

Reducing Costly Ticket Escalation Through Automation

How IT and EUC Professionals Can Minimize Downtime Incidents,
Increase Service Desk Visibility, and Eliminate Incident Tickets at Scale

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Executive Summary

This report presents insights and recommendations from a recent webinar conducted by Nexthink, a global leader in IT service management. The webinar centered on the transformative potential of automation among large enterprises, particularly concerning end-user computing.

The report emphasizes the necessity of accurate, real-time data for effective automation and advocates for a balance between human talent and technological advancements in the evolving IT landscape.

Finally, the report also explores Flow, a low-code orchestration platform built by Nexthink, which is designed to automate IT workflows and minimize manual scripting and coding, offering an efficient and streamlined approach to IT support. Coupled with a proactive and automated support model, it is poised to revolutionize IT operations within large enterprises.

About the Contributor



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IT and EUC Teams Face Growing Complexity

The landscape of IT support within large enterprises is a confluence of increased demand and exponential complexity. Teams providing these critical services face heightened expectations, not only concerning their traditional roles but also the new, innovative services they must deliver.

Indeed, the growing complexity of IT systems and the pressure to deliver on broader expectations could be likened to the paradigm of the Fourth Industrial Revolution, characterized by an overwhelming influx of transformative technologies.



In the past decade, the concept of ticket escalation has undergone significant changes, mirroring the technological evolution in the broader IT industry. This trend leans heavily towards automation and efficiency, driven by the increase in complexity of IT environments.

Remote work and the adoption of SaaS applications, for instance, have ushered in a new era of challenges. Given that employees are now working from disparate locations, often beyond the reach of traditional network tools, monitoring and troubleshooting have become considerably more complicated.

The diversity of computing platforms used by employees further adds to this complexity. As a result, the task of keeping systems operational and efficient has become daunting. However, just like in other sectors, the necessity for maintenance and repair has decreased over time, thanks to technological advancements.

Turning to the domain of end-user computing (EUC), we see a similar trend. The reality of this field is that despite an increase in complexity, the demand for maintenance and manual troubleshooting has decreased. This evolution can be traced back to the automation and efficiency introduced by modern technology, allowing IT teams to focus their efforts on larger initiatives and strategic projects.

This shift has not only increased productivity but also allowed for more innovative approaches to resolving IT issues.



Success Must Still Be Measured By Outcomes

Despite the increasing complexity, the modern landscape of IT support in the finance industry has seen a significant reduction in the number of incidents raised by employees. This paradox does not imply that fewer problems are occurring, but rather that not all issues are escalated into incident tickets.

The power of the fourth industrial revolution lies in our ability to leverage data. In the context of IT support, having the right data with the right insights and context is paramount. Real-time capabilities become essential for correlation, understanding, and diagnosis.



However, the true measure of success lies in the outcomes. It's not about whether the applications are running smoothly in the backend, it's about whether the employee can carry out their work unhindered.

A shift in perspective occurred when we began to view the situation from the employee's point of view. This approach allowed us to better understand the issues they faced, leading to more effective solutions. When armed with the right information and metrics for outcomes, coupled with real-time correlation, we can significantly improve the situation.

Artificial Intelligence (AI) holds the potential to expedite this process. While AI can certainly aid in automating solutions to simpler problems, the real pillars of success lie in having the right data, insights, and context. AI is simply a tool to help us move faster, but the underlying foundations must already be in place.

The ultimate goal, however, is a radical departure from traditional IT support models: the elimination of the service desk. If an organization still requires service desk agents to resolve problems, it indicates a deficiency in how their IT ecosystem is managed.

The future of IT support lies in proactive issue resolution and self-healing systems, thereby diminishing the need for service desks. This ambition may seem lofty now, but with the right foundations and the power of AI, it is entirely achievable.



Firms Must Balance the Power of Humans and Technology

Large enterprises are increasingly faced with the challenge of balancing the need for human talent with the advancement of technology. This balance is particularly critical in end-user computing within the corporate IT sector.

This area has previously been driven by human power. However, relying entirely on humans can result in service desk over-reliance and cause inefficiency, and it often necessitates manual interventions from other staff.

To combat these issues, we need to consider a paradigm shift — one that encourages us to adopt a new perspective. Analogously, we can look at the evolution of automobile maintenance. Two decades ago, cars required frequent mechanic visits for maintenance and repairs. This was a time-consuming and manual process due to a lack of prior data. However, technological advancements introduced computerized diagnostics that collected vital data making fault detection faster and easier.

Today, cars are equipped with real-time data connectivity, offering manufacturers a constant stream of information. This technological leap facilitates proactive and preventive measures, reducing the need for manual repairs. This same approach can be applied to end-user computing. Instead of striving to merely make the service desk faster, we can aim to have real-time data that informs us on how to enhance, correct, and maintain optimal settings.

Implementing such a shift will include challenges, as many might still feel apprehensive. It's common for concerns to arise, especially regarding support availability during incidents. However, this hurdle can be overcome by instilling confidence in this new approach. It is important to communicate the potential benefits of this proactive and automated system, such as cost-effectiveness and preventive measures.

This shift in perspective isn't merely a futuristic idea; it's the reality we are gradually moving towards. There is a growing belief in this preventative, proactive, and automated approach. Such a transformation requires the concerted efforts of vendors, service providers, and customers alike.



As we have seen in other sectors, technology can revolutionize our approach to problem-solving, making us more efficient and effective. It's time we embraced this change in the realm of end-user computing as well.

Nexthink Flow Platform Eliminates Manual Scripting and Coding Tasks

Nexthink is transforming the world of IT with its innovative tool, Flow.

This platform has been designed to eliminate the need for manual scripting and coding in IT workflows, streamlining processes and improving overall efficiency. For large enterprises, this could radically transform day-to-day operations.

Flow is an intuitive, user-friendly, low-code orchestration creator that is designed to work automatically once conditions are set. This could mean the difference between hours spent troubleshooting tech issues and having a system that can identify a problem, assess the situation, and implement a solution with the push of a button.

For instance, access to applications can be fully automated. Instead of manual checks and verifications, Flow can detect in real-time if a user is unable to connect, examine the user's persona and group affiliation, and verify whether the user has the necessary license.

But Flow is more than just a troubleshooting tool. It can also engage users, sending out campaigns to clarify whether a detected problem is a genuine need or just a one-off error. If it's a genuine need, Flow can guarantee the user access, repeating this process as needed for all users.



This hands-off approach can save significant time and resources, freeing up IT teams to work on more strategic projects.

Flow is poised to be a game-changer in the IT sector. However, it's not a standalone solution. This product works best when underpinned by a solid foundation of accurate data and correlation. With the right foundation, automation can become not just an add-on, but a core, effective part of the IT landscape. Enterprises willing to embrace this technology could see substantial benefits.



Automation is only as effective as the data it relies on. Therefore, for tools like Nexthink's Flow to deliver maximum value, organizations must have accurate, real-time data that can drive proactive and automated solutions.

Key Recommendations

Embrace the Proactive and Automated IT Support Model:

Given the evolution of technology and the potential for AI-driven solutions, there is a need to shift from traditional IT support models to proactive, automated systems. By embracing this change, firms can reduce their reliance on service desk interventions, increasing efficiency and cost-effectiveness.

Balance Human Talent and Technological Advancements:

Organizations should strive to find a balance between human talent and automation. As technology advances, the role of humans changes from manual problem-solving to providing oversight and strategic input in a tech-driven workflow, much like the evolution of car maintenance.

Leverage Accurate Data for Effective Automation:

Automation is only as effective as the data it relies upon. Therefore, for tools like Nexthink's Flow to deliver maximum value, organizations must have accurate, real-time data that can drive proactive and automated solutions.

Adopt Nexthink's Flow to Streamline IT Processes:

The innovation brought about by Nexthink's Flow platform, designed to automate IT workflows and reduce manual scripting and coding, is a game-changer for large enterprises. By using this tool, organizations can significantly improve efficiency while freeing up their IT personnel for strategic initiatives.

About the Authors



We are a software company focused on helping IT to shape smart and productive workplaces. We bring clarity to your IT department through a unique combination of real-time analytics, automations, and employee feedback. We think IT is an ocean of untapped potential, they just need the right solutions. And that's where we come in.

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