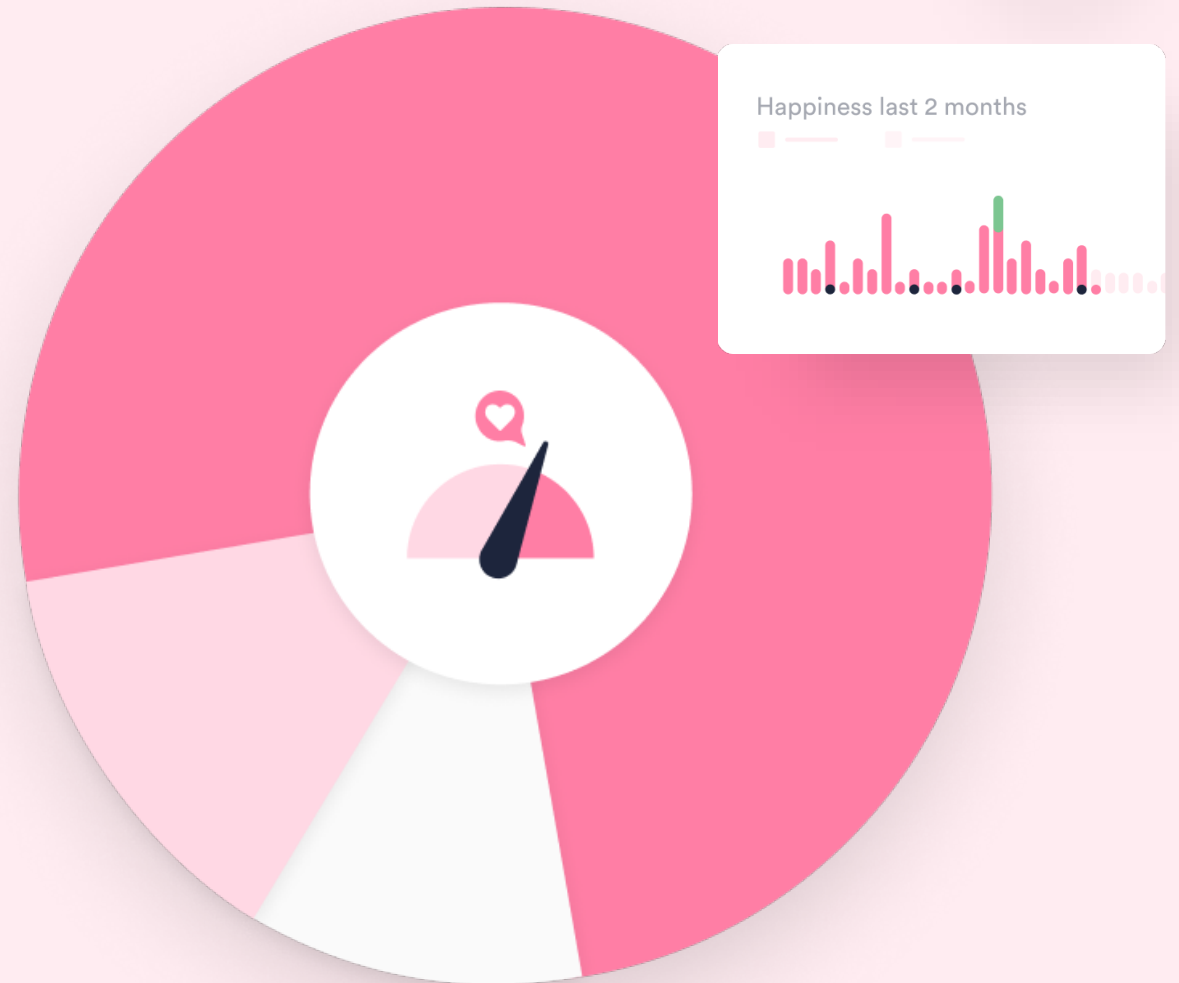
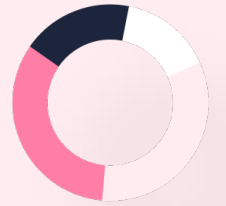


11th Global IT Experience Benchmark Preview

Our 11th benchmark report presents a snapshot of enterprise IT experience. This report looks at the data from the last 6 months of 2023, consisting of 949,201 anonymized end-user responses across different areas of IT Service Management.

This report is a sneak peek at the H2/2023 Benchmark Data.



Humans are the best sensors



Two Simple Metrics



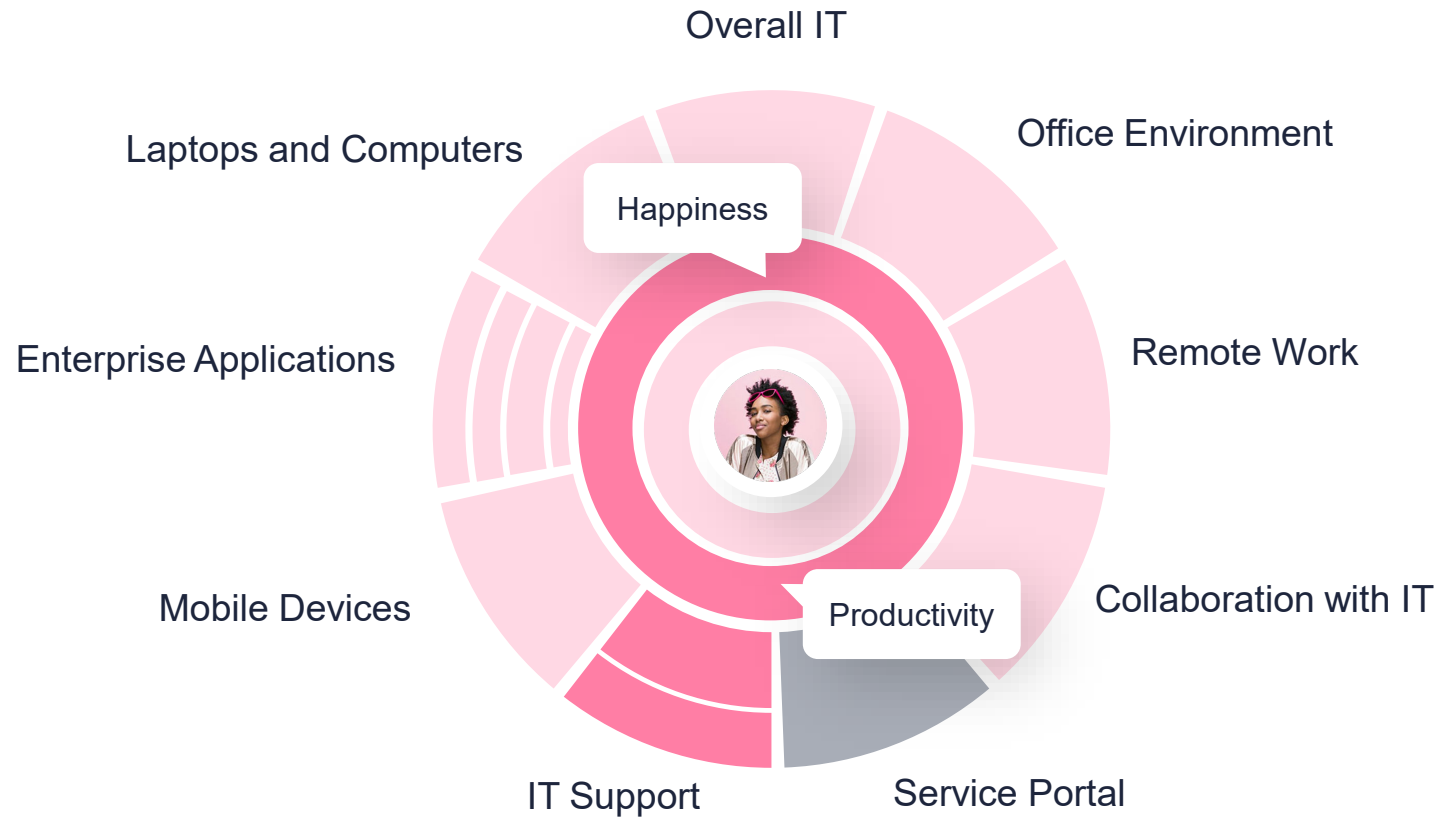
- 0 to 10 NPS style Happiness Metric
- Quantify Productivity Losses and Gains

Hi Mary!

Approve your ticket resolution by rating your service experience



Understand All IT Areas



- Multiple IT Areas to understand the experience of end-users in All of IT
- From overall perception
- To individual devices and applications
- Ticket-based Support with Incidents and Requests

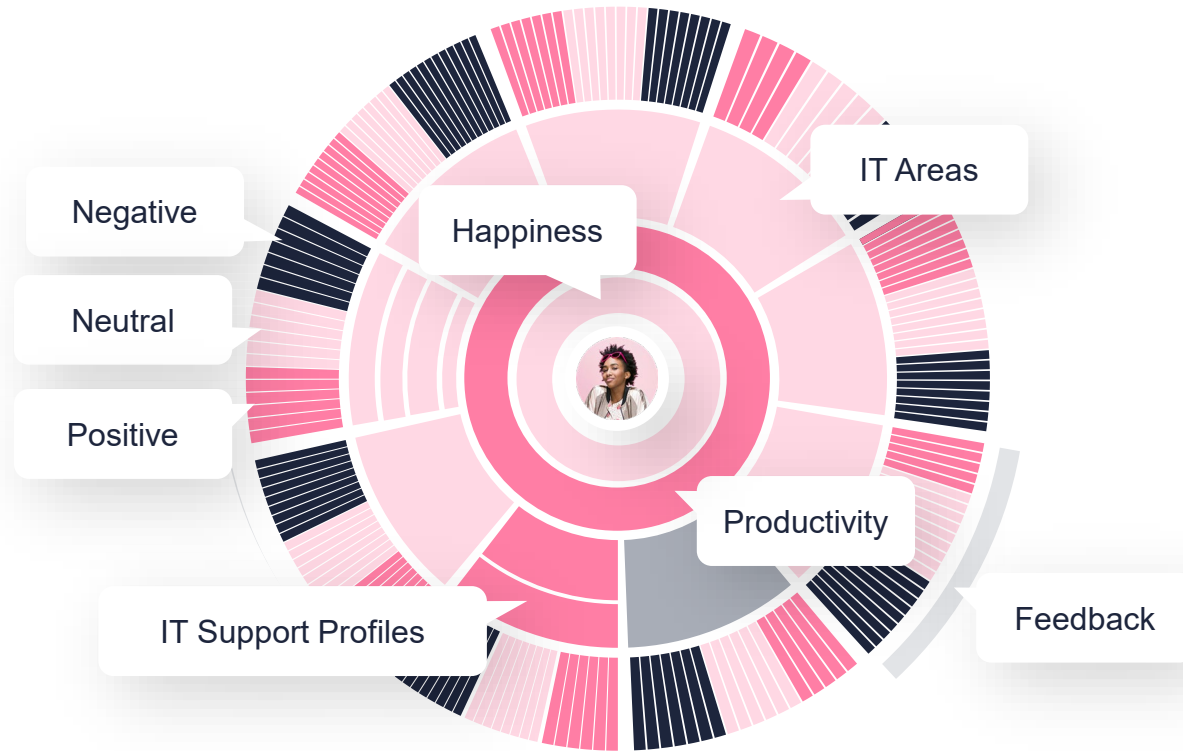
Hi Mary!

Approve your ticket resolution by rating your service experience

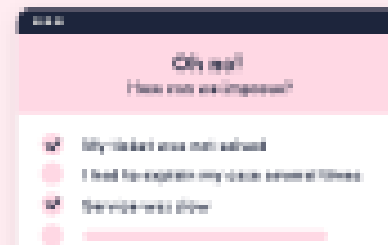
0 10



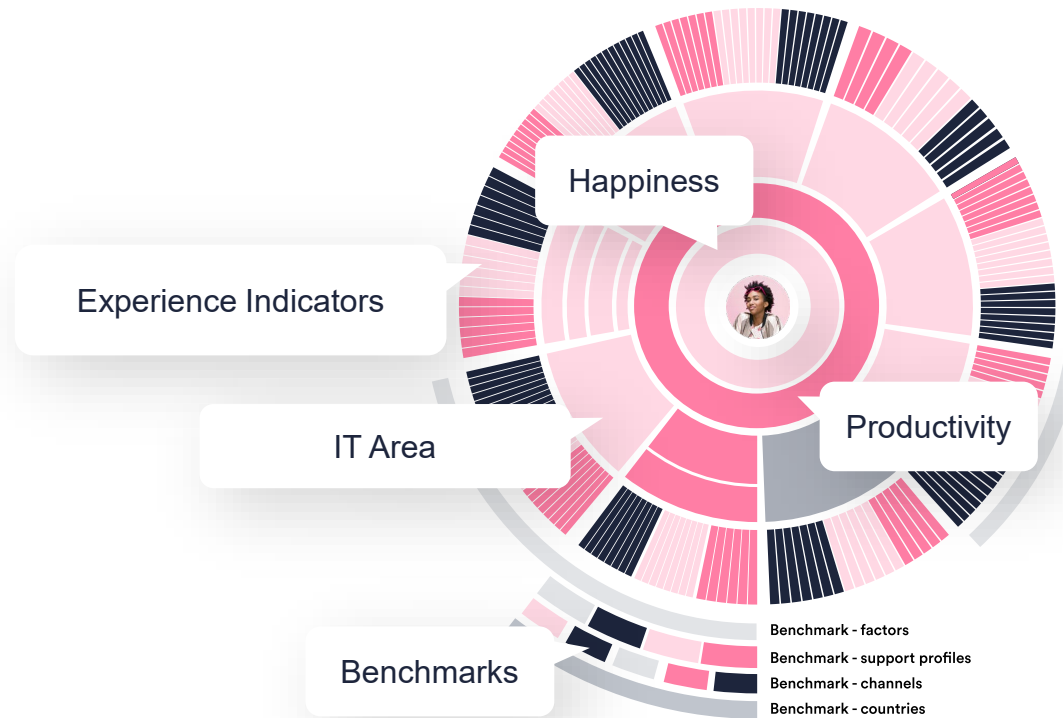
219 Research-backed Experience Indicators



- Experience Indicators packaged into IT Area specific surveys in 35 different languages
- IT Support Profiles
- Connected with your Operational Data
- Free text feedback



Global IT Experience Benchmark

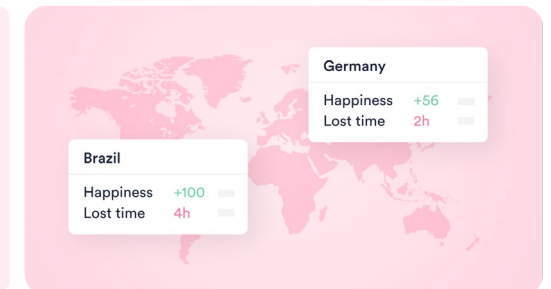
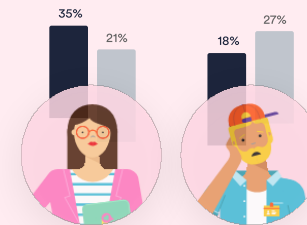


Channel

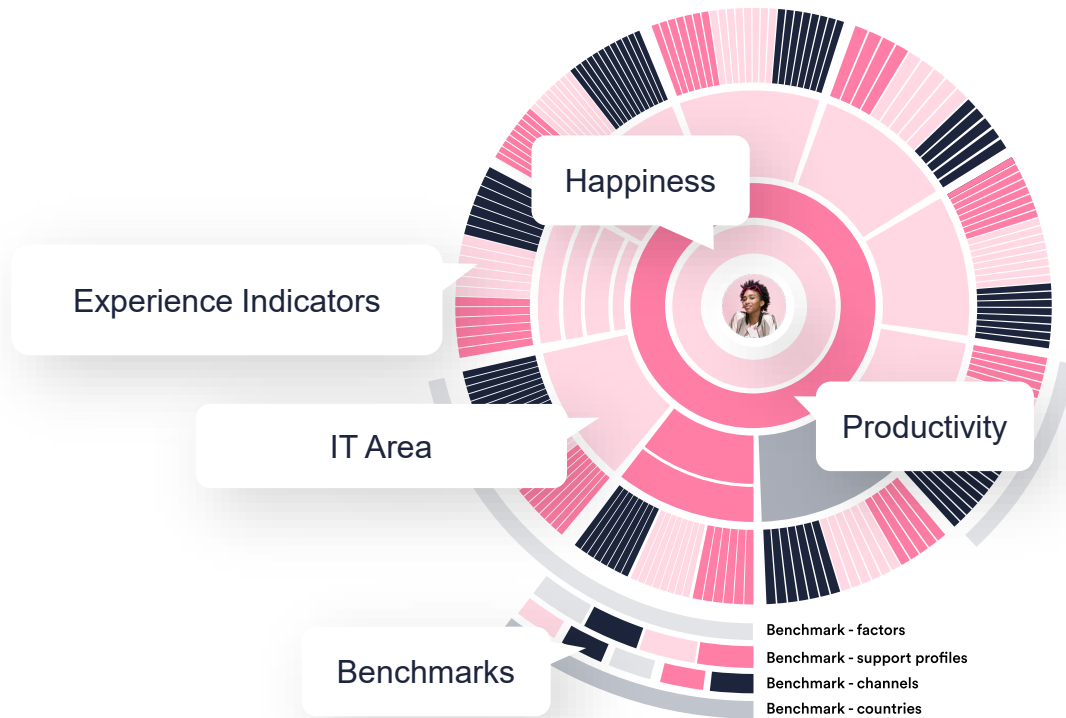
Channel	+93	+73	328
Portal	+63	+80	1104
Phone	+53	+75	466
Chat	+53	+91	450
Onsite	+52	+85	1051
Email			

Show all

- Over 9,200,000 datapoints from more than 2,000,000 end-users
- Experience Indicators, Country, Channels
- IT Support Profiles
- Compare your data against your peers



Which industries are represented?



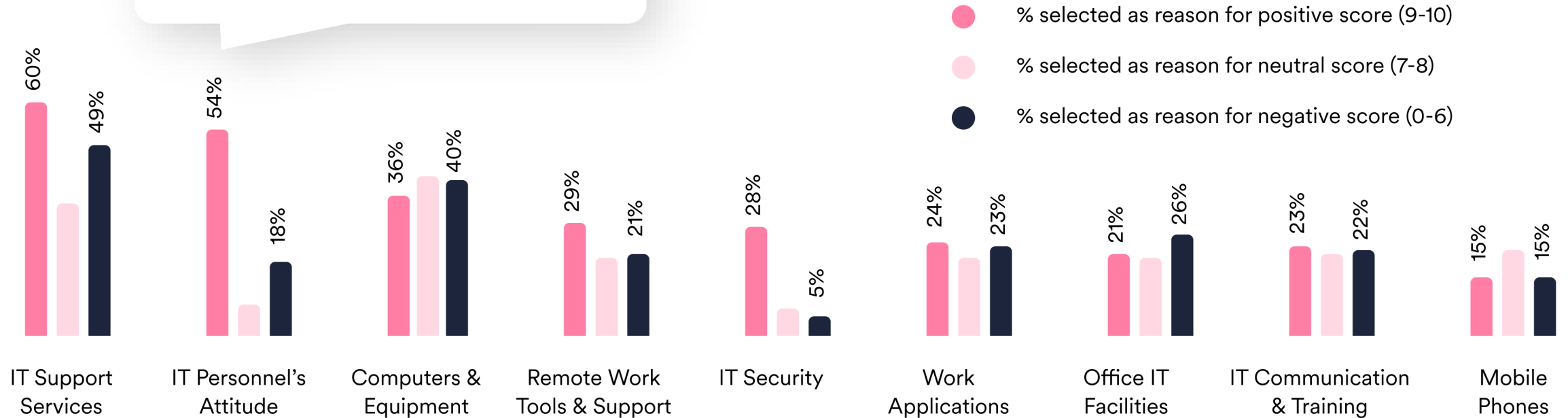
Companies in Benchmark from	%
FMCG & Retail	17,5%
Manufacturing	15,5%
Finance & Insurance	14,4%
Technology & IT Services	13,4%
Public Sector	13,4%
Energy & Utilities	11,3%
Healthcare & Pharmaceuticals	8,2%
Other	6,2%

The full report has been compiled from 949,201 end-user responses in H2/2023

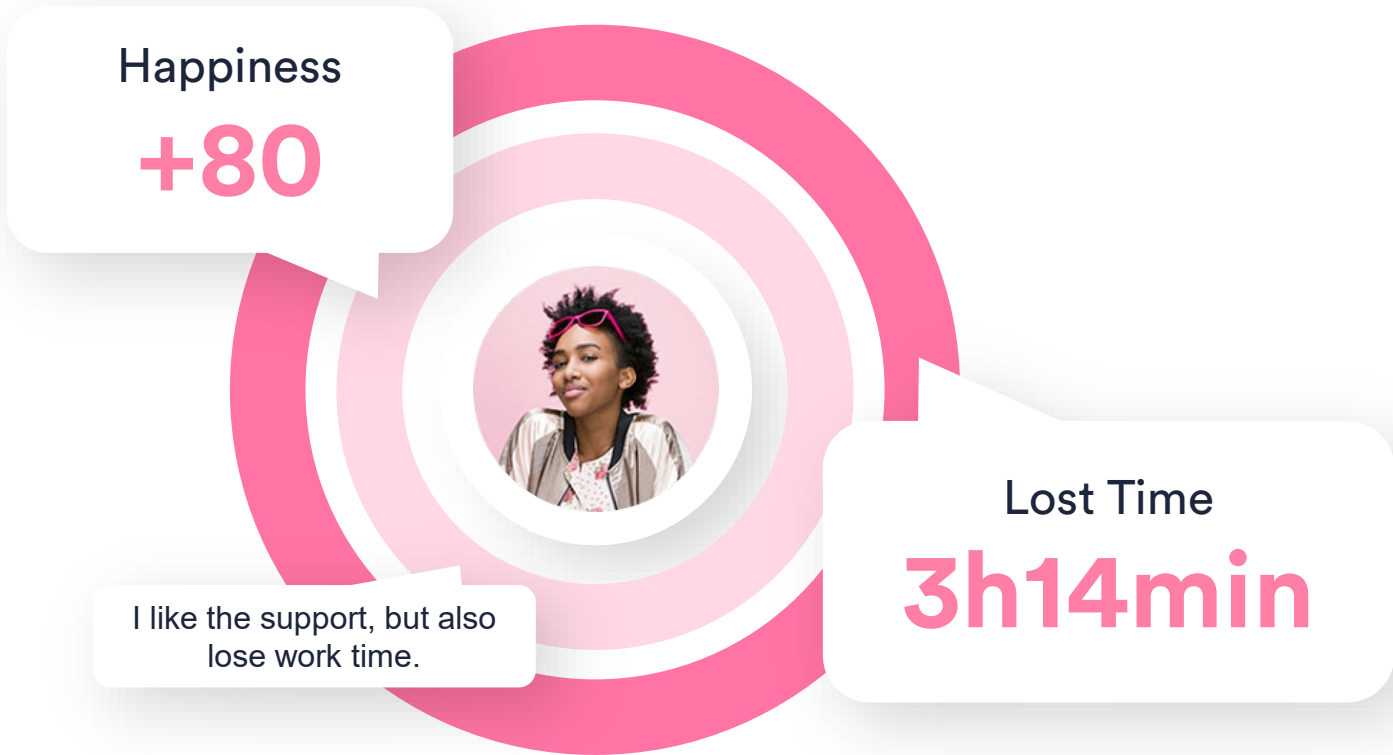


What Impacts Overall IT Experience?

54% of end-users select IT Personnel's attitude when giving a score of 9 or 10.



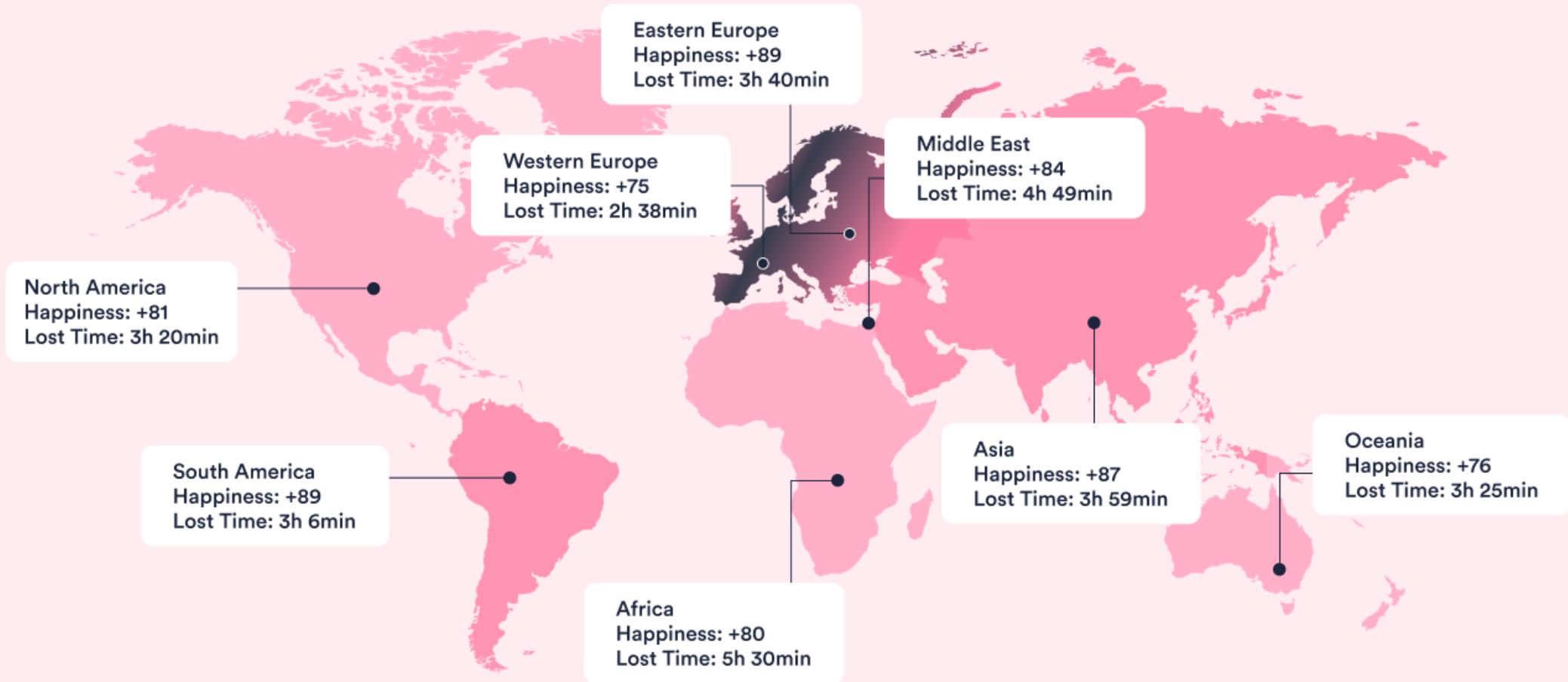
How end-user perceive IT Support with Incidents



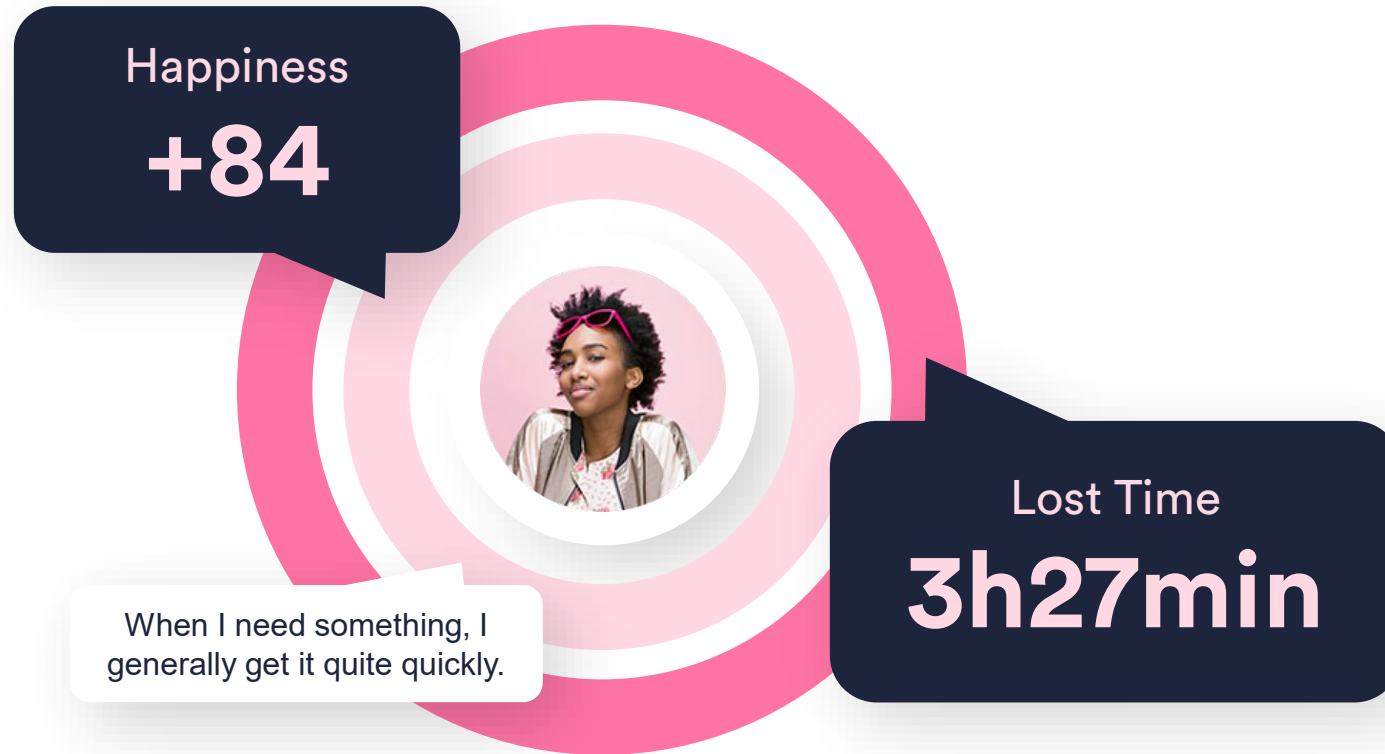
Happiness and Lost time per incident based on **550,890** end-user responses in H2/2023

Happiness and Time Lost with Incidents

Based on 550,890 end-user responses in H2/2023



How end-user perceive IT Support with Requests

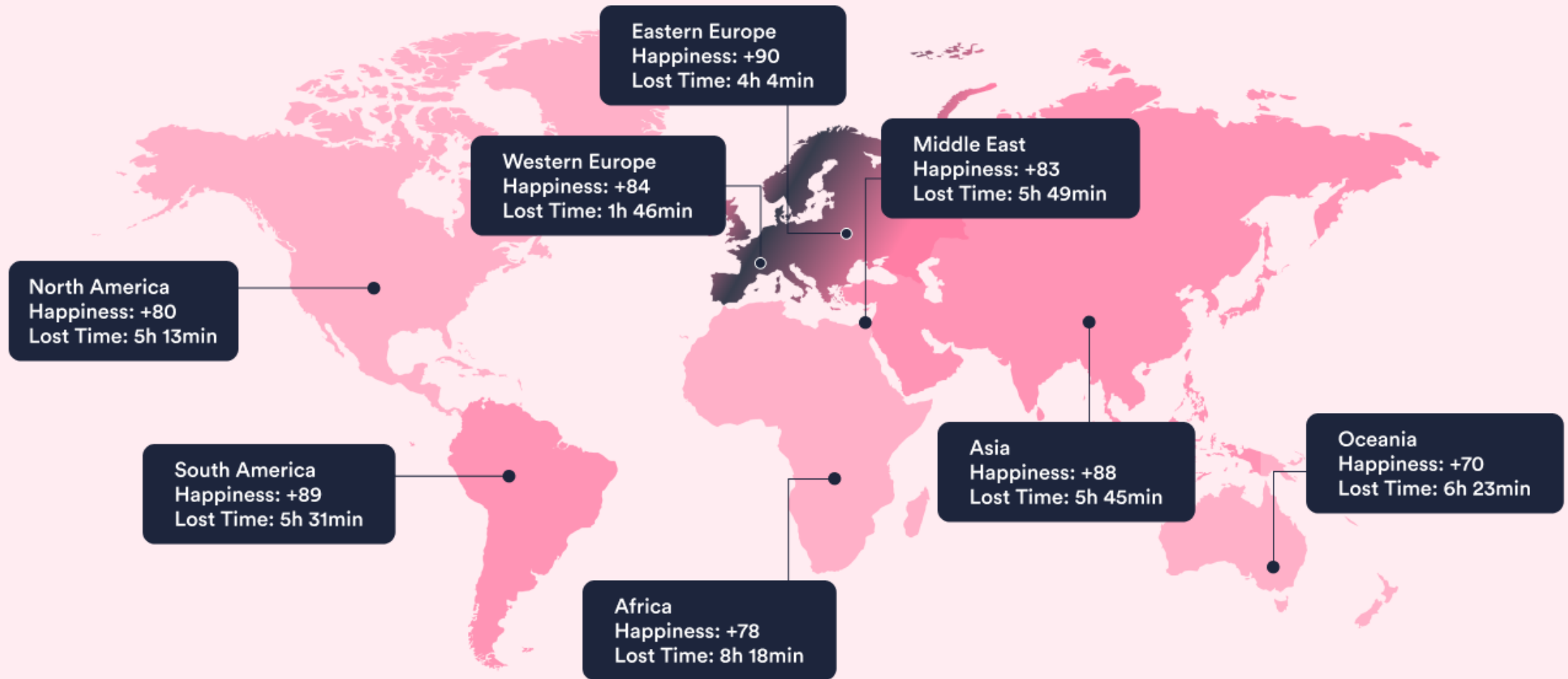


Happiness and Lost time per request based on **325,897** end-user responses in H2/2023



Happiness and Time Lost with Requests

Based on 325,897 end-user responses in H2/2023

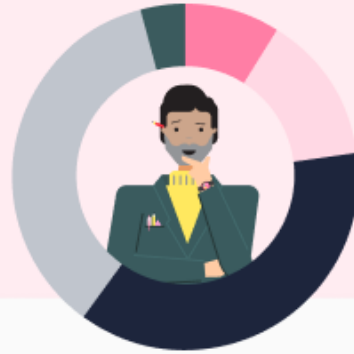


IT Support Profiles



Doers

Like to fix issues themselves and value good service portals.



Prioritizers

Just want the issues solved and value phone support for speed.



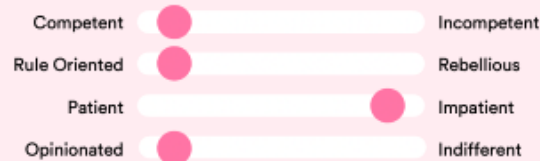
Supported

Value face-to-face value highly, when it is available



Triers

Appreciate learning how to fix issues they were not able to solve.



IT Support Profiles



The Impact of Ticket Reassignments



Reassignments per incident based on 550,890 end-user responses in H2/2023

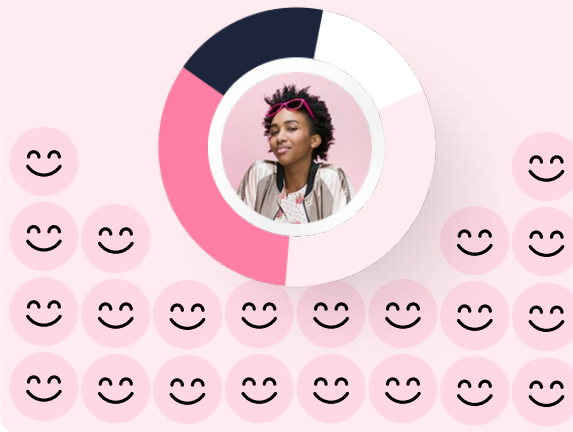


Outcomes of Human-Centric IT

24%

Increase in Happiness

Understand all employees' situations



Biggest benefits for your Organization?



26%

Higher End-User Productivity on Average

Enhancing IT cost-effectiveness by prioritizing end-user needs and improvements that promote value creation





Thank you!

To read the previous full report and to not miss the next ones, head to

HappySignals.com/report

