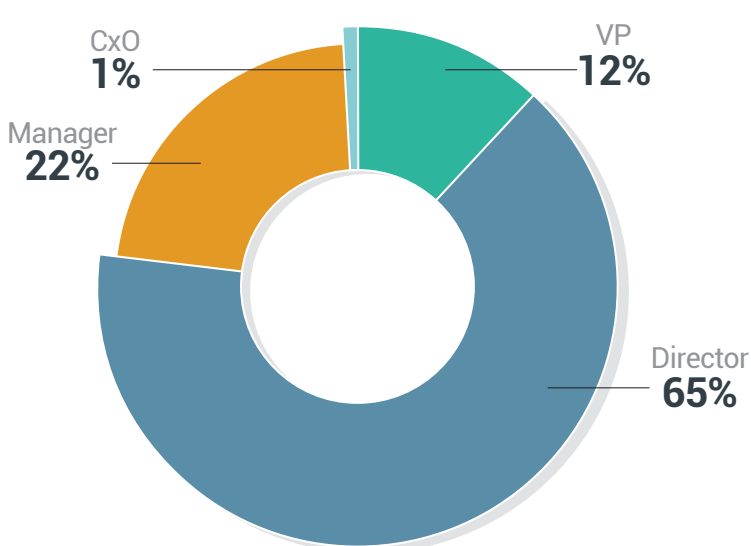


IT Service Management Tool Strategies

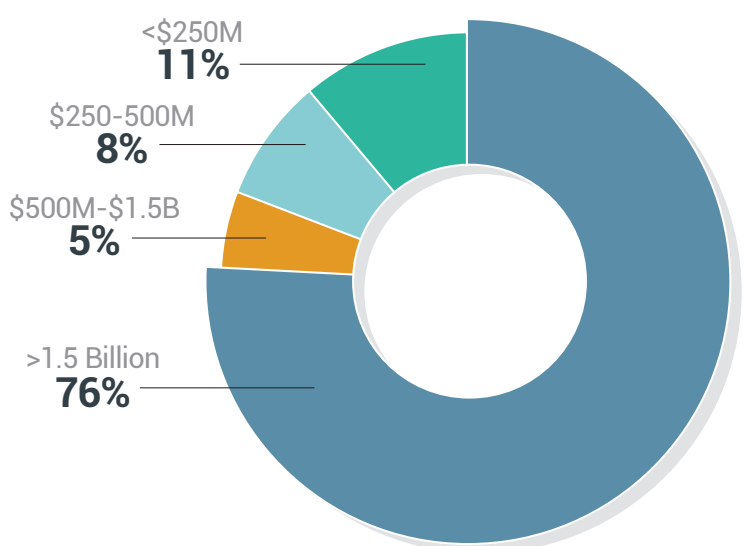


RESPONDENT DEMOGRAPHICS

78% Senior Decision Makers



76% Fortune 1000



WIDE VARIETY OF INDUSTRIES

Business Services | Construction | Consumer Services | Education | Financial Services
Healthcare | High Tech | Media | Manufacturing | Retail | Wholesale

TOP ITSM INITIATIVES FOR 2019

ITSM leaders are concerned about the performance of current ITSM tools and are looking to AI for help.



50%
Reduce help desk call volume and cost



46%
Reduce MTTR



44%
Implement AI



35%
Optimize ServiceNow ROI



19%
Improve employee NPS

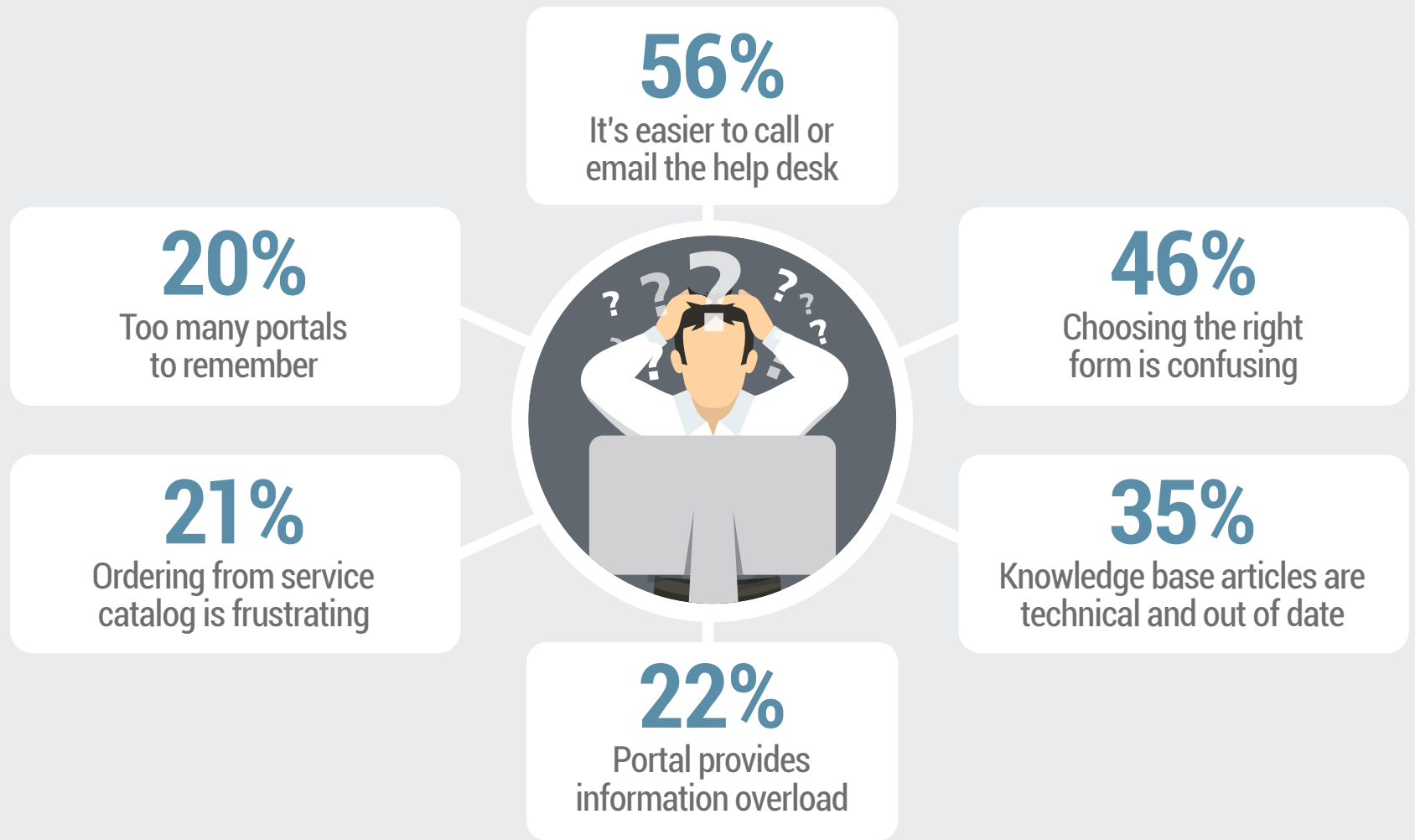
Traditional ITSM tools fall short of employee expectations, resulting in:

- Low employee adoption
- High help desk call volume
- High cost per ticket
- High MTTR

53% Report that less than **10%** of incidents are automatically resolved without a human

45%
Not sure of cost per help desk ticket, but likely way too much

BIGGEST EMPLOYEE COMPLAINTS ABOUT ITSM SOLUTIONS



Employees are used to Alexa-like simplicity in their consumer lives. They are not willing to accept less at work.

ITSM TOOL CAPABILITIES THAT IT LEADERS WANT

EMPLOYEE FACING



- 46%** Accessibility from any device
- 48%** Simpler approach to getting answers
- 34%** Chatbot/AI with employee vocabulary

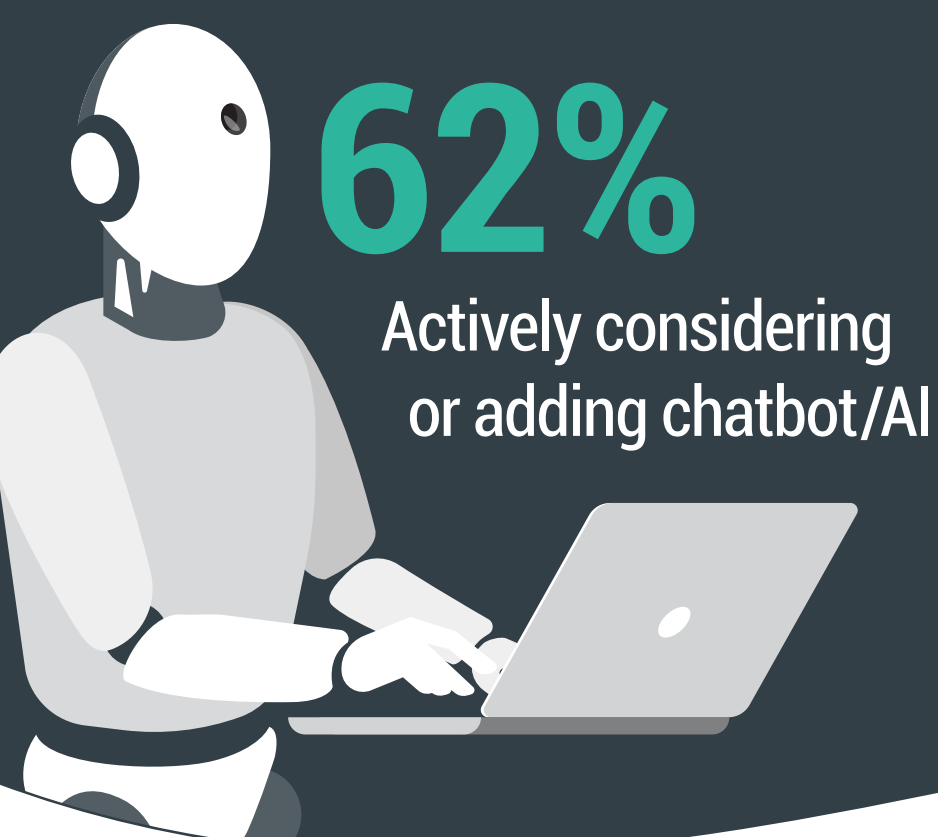
HELP DESK FACING



- 44%** Ability to learn from prior ticket
- 45%** Automated ticket routing based on context
- 41%** Streamlined ticketing process

Enterprises want a simpler approach to getting employee questions answered—with automated learning and routing.

AI in ITSM is no longer an emerging market—it is a priority for IT leaders in 2019.



62%
Actively considering or adding chatbot/AI

19%
Researching our options now

17%
Currently demoing or piloting a solution

15%
Would consider if ROI obvious

6%
Have narrowed down vendors

5%
Have issued an RFP

GATEPOINT RESEARCH
PulseReport

Click this link to download the Pulse Report on IT Service Management Tool Strategies.

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ABOUT THE SPONSOR Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, their virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Alexa and Google Home, into the workplace. Barista delivers a personalized user experience that results in employee adoption of 50 to 60% and reduced help desk call volume of 30 to 50%.