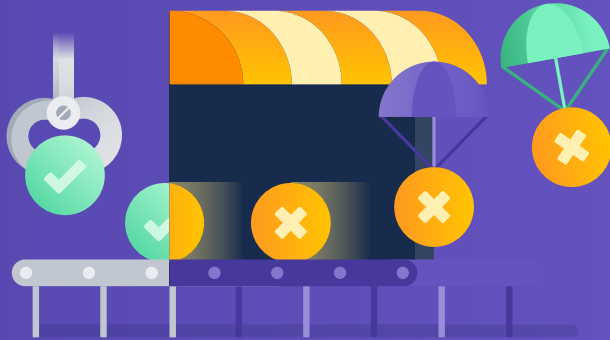


3 Benefits Agencies Get From Modernizing IT Service Operations



As IT environments grow more connected and complex, agency leaders are increasingly mindful of how modernization affects service and support functions.

Many service desk professionals share common pain-points:

#1

priority is to improve service desk performance

69%

lose time due to inefficient problem management

52%

are unsatisfied with their current service desk solution



With the right approach, modernizing service operations is an opportunity for agencies to realize tremendous **cost savings** and other **benefits**, including the following:



Effective coordination with the development team

Flexible, modern service desks can integrate more closely with the very functions that drive change – specifically the development teams.



Better user experience

Allow customers to engage a central point of contact for issues, track issue progress, and get a resolution through one entry point.



Streamlined workflows

Enable agencies reduce the number of one-on-one interactions while maintaining a satisfactory level of service.