

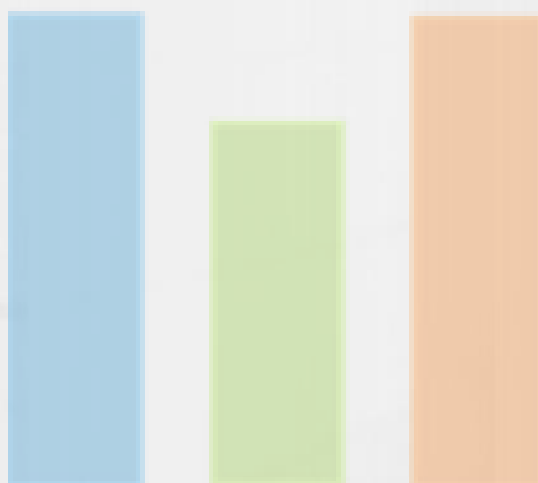


METRICNET PRESENTS



# THE FUTURE OF SERVICE AND SUPPORT

A BRAVE NEW WORLD!




# Download eBooks & Today's Presentation

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Performance Benchmarking

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## Service Desk KPIs

Definitions & Correlations



Learn how each of the Service Desk metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following six categories:

- > Cost
- > Productivity
- > Service Level
- > Quality
- > Agent
- > Contact Handling


MetricNet Performance Benchmarking  
www.metricnet.com  
703.992.8160  
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## Desktop Support KPIs

Definitions & Correlations



Learn how each of the Desktop Support metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following seven categories:

- > Cost
- > Productivity
- > Service Level
- > Quality
- > Technician
- > Ticket Handling
- > Workload

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# THE FUTURE OF SERVICE AND SUPPORT

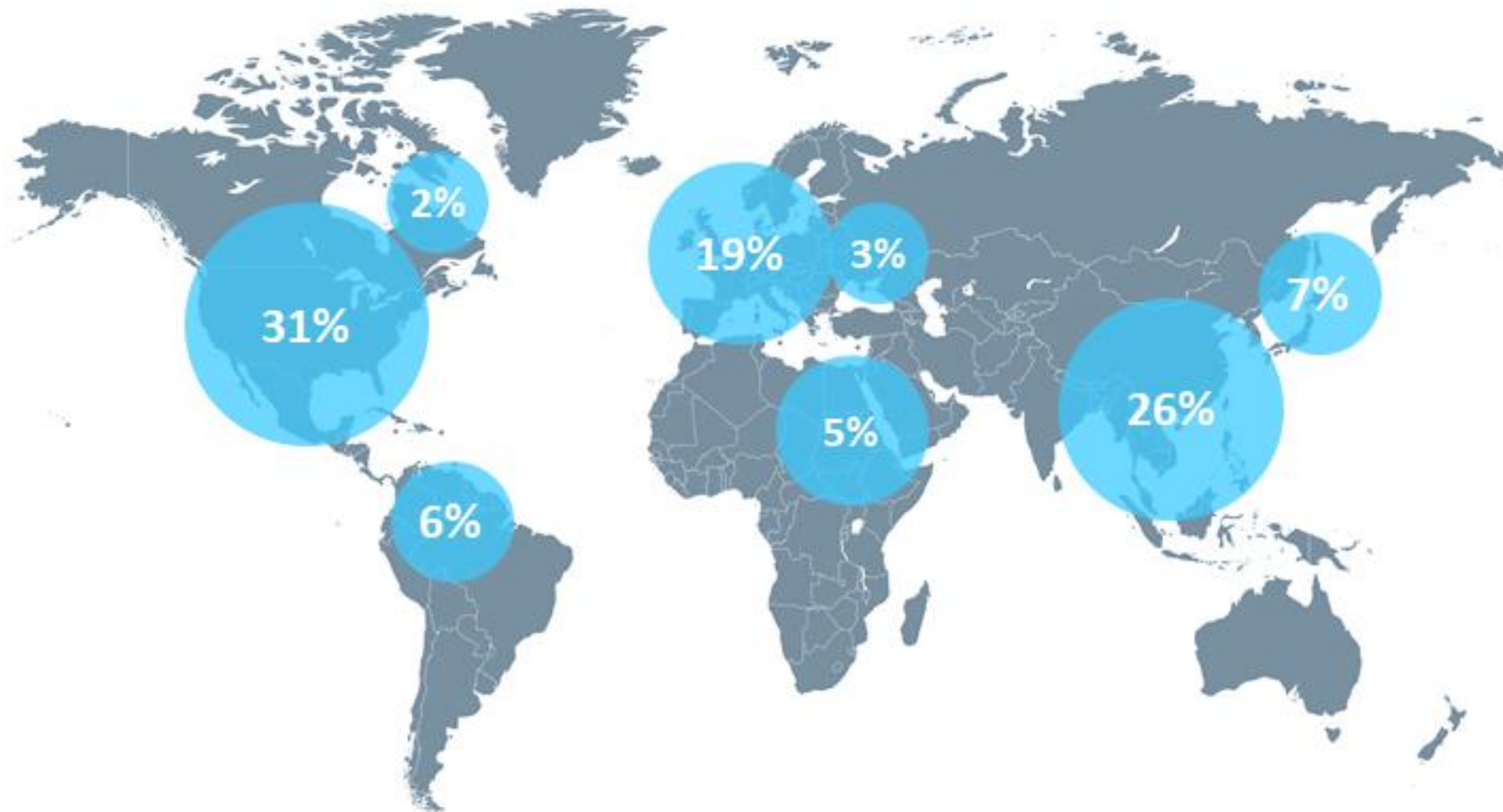
## A BRAVE NEW WORLD!





[MetricNet.com/ITSMAcademy](http://MetricNet.com/ITSMAcademy)

# The \$85 Trillion Global Economy



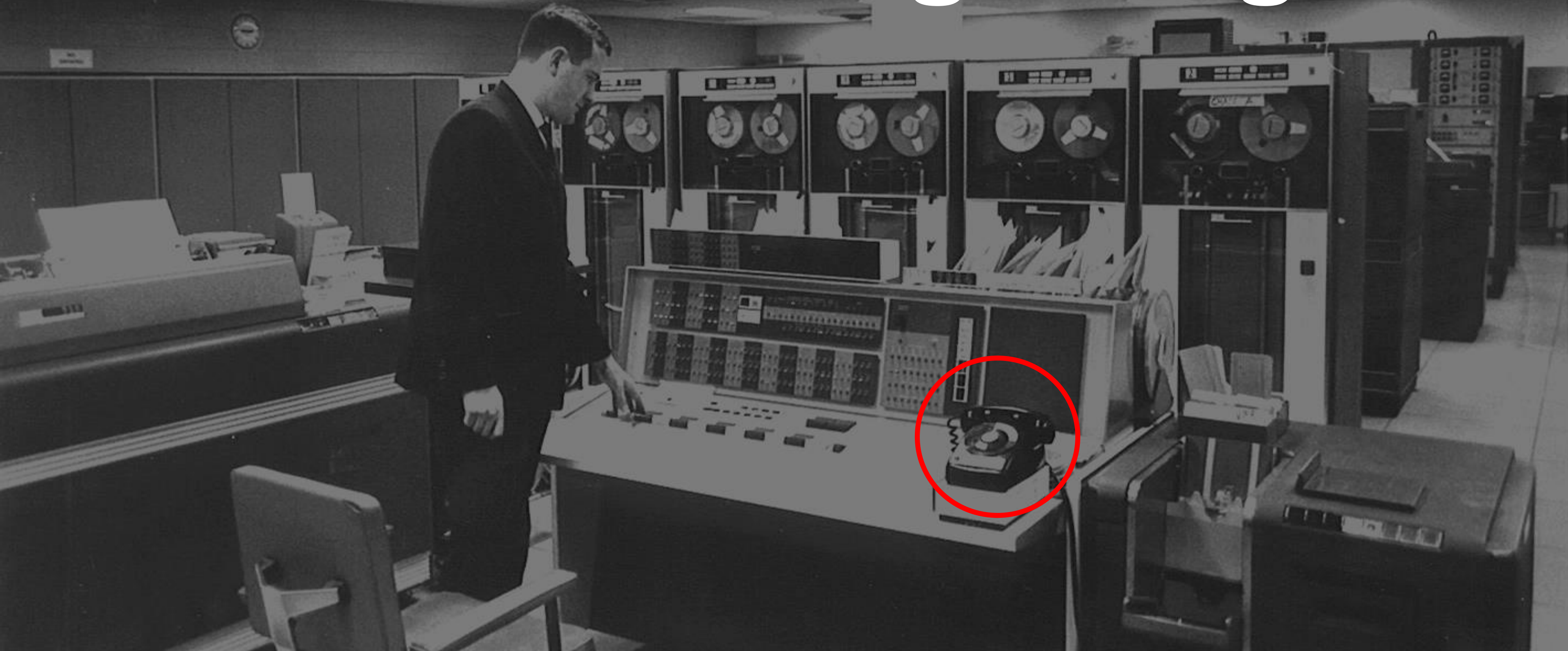
**Global IT Industry**  
\$5 Trillion

**Global ITSM Industry**  
\$1.5 Trillion

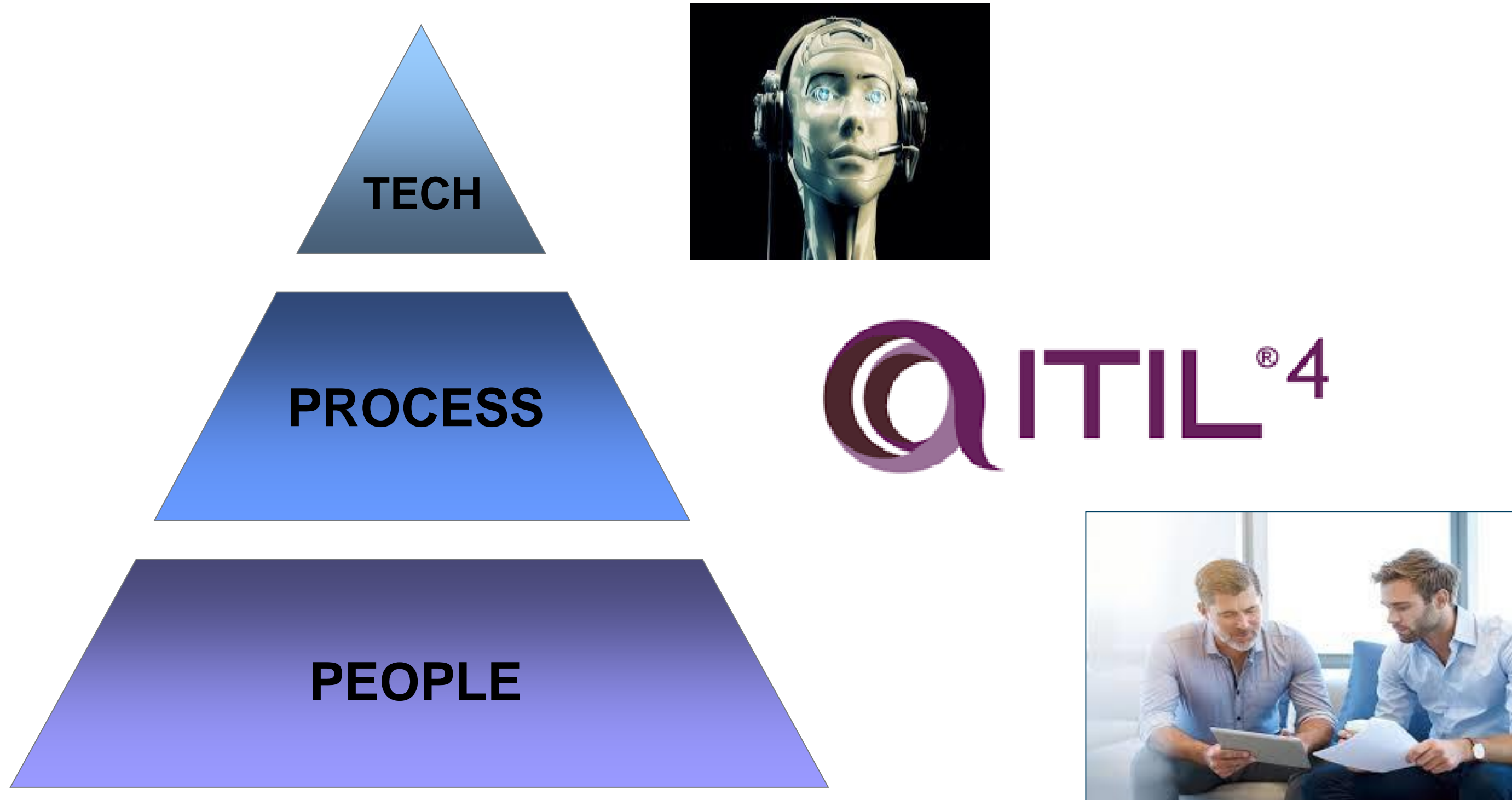
**Global IT Support**  
\$250 Billion

**Global IT Support  
Employment**  
7 Million FTEs

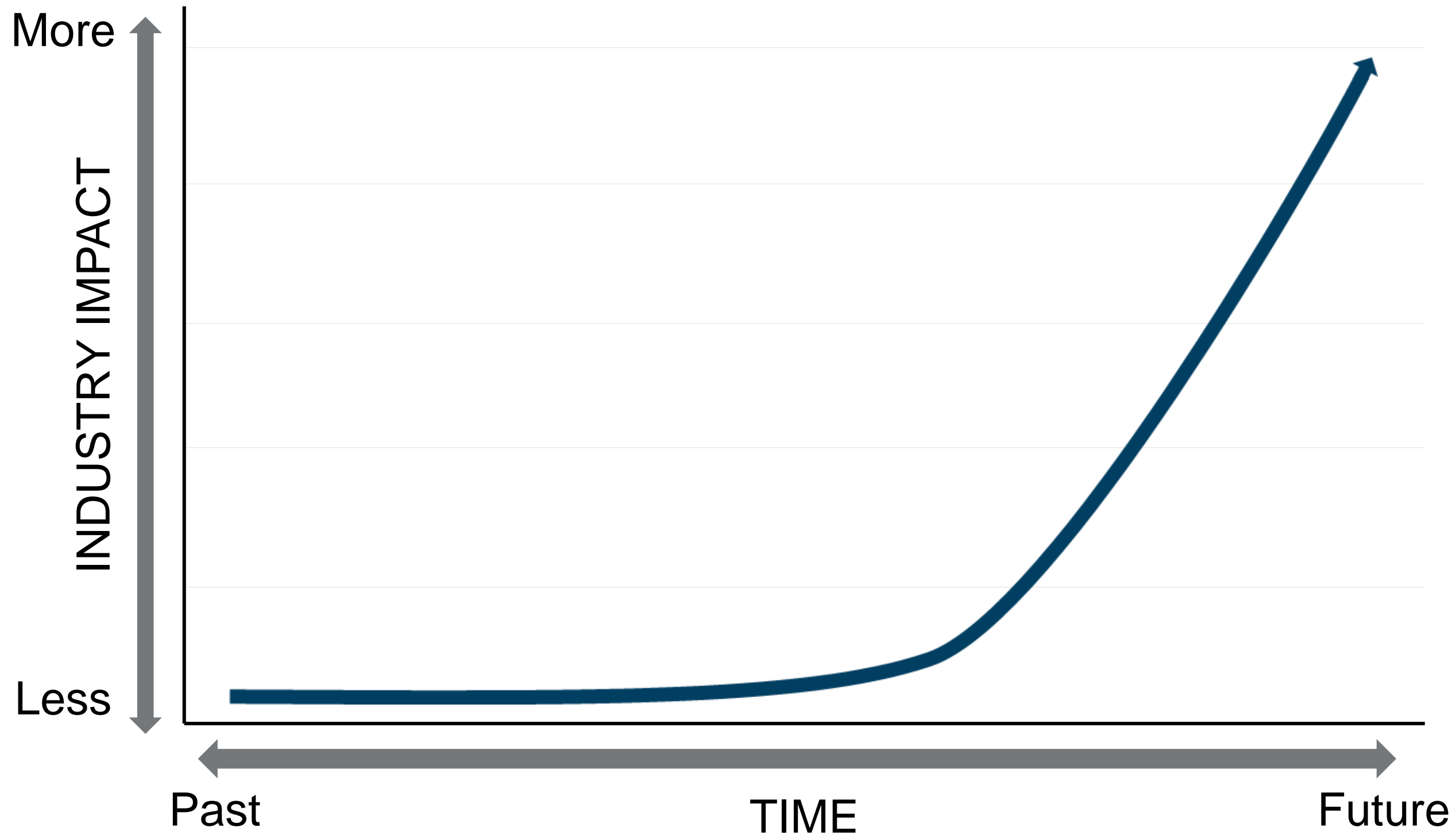
# From Humble Beginnings...



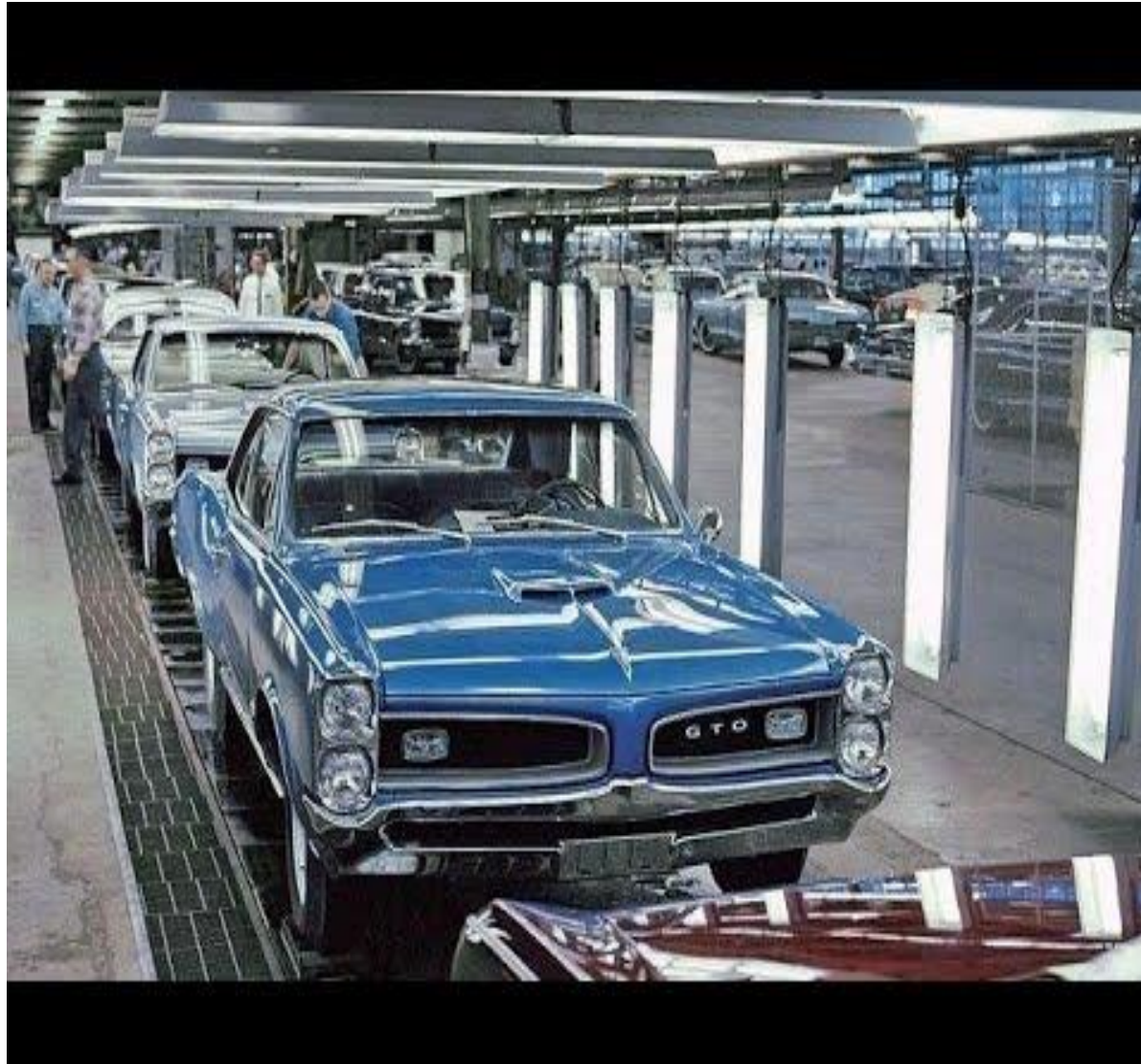
# How Far We've Come...



# We are at an Inflection Point...



# Past is Prologue...

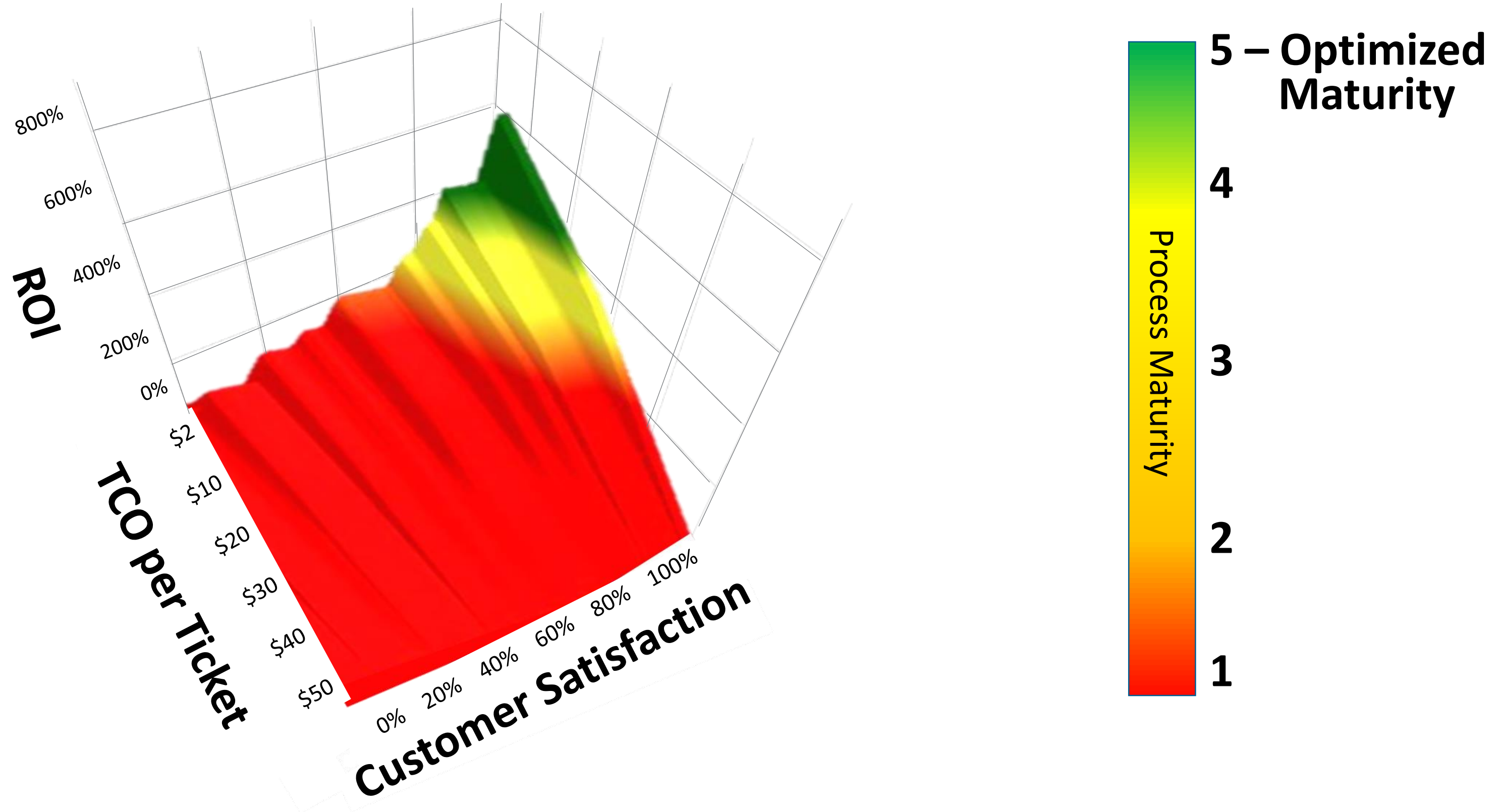


# Let's Connect the Dots...

- ❑ First Principles – Better, Faster, Cheaper
- ❑ Service and Support as a Business
- ❑ Staffed by Business People
- ❑ ROI Will Become the Primary Measure of Success
- ❑ Industry Literacy will be Paramount
- ❑ Technology Will Continue to Evolve Incrementally
- ❑ ITIL Hacks Will Become More Common
- ❑ Channel Mix Will Accelerate
- ❑ New Leadership Opportunities Will Emerge



# Better, Faster, Cheaper...

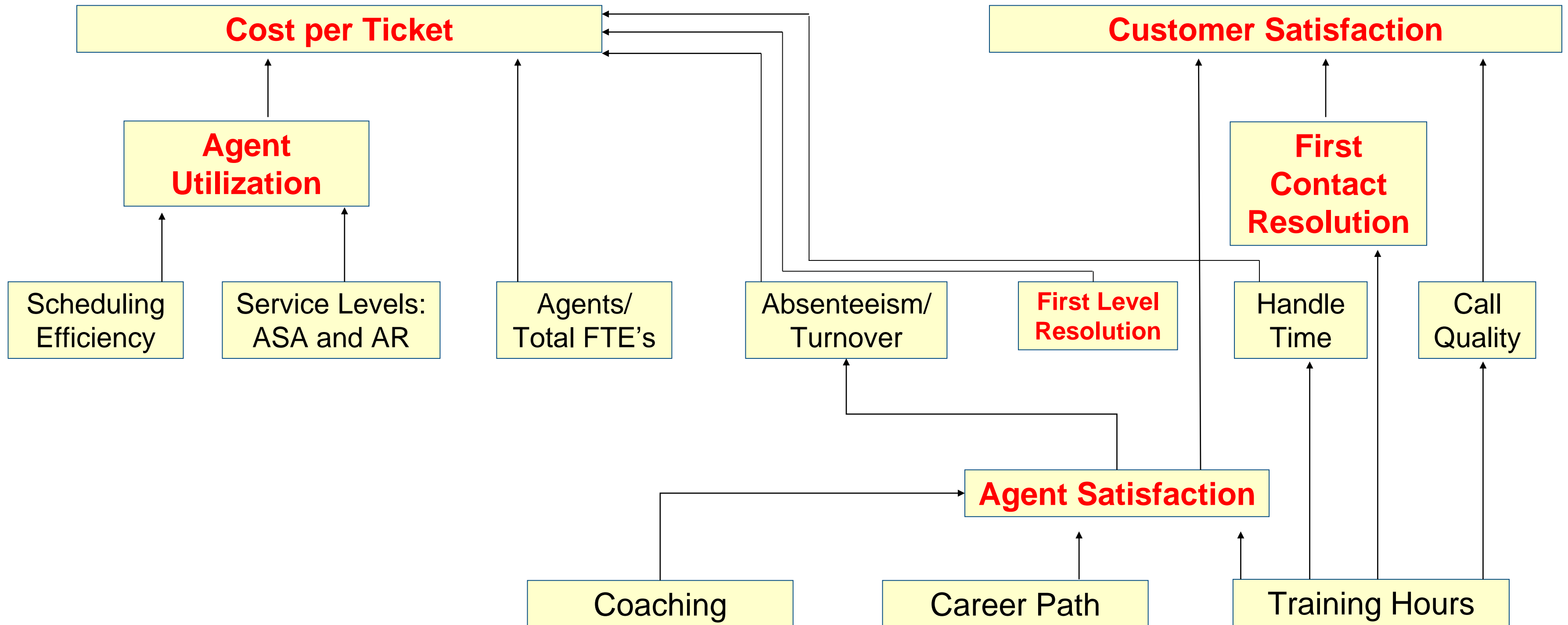


# Service and Support as a Business



**Value Focused**  
**Leverage Metrics**  
**Proactive**  
**Process Aware**  
**Messaging**

# Literacy Matters...



# The Bots Are Coming!



# But They Need Time to Mature



**Deep Blue**



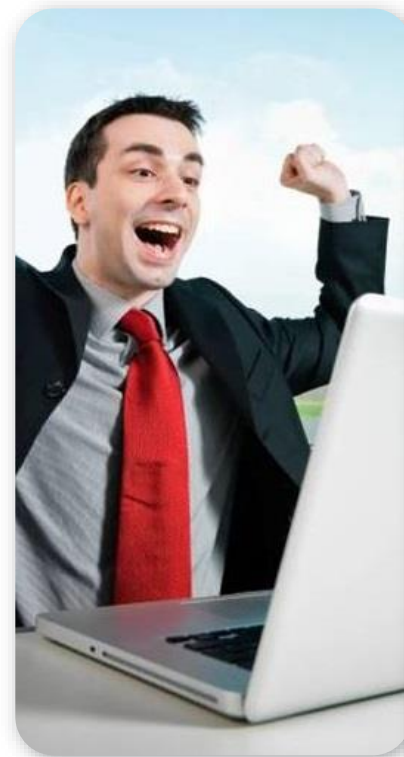
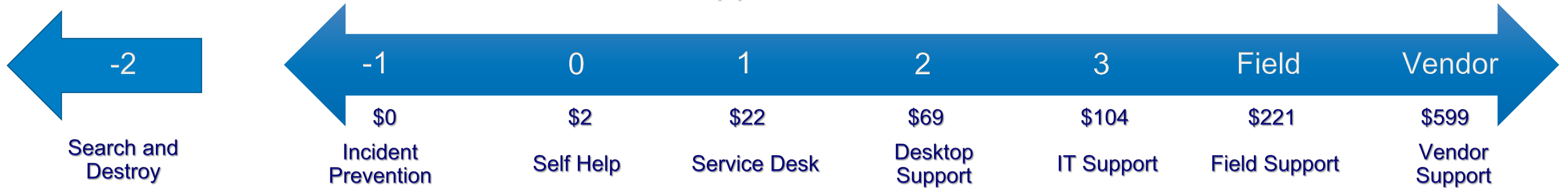
**vs. Gary Kasparov**



**IBM's Watson**

# Paradigm Shifts Will be Disruptive

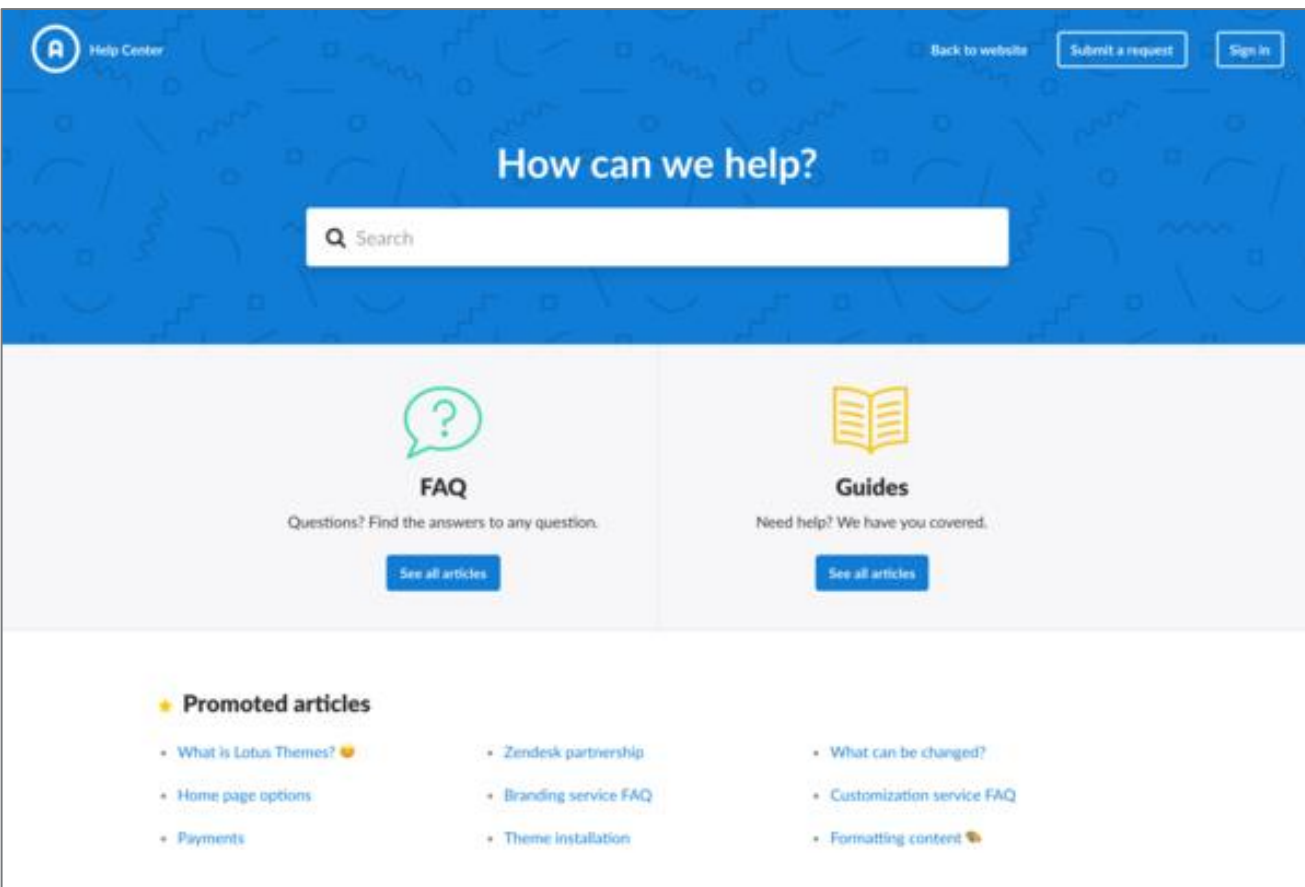
Support Level



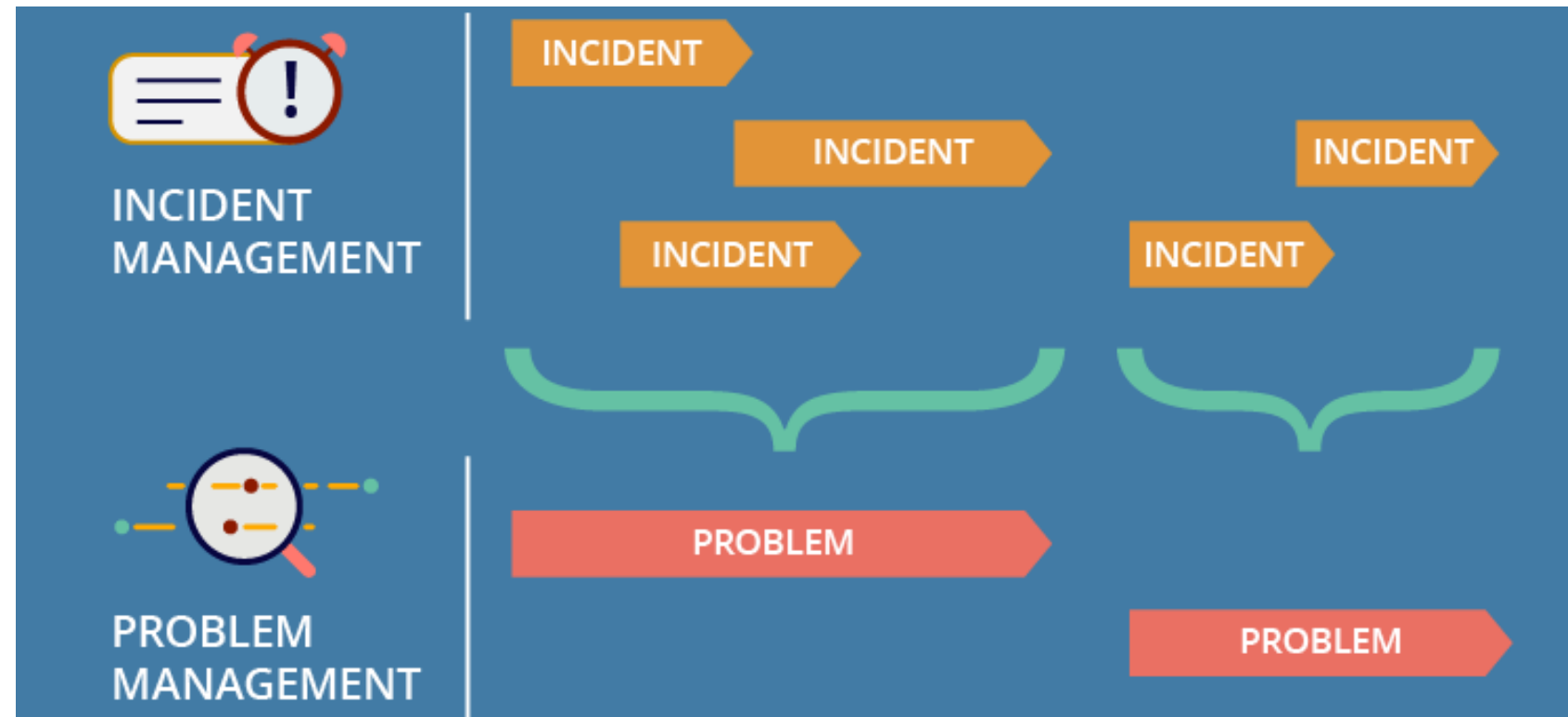
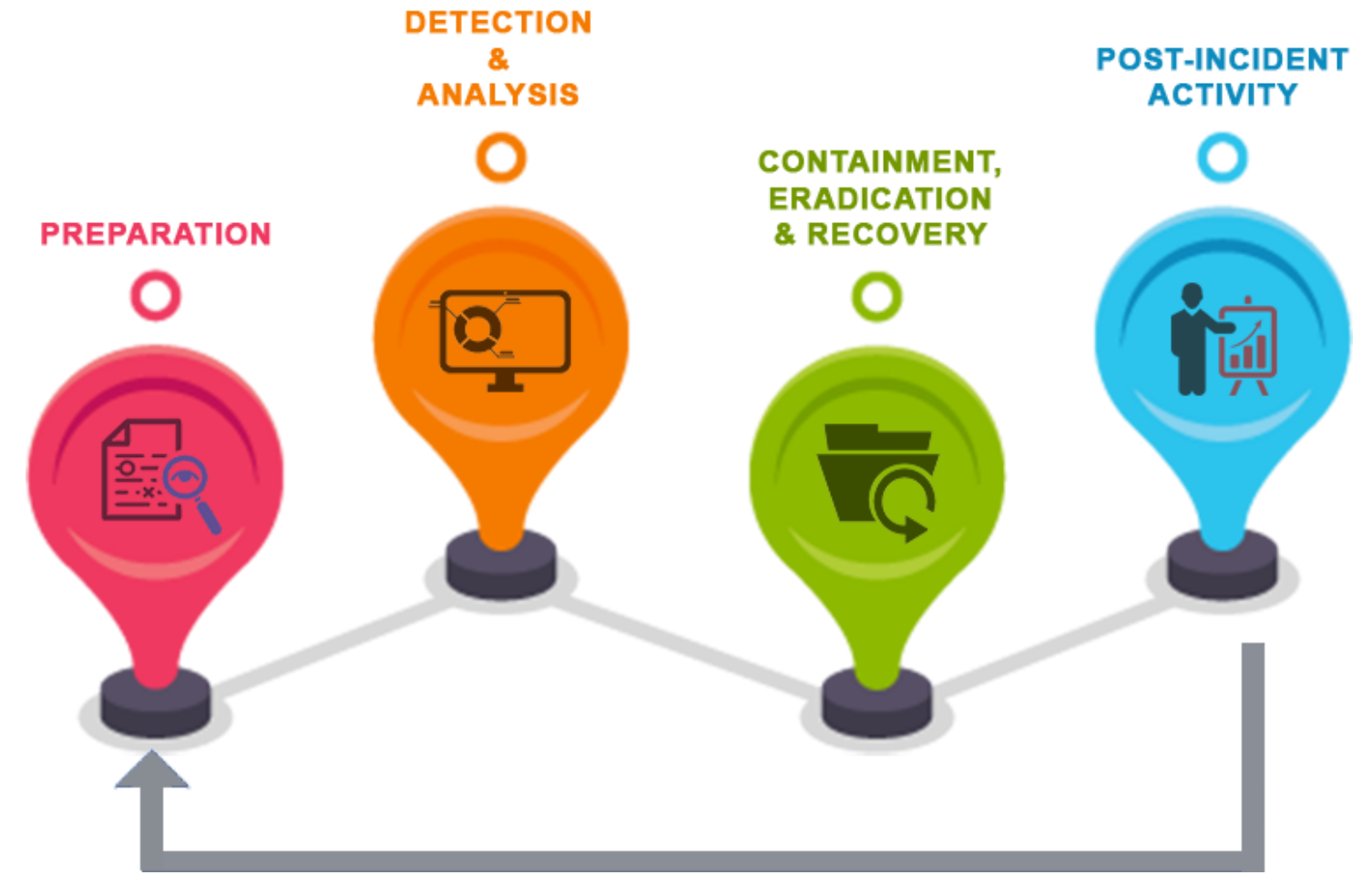
**SHIFT LEFT**

# ITIL Hacks...

KNOWLEDGE



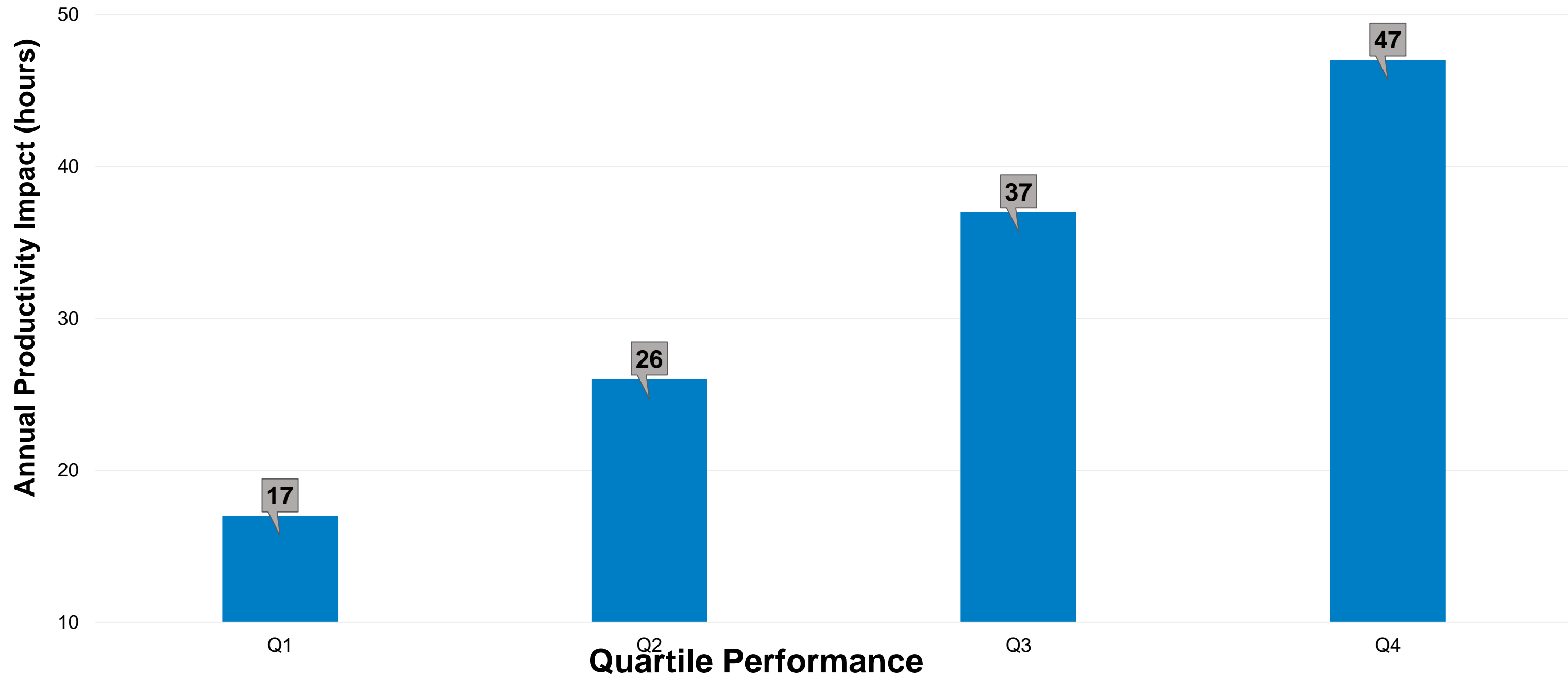
INCIDENT



PROBLEM

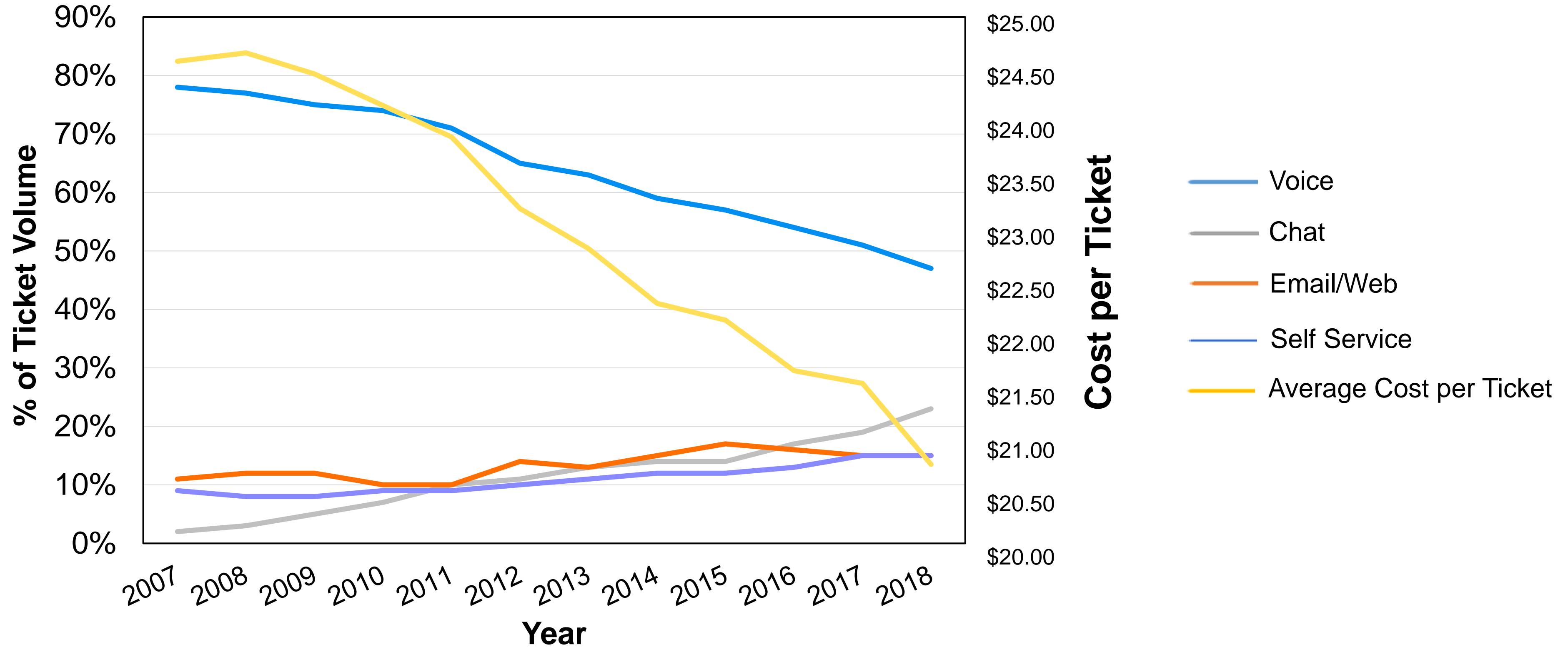


# The Elephant in the Room...





# Channel Mix is Accelerating



# The Enterprise Services Oppty...

Human Resources



Facility Management



Marketing



Legal Services



Finance



Security



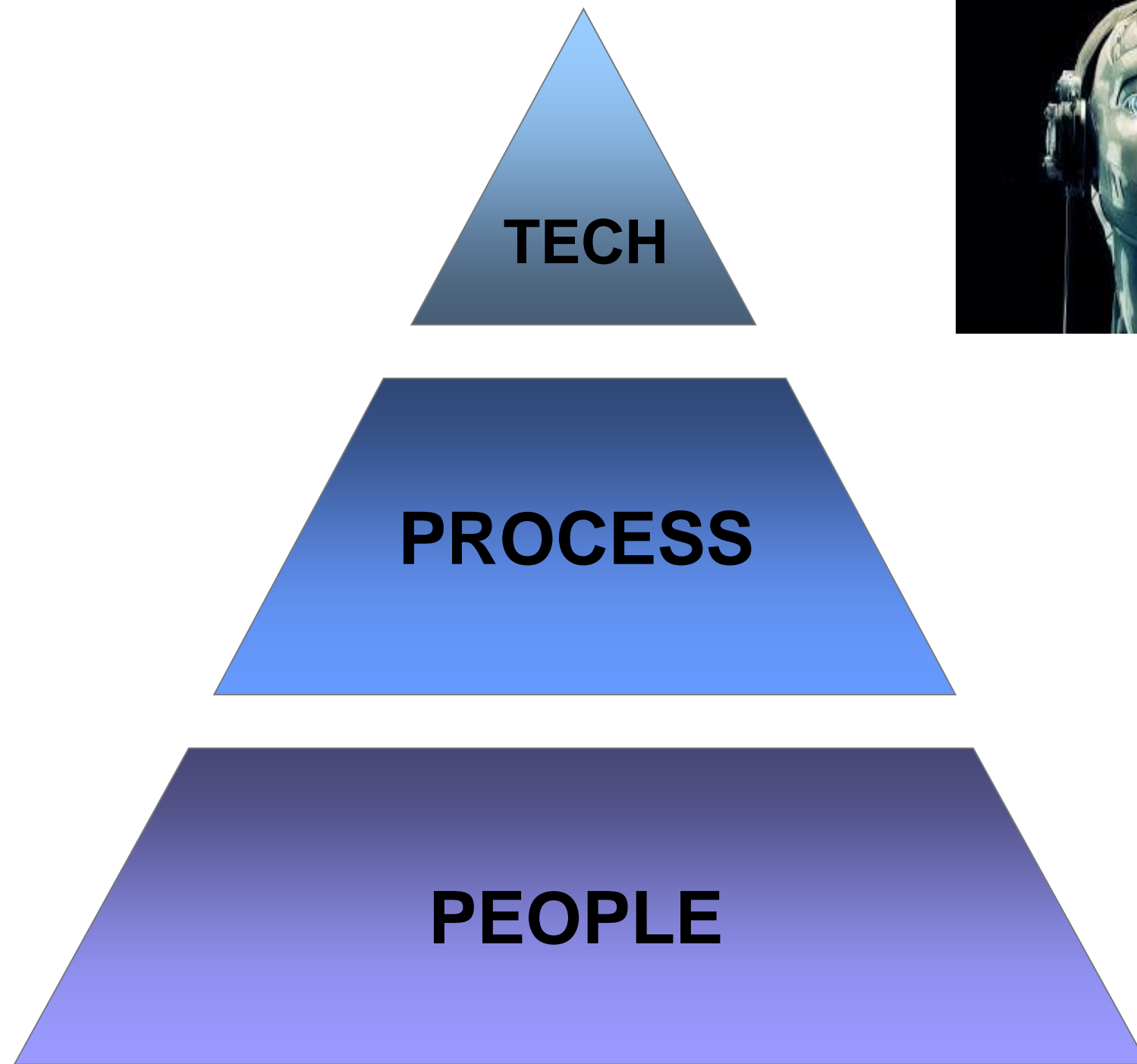
Office Management



Logistics



# Past is Prologue...



# QUESTIONS?

**THANK YOU!**

# QUESTIONS?

# **The Future of Service and Support**

## ***A Brave New World!***

# ABOUT METRICNET

*Your Benchmarking Partner*



# Your Speaker: Jeff Rumburg



- Co Founder and Managing Partner, MetricNet, LLC
- Winner of the Ron Muns Lifetime Achievement Award
- Named one of HDI's Top 25 Thought Leaders in 2016, 2017 and 2018
- Former CEO, The Verity Group
- Former Vice President, Gartner
- Founder of the IT Service and Support Benchmarking Consortium
- Author of *A Hands-On Guide to Competitive Benchmarking*
- Harvard MBA, Stanford MS

# Contact MetricNet...



[METRICNET.COM](https://www.MetricNet.com)

703.992.8160



[INFO@METRICNET.COM](mailto:INFO@METRICNET.COM)

# Benchmarking is MetricNet's Core Business

**Information  
Technology**

- Service Desk
- Desktop Support
- Field Support

**Call Centers**

- Customer Service
- Technical Support
- Telemarketing/Telesales
- Collections

**Telecom**

- Price Benchmarking

**Satisfaction**

- Customer Satisfaction
- Employee Satisfaction



# Meet a Sampling of Our Clients

MetricNet Conducts benchmarking for IT Service and Support organizations worldwide, and across virtually every industry sector.



**THANK YOU!**