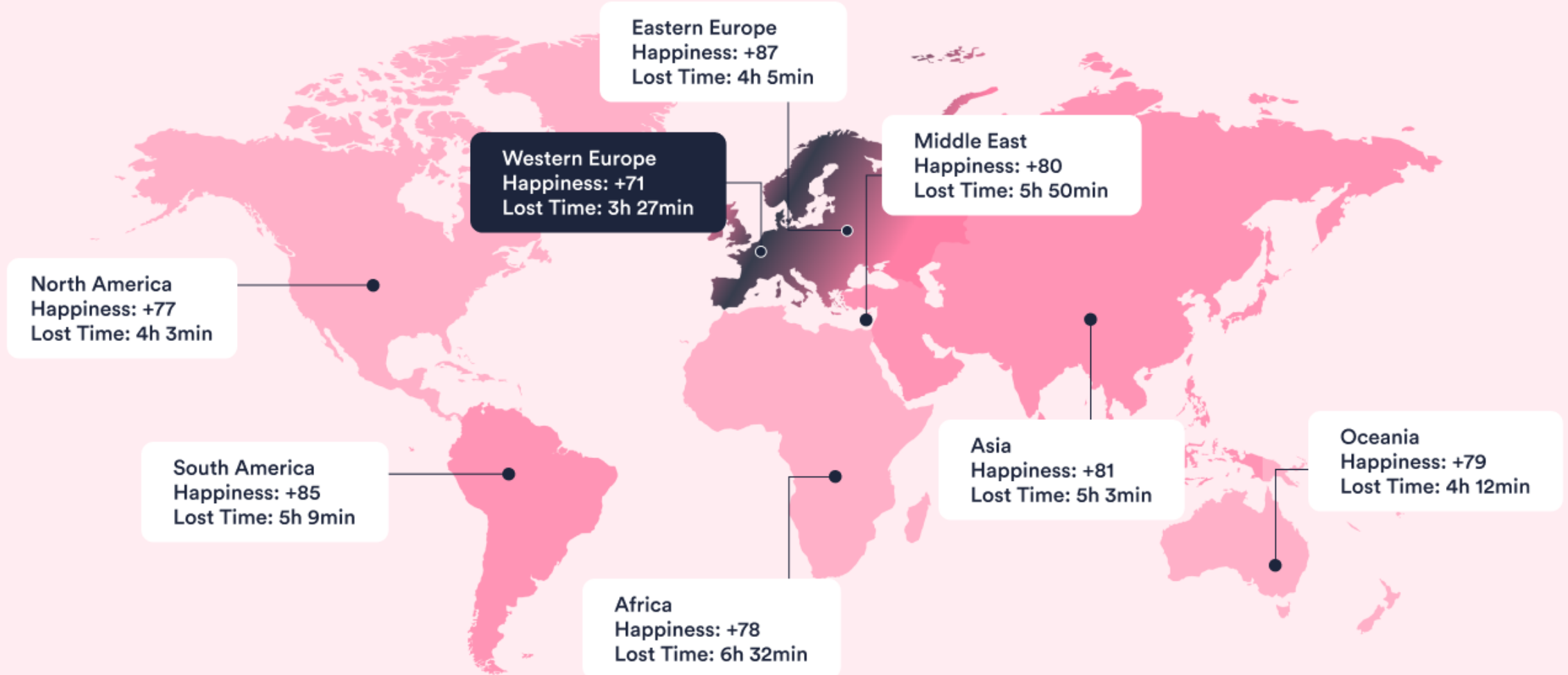
IT Experience Across Different Measurement Areas

Based on 839,581 responses between January-June 2022



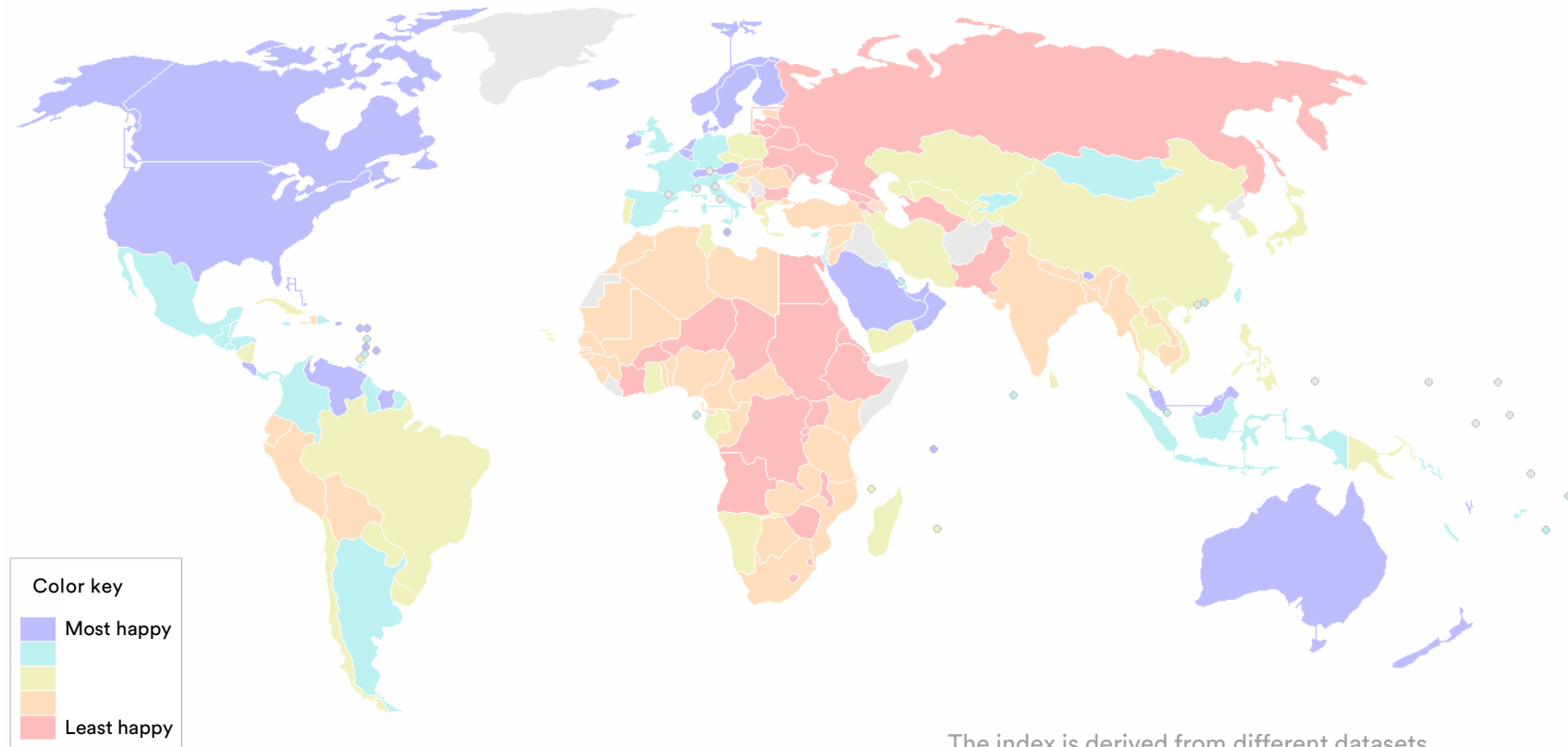
Western Europe Is The Least Happy Region

Despite losing less time than any other region



Inverse Correlation With “The Satisfaction With Life Index”

by Adrian G. White, analytic social psychologist at the University of Leicester



The index is derived from different datasets

- UNESCO,
- the CIA,
- the New Economics Foundation,
- the WHO,
- the Veenhoven Database,
- the Latinbarometer,
- the Afrobarometer, and
- the UNHDR.

Example

North America vs South America

North America



IT Happiness
+77



Lost Time
4h 3min

South America



IT Happiness
+85



Lost Time
5h 9min



IT Incidents

Based on 432,762 responses from January-June 2022



The Global IT Experience Benchmark Report H1/2022
HappySignals.com/report



Factors For IT Incident Experience Are Stable

Based on 432,762 responses between January-June 2022



Speed of service is
universally impactful



Negative feedback
often about process



Positive feedback
often about people

7% Negative

My ticket was not solved	48%
Service was slow	43%
I had to explain my case several times	29%

9% Neutral

Speed of service	55%
I had to explain my case several times	21%
It was difficult to know where to start	12%

84% Positive

Speed of service	▲	75%
Service personnel's attitude	▼	55%
Service personnel's skills		50%



The **Average Cost** Of Perceived Lost Time With Incidents is **150€**

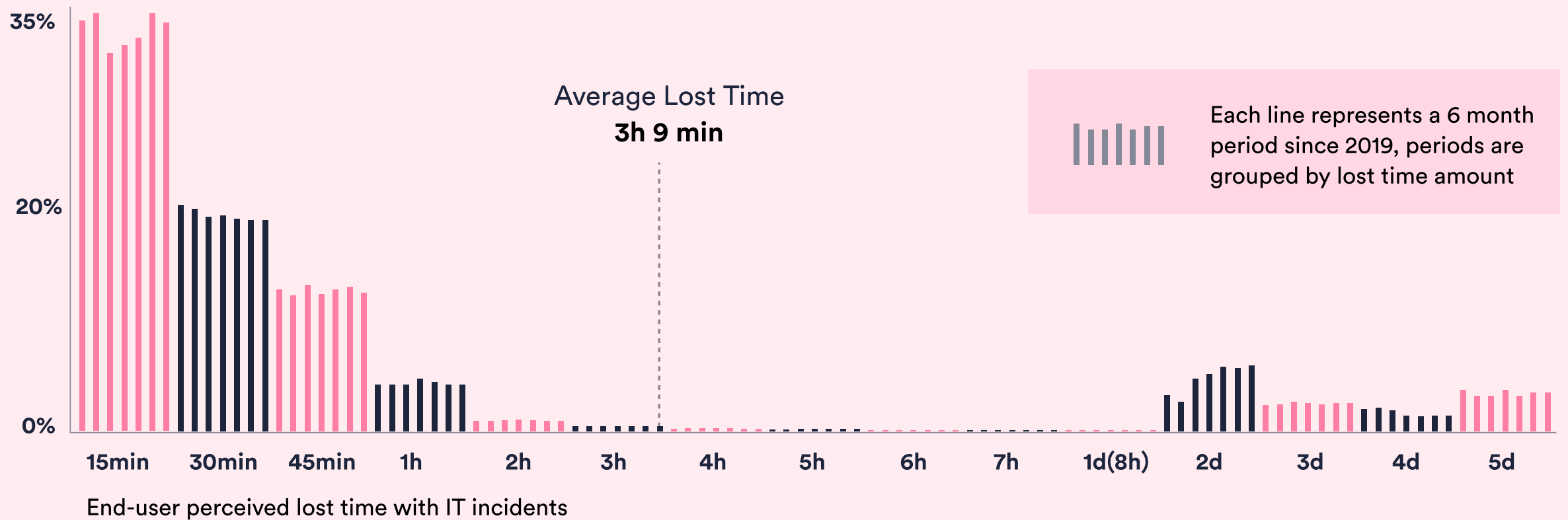


Based on the average lost time of 3h
9min and an average salary cost of 50€/h
for enterprise knowledge workers



The Average Lost Time Is Not The Typical Lost Time

Based on 7,900,000+ responses for IT Incidents 2019-2022



80% Of The Total Lost Time Comes From 13% Of Tickets

Based on 432,762 responses for IT Incidents in H1/2022

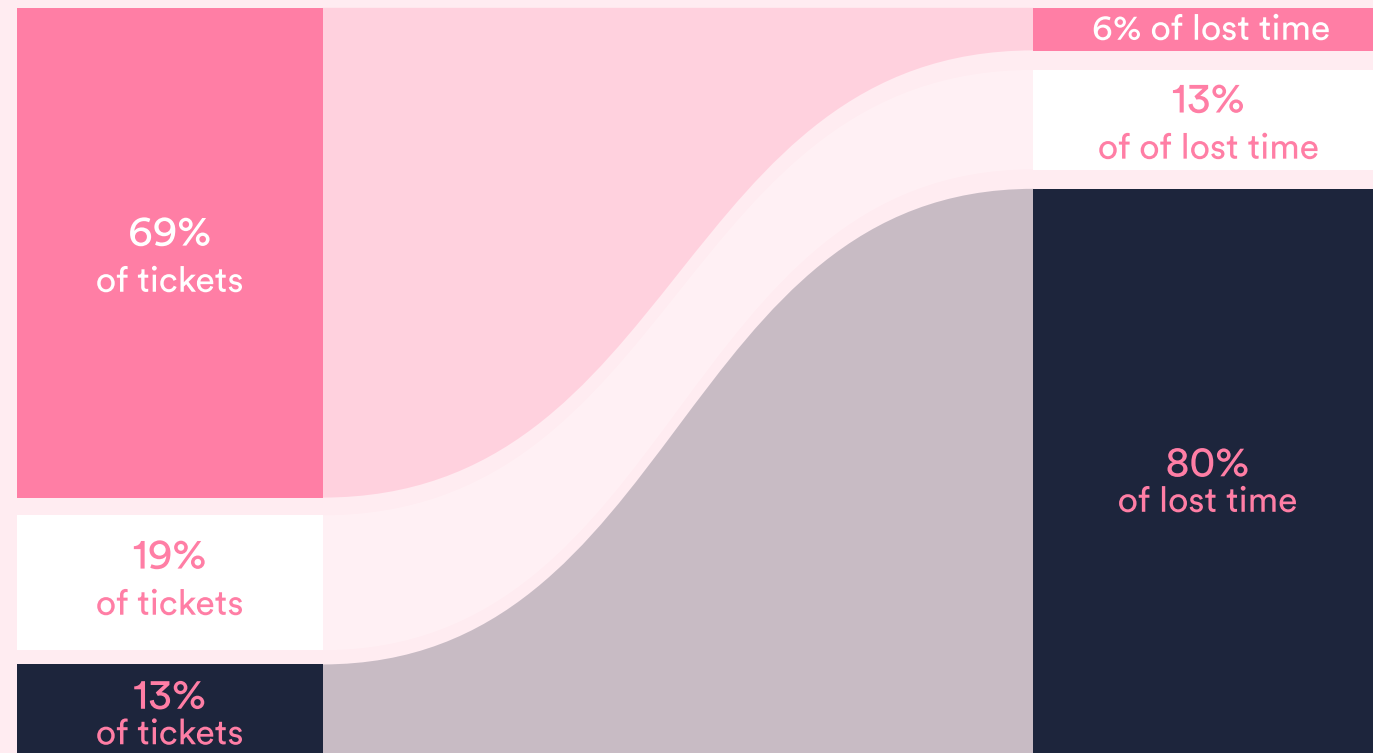
Perceived lost time categories

- Less than 1h
- 1-8 hours
- More than 8h

Insights

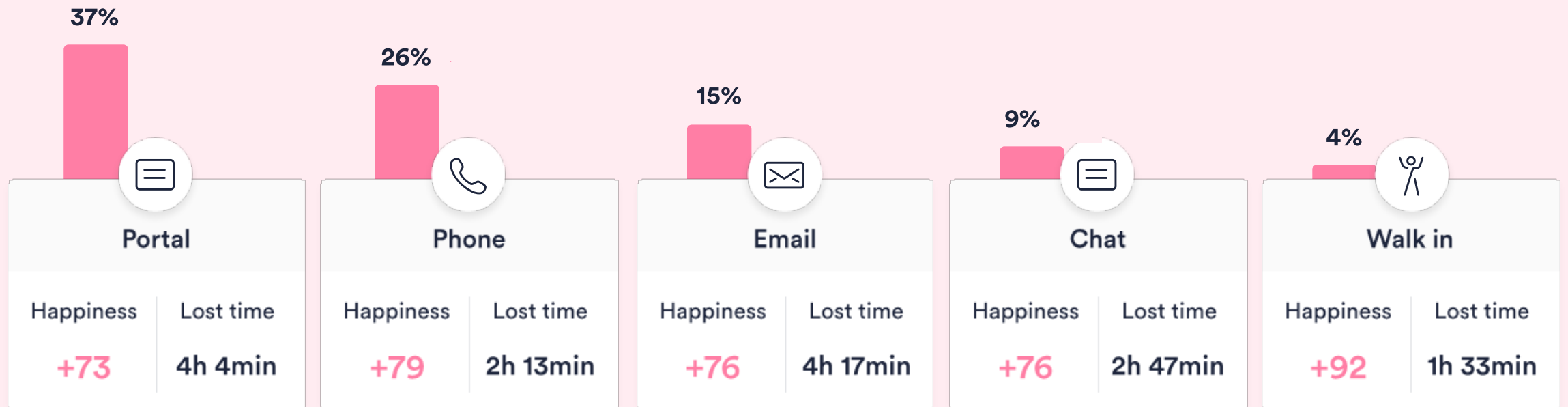
- 69% of IT incidents lead to less than 1h of lost time
- 80% of time lost comes from only 13% of IT incident tickets.

Proportion of tickets



Channel Distribution For IT Incidents Changes Slowly

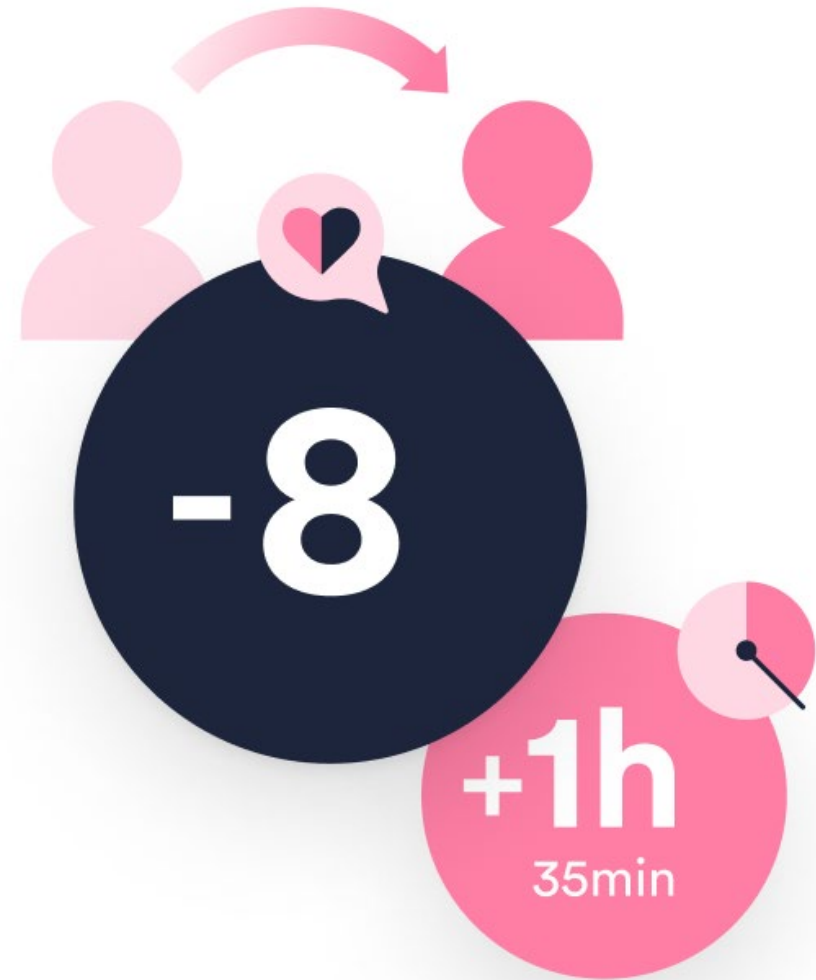
Portals are replacing more and more tickets from phone and email



The channel indicates the first touchpoint through which the incident ticket is submitted

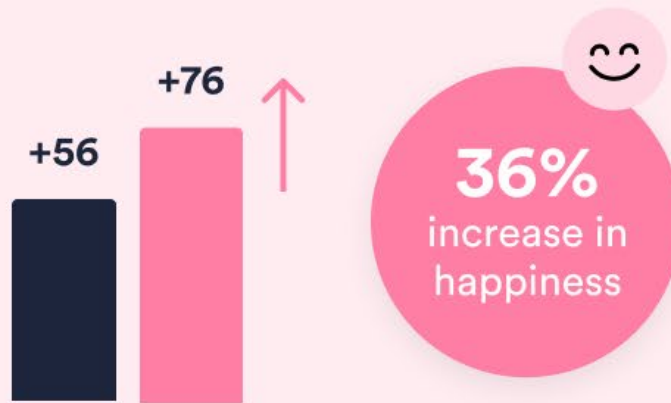


Each additional
ticket reassignment
reduces happiness by 8
points and increases
lost time by 1h 35min

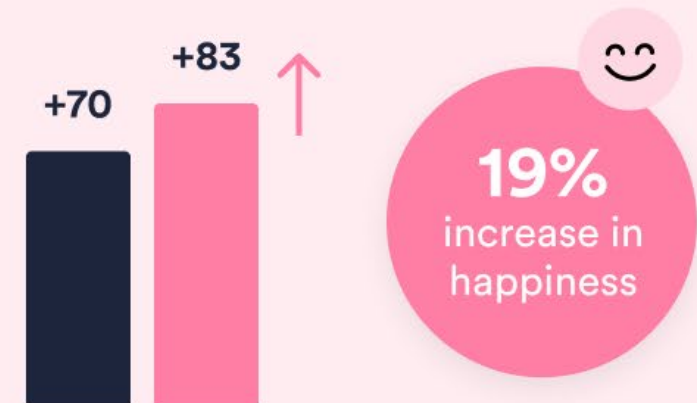


Companies With Outsourced Service Desks Improved Happiness More Than Those With Internal Service Desks

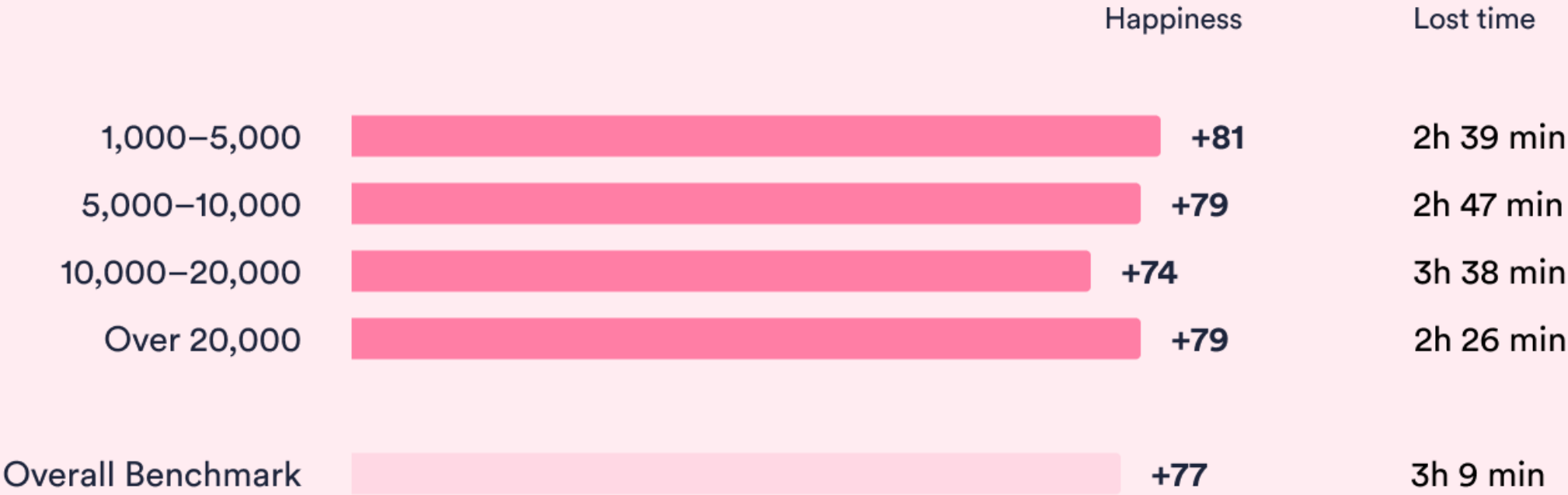
Companies with Outsourced Service Desk:



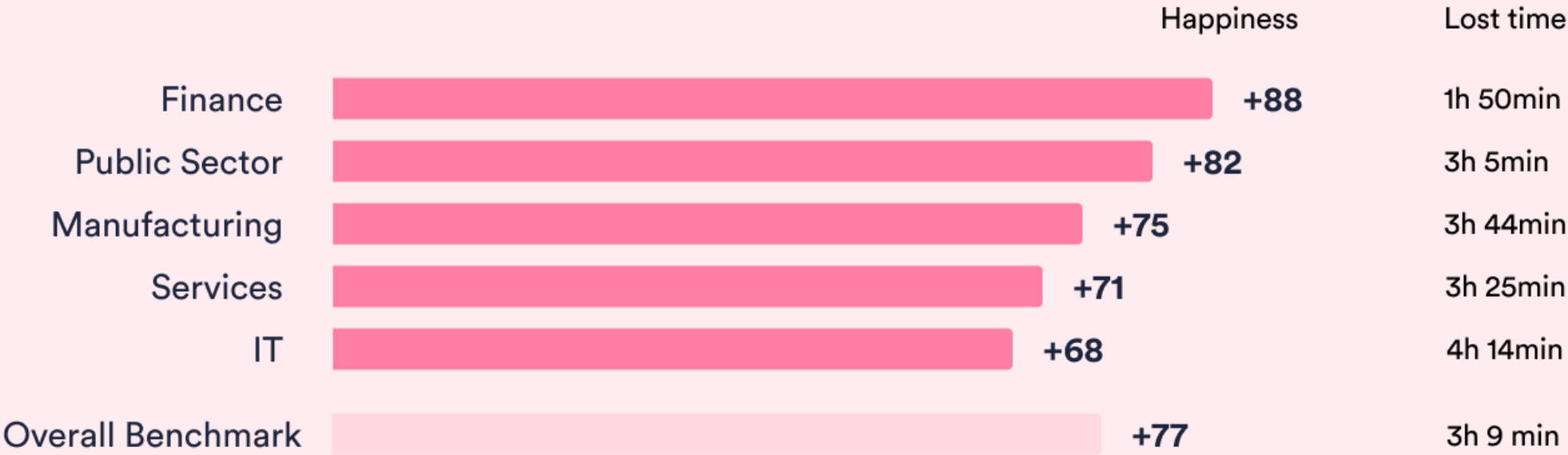
Companies with In-sourced Service Desk:



Company Size Does Not Have A Significant Effect On Happiness



Finance Is The Happiest Industry and IT Is The Most Critical



IT Requests

Based on 261,608 responses from January-June 2022

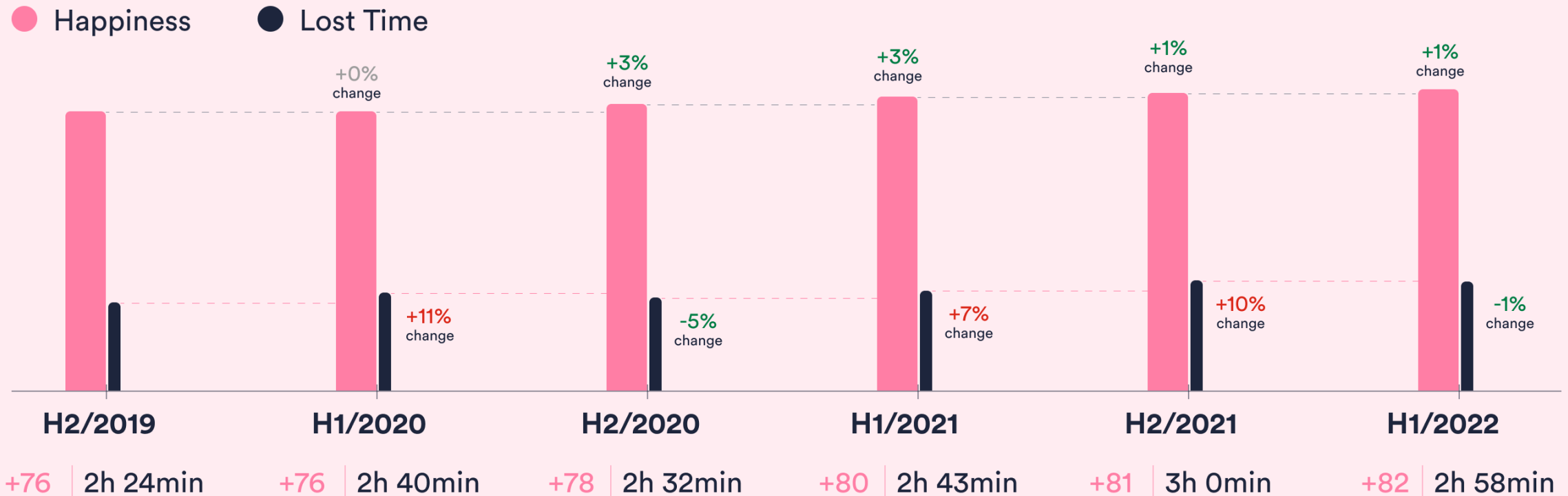


The Global IT Experience Benchmark Report H1/2022
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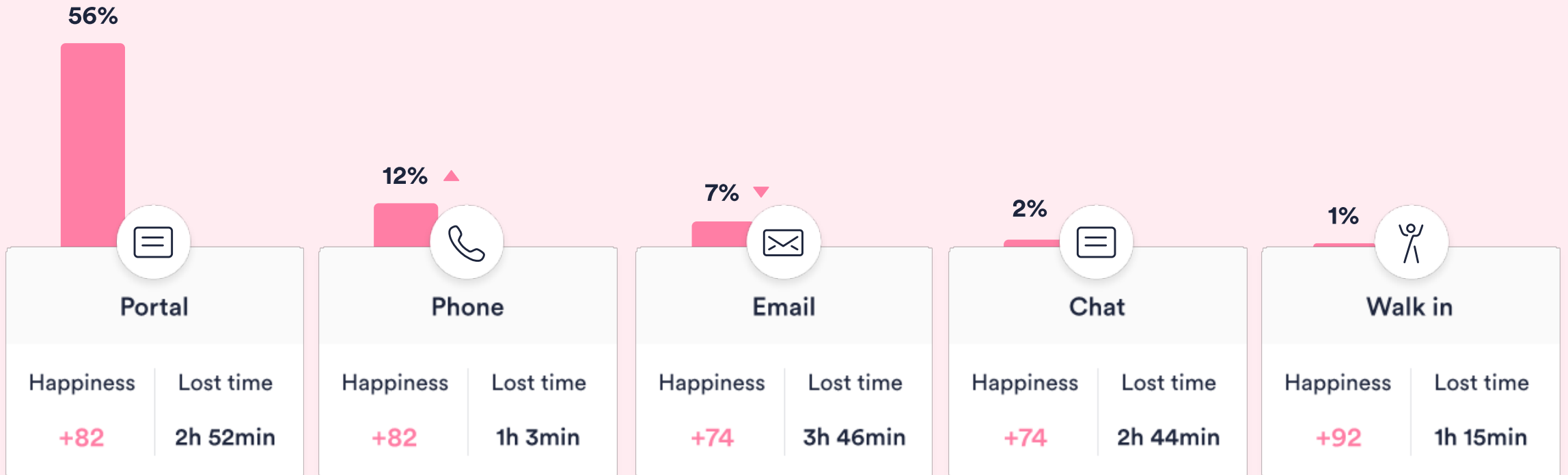
IT Request Happiness and Lost Time

Based on 261,608 responses between January-June 2022



IT Request Channels

Portal is by far the most common, Walk-in leads to the happiest end-users



Remote Work

January-June 2022



The Global IT Experience Benchmark Report H1/2022
[HappySignals.com/report](https://happysignals.com/report)



Your IT at a glance

Category	Score	Trend	Target
Service 1	+71	↑	800
Applications	+63	↑	800
Collaboration with IT	+52	↑	800
Laptops & computers	+53	↑	800
Mobile devices	+54	↑	800
Office environment	+71	↑	800
IT helpdesk	+56	↑	800

What is a good Happiness Score for your organisation?

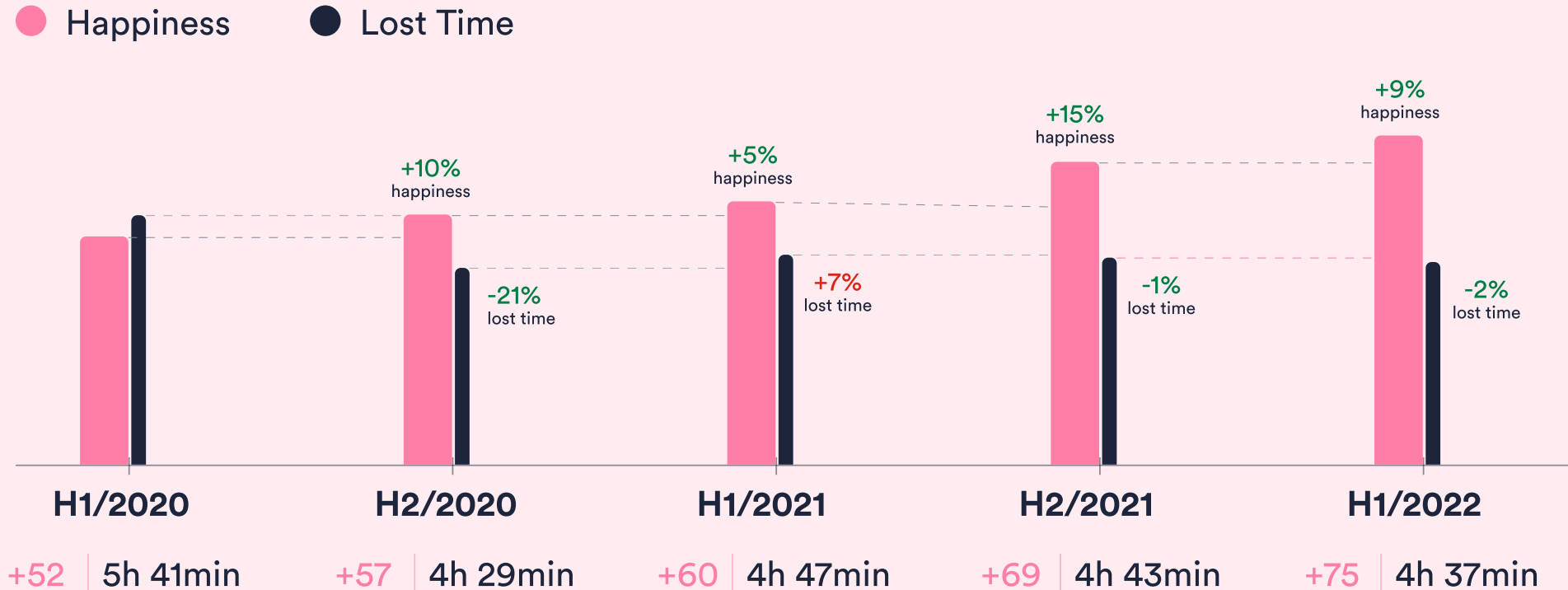
Each year, organisations with IT have a good Happiness Score for their organisation. To benchmark how your organisation is doing, compare your score with the industry average. The higher the score, the better the experience of your users.

shortcuts

Service 1	+42	↑
Service 2	+54	↑
Service 3	+51	↑
Service 4	+46	↑
Service 5	+68	↑
Service 6	+65	↑

People Are Happy With Remote Work

From +60 To +75 over the last 12 months





Thank you!

Get the full Global IT Experience Benchmark H1/2022 Report

HappySignals.com/report

