4 Common IT Challenges (and How to Overcome Them)

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INTRODUCTION

Technology is driving innovation in business today. As a result, businesses and their customers rely more and more on technology to do their jobs – IT is at the center of this movement and must meet demand while addressing customer and employee challenges.

IT service management (ITSM) systems support IT departments in their effort to keep up and move the company forward. ITSM can make the job easier, and free up resources to innovate.

Follow this guide to learn about challenges in today's technology-driven marketplace, and how to find solutions with cloud-based Remedyforce for ITSM. Then, hear how three Remedyforce customers specifically benefited from ITSM.

It's exciting when organizations grow, and new and helpful technology is implemented. However, growth and new technology can also cause an array of challenges, and oftentimes, the responsibility falls on the IT department. Let's take a look at some of these common challenges.

1. FRUSTRATED CUSTOMERS AND EMPLOYEES

Disparate systems often prevent different departments from resolving a customer's problem. Hit-and-miss, service-level management leads to unhappy customers and unfulfilled contracts. In addition, when HR software doesn't coordinate with other departments, new employees and contractors lack the tools or access to hit the ground running.

2. OVERTAXED HELP DESKS

Bottlenecks in routing and poor service management workflow can overload IT teams and disrupt the balance between various support desks.

3. CLOGGED COMMUNICATIONS

With multiple technology systems, data can become siloed and inaccessible to other departments. This lack of interaction clogs and complicates communication. IT and customer communication channels that don't work together are exasperating at best – and audit-inducing nightmares at worst.

4. PRODUCTIVITY LOSS

Approximately 86% of technology users lose 18 hours a month because IT issues prevent them from working, according to the Forrester Consulting thought leadership paper commissioned by BMC. In addition, when these technology systems go down, the loss of productivity is obvious.

THE SOLUTION

ITSM is the solution for managing a growing organization and multiple technology platforms. ITSM:

- Helps you create processes to manage your existing technologies
- Finds ways to integrate technologies so they work together
- Promotes continual technology process improvement

These benefits can be realized through a number of ITSM capabilities – and is especially effective when ITSM shares the same platform as other service systems.

1. INCIDENT MANAGEMENT

When an issue arises, restoring service as quickly as possible is critical. Rapid resolution means more productive workflow and happier customers. In addition, when HR approves a hire, the right people are engaged to ensure that a new employee has everything on day one.

2. SELF-SERVICE AND KNOWLEDGE MANAGEMENT

An automated self-service portal provides quick answers to common IT questions. This can be enabled for internal users or customers and linked with service management tools for a full view of user history. Say goodbye to that overtaxed help desk.

3. PROCESS AUTOMATION

Many departments repeat the same tasks, such as requesting equipment and setting up accounts for new hires. ITSM can automate these tasks and sync with another service management system. Automate processes, spur productivity, and enable teams to communicate effectively and quickly.

4. PROBLEM MANAGEMENT

Identifying recurring problems is critical to preventing communication bottlenecks, costly downtime, and outages. When ITIL (IT infrastructure library) incident-and-problem management is based on best practices, it reduces the number of incidents handled, improves resolution times, and prevents future incidents.

ITSM CUSTOMER STORIES

Let's look at how organizations are working with Remedyforce to integrate ITSM. The customer examples below were implemented by Cloudaction, a cloud solutions firm focused on strategic consulting, implementation, integration, and innovation on and around Salesforce App Cloud. These organizations include:

FIVE9 Improving customer support through real-time collaboration with ITSM

SPARK VENTURES Using superior ITSM to support multiple businesses

WEATHERFORD Local service desks in a global enterprise

These companies are integrating ITSM on pre-existing platforms, using ITSM to simplify the self-service process, consolidating ITSM service requests, and building cost modeling into ITSM.

1 FIVE9 IMPROVES CUSTOMER SUPPORT THROUGH REAL-TIME COLLABORATION

Five9, a global software developer, provides technical support for its 2,000+ customers; however, different levels of service use require different work-specific applications.

CHALLENGE

In the past, when a customer called to follow up on a query that had been escalated to level two or three, **Five9's** frontline customer support personnel had no way of knowing the status of that request and tracking down information was slow. They lacked a way to connect the two systems, share customer data, and provide automated incident management across all levels of both customer and IT support.

SOLUTION

Five9 added ITSM for cross-team collaboration on the same platform as its service management system. This created real-time IT ticketing connected with customer service management, and put everyone on the same page. This solution:

- Is accessible by any support team member
- Eliminates waiting for another location to respond to a query
- Accommodates multiple languages
- Encourages proactive decisions and keeps customers in the loop

RESULTS

Thanks to this automation, four full-time employees – all of whom had been pulled from other areas into the Five9 support department to handle the IT ticketing backlog – were able to return to their previous jobs. With their new ticketing system, any Five9 support employee can now provide a level of service that earns deep customer loyalty through proactive customer communication – such as smart answers before they're even requested – and faster response time.

② SPARK VENTURES USES SUPERIOR IT SERVICE MANAGEMENT TO SUPPORT MULTIPLE BUSINESSES

Spark Ventures provides a wide range of B2B digital services, but some internal systems were lacking the efficiency to support the fast rate of change required by its customers.

CHALLENGE

Spark Ventures (the incubator and innovation group of Spark NZ) is a digital services leader in New Zealand. To achieve speed and agility in this fast-evolving market, the operations teams needed more efficient ways to manage incidents and changes, support customers, and ensure service-level agreement (SLA) compliance and reporting.

SOLUTION

Spark Ventures implemented IT service management to power its business and support services. The new solution enabled the Spark Ventures operations and platform delivery teams to achieve two key goals:

1. Keep the product development and customer support infrastructure running at peak efficiency

2. Achieve substantial time and cost savings

RESULTS

The innovative IT service management solution had immediate impact on efficiency, productivity, and compliance within Spark Ventures, including:

- Changes were handled in minutes, not days
- One-click incident escalation
- **98%** SLA compliance

It also enabled Spark Ventures to:

- Reinvent how the company managed changes, incidents, and service requests
- Develop new services more quickly
- Enhance existing services
- Win and retain customers

3 *WEATHERFORD IMPLEMENTS LOCAL SERVICE DESKS IN A GLOBAL ENTERPRISE*

Weatherford International operates in more than 100 countries, and has field and regional offices throughout the world. To assist employees in the various global offices, IT support teams relied on multiple on-premise systems.

CHALLENGE

Weatherford's international service management systems were inefficient. They did not work together, nor could they automate ticket routing at headquarters. As a result, help requests coming from various regions were not funneled to the correct group. With big gaps in time zones, languages, and local ticket systems, support was slow, incorrect routing was common, and employee frustration was high.

SOLUTION

Weatherford consolidated its IT service management requests with an ITSM solution on the same platform. Now when requests come in, the system automatically detects the country of origin and routes the ticket to the correct place.

Weatherford plans to build service cost modeling into its ITSM system. By investing in quality data architecture at the project outset, the company will be able to track the cost of services to business units.

RESULTS

ITSM automated the process and dramatically reduced wait times, creating a balanced workflow and better load distribution across all locations.

Results across the globe:

- Fewer hours to resolution
- Fewer misdirected tickets
- Lower outsourcing costs
- Better company performance

Weatherford can now justify fair cost sharing among business units and pinpoint opportunities to increase efficiencies.

REMEDYFORCE FOR ITSM

Remedyforce helped these customers meet their implementation, integration, security, and future-proofing needs. Built on the flexible Salesforce App Cloud, Remedyforce for ITSM:

- Shares data easily with existing Salesforce products

- Integrates easily with other systems

- Provides a complete view of customer data

- Leverages your existing data

- Offers proven security protocols other ITSM options don't have and inherits the strong, existing Salesforce security model

- Uses ITIL best practices in the Alignability Process Model

- Has built-in configuration management database (CMDB) created by industry leader BMC

- Features easily configurable workflows

- Integrates smoothly with third-party systems

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