Reimagining the employee experience through IT service delivery.

Workgrid

The future of work

The "future of work" is coming faster than anyone could have predicted. In fact, at Workgrid we'd argue that in many ways, it's already here. The changing nature of the labor force has compelled companies to accommodate different working styles to attract and retain top talent, while younger generations entering the workforce are demanding flexibility and challenging the traditional 9-5 office model. To complicate matters even further, global events are forcing organizations to rethink the entire concept of work, mandating an overnight (and indefinite) transition to remote work.

As a result, IT leaders are feeling a tremendous amount of increased pressure. On one hand there's a need to provide more modern support channels for employees of all types, whether they work in a corporate office, remote or on the front-lines. On the other hand, however, there's also a need to preserve the significant investment that's been made in existing technology while also driving down overall costs.

So how do you make it happen?

The problem

Let's start by taking a look at where traditional IT support could benefit from some improvement:

- **Volume –** IT help desks are overwhelmed as call volumes continue to rise and service desk associates face constant interruptions that make it difficult to operate efficiently.

- **Speed –** Resolving critical IT issues is often time consuming, with the first response to an internal support ticket taking an average of 24.2 hours.

- **Delivery –** Employees who want fast, frictionless solutions to their problems so they can get back to work are often required to call the help desk or even make an appointment to visit a help desk associate. That gets expensive fast when the average ticket costs $15.56.

- **Communication –** While IT would of course prefer to deliver everything under a single pane of glass, that intention all falls apart when it comes to communications. With the internal communications group tending to run the enterprise communication platform, IT is left to make-do with emails and system tray notifications, virtually guaranteeing that their messages go unseen.

- **Access –** Simply getting access to critical IT resources can be a challenge, with information spread across multiple systems, challenges remembering login credentials for infrequently used systems, and even device limitations with some systems only available via desktop or through VPN.

- **Staff retention –** Because help desk workers spend the majority of their time resolving the same fundamental issues like resetting lost passwords over and over again, they don't have time to focus on more challenging issues, which has a significant impact on job satisfaction

- **Burden of responsibility –** Ongoing efforts to enable employees to resolve their own simple, routine technical issues have been largely unsuccessful, with only 12% of organizations seeing the ROI they expected from self-service initiatives. This is due in large part to ITs struggles to communicate benefits of self-service to employees, which results in lower adoption & lower than expected ROI

None of this is particularly eye-opening news. IT help desks have always faced these issues and over time they've just become an acceptable part of doing business.

But is there a way to make things better?

The answer is a clear and resounding yes!

How Workgrid can help

It's possible to eliminate the long-standing challenges of IT Service Delivery (and reduce costs significantly) by giving employees intelligent technology that simplifies their work day. Workgrid does just that, enabling IT departments to extend their existing technology investments while also creating an easy user experience that increases both productivity and employee satisfaction.

Workgrid delivers a consumer-grade experience that helps IT departments:

- ⊘ Reduce call volume
- ⊘ Increase speed of service
- ⊘ Improve service delivery
- ⊘ Improve access to information
- ⊘ Aid in staff retention
- ⊘ Empower workers
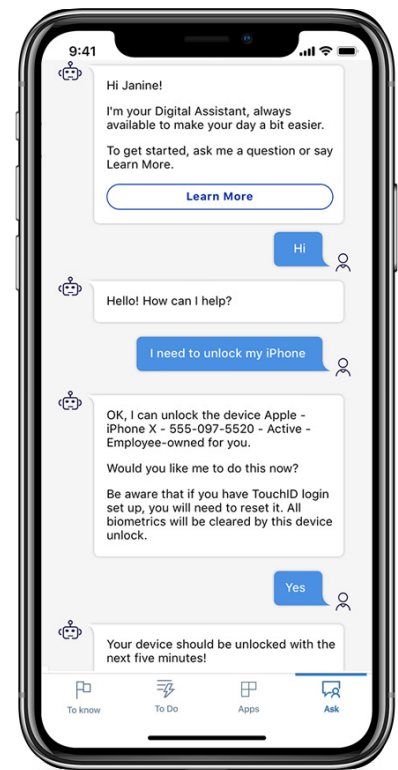- ⊘ Provide a single pane of glass for communications

All without replacing existing technology.

For employees, the benefits of Workgrid are focused on efficiency and ease of access, such as anytime/anywhere assistance through either a desktop application, mobile app or web toolbar that can be integrated directly onto any website such as your intranet or an employee portal. Benefits also include powerful self-service functionality to solve common issues, instant answers to common question 24/7 from a mobile device, and real-time notifications of status updates (ticket resolved, updated, etc.) in a centralized channel located outside of email.

For help desk workers it's all about reducing non-strategic work wherever possible, so there's less frustration and more time to focus on the meaningful work of solving complex issues. Workgrid enables the automation of common IT requests and makes recommendations to help employees resolve issues faster, offers no code functionality to provide customized answers to routine questions, enables mobile access to notifications and approval requests, integrates with core enterprises systems to automate tasks and streamline processes, plus provides streamlined access to all of the communications and alerts from IT into a unified channel that enables employees to take immediate action on them.

How Workgrid helps organizations modernize, simplify and save on IT Service Delivery
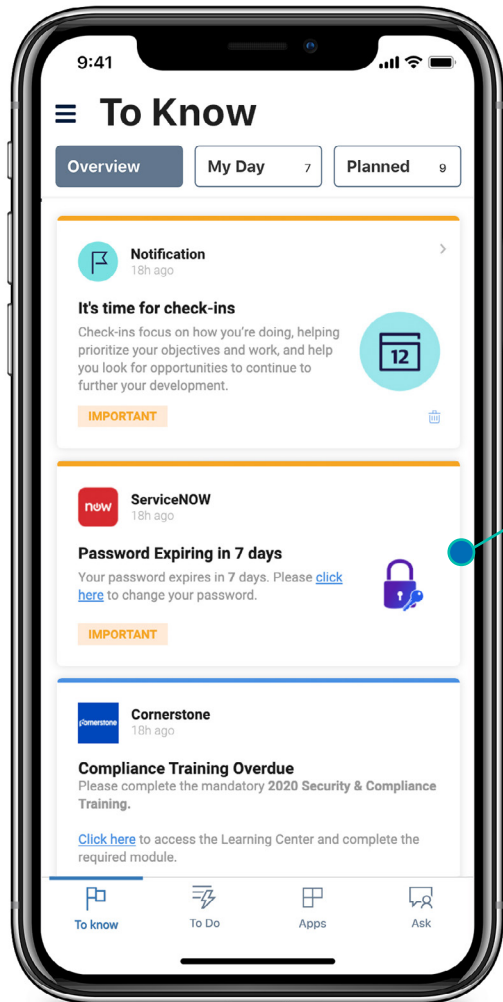

Chatbot
When used for self-service task automation, the Workgrid chatbot has been proven to reduce the cost of Help Desk transactions by 93% — plus, it's available 24/7 to help employees resolve time-sensitive issues as they arise.
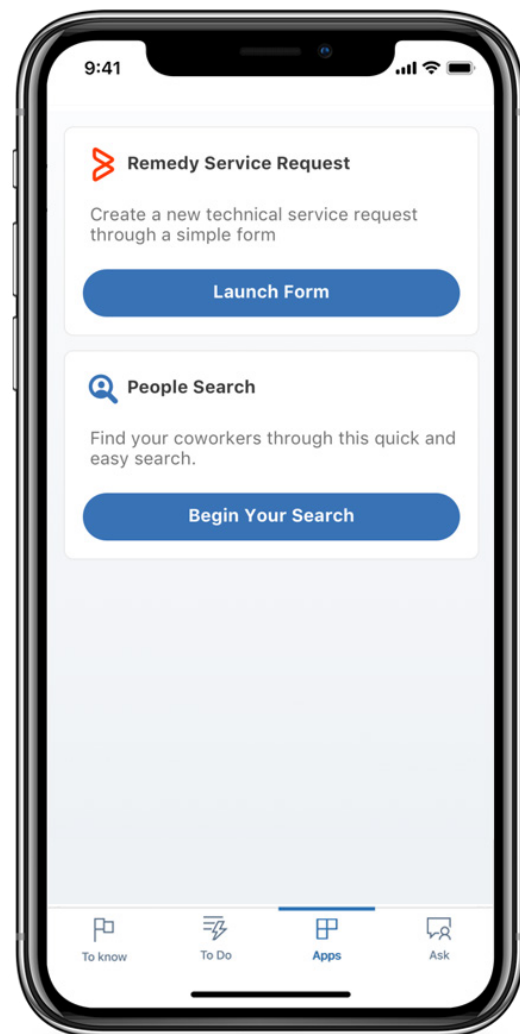
How Workgrid helps organizations modernize, simplify and save on IT Service Delivery

Smart Notifications
In addition to consolidating all communications and notifications into one unified experience, Workgrid's Smart notifications make it easy for IT to keep employees in the loop on important updates, such as corporate communications, security & phishing alerts, training notifications, password reminders and more. Plus, since Workgrid integrates seamlessly with enterprise applications, employees can easily take action on notifications and approvals, without having to log into the source system.

Microapps
Microapps within Workgrid integrate seamlessly with core enterprise systems such as ServiceNow, Remedy, etc. to deliver highly-customizable functionality that empowers employees with single-click access to exactly the information and task-based functions they need, when they need it. Workgrid is also flexible, so employees can personalize and tailor which apps they see in Workgrid.

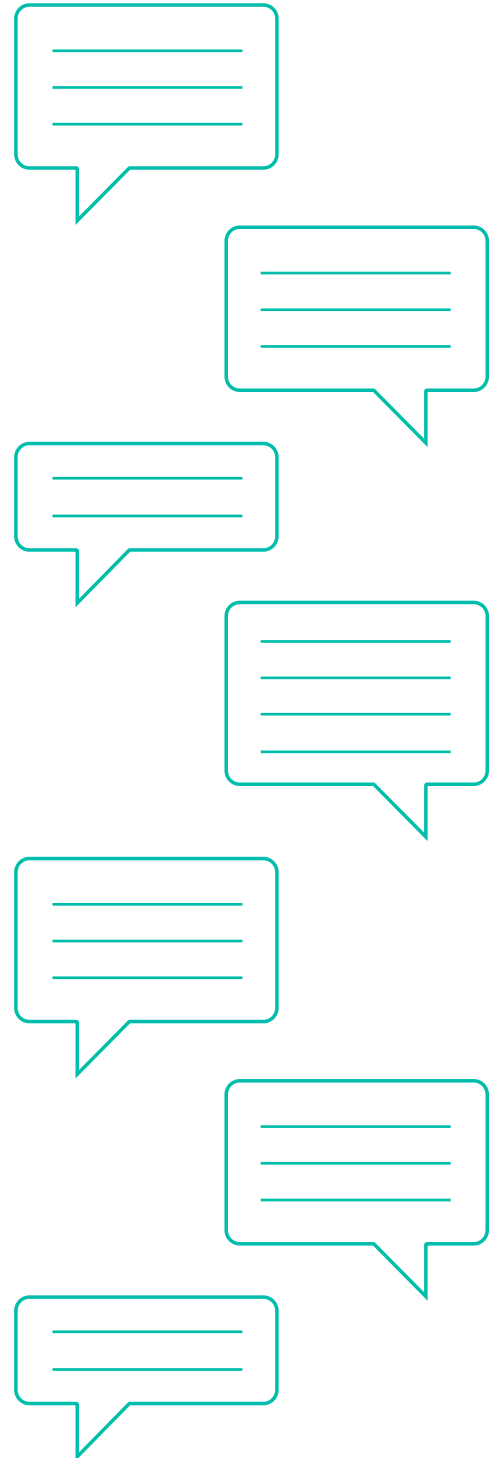# What success looks like

Case Study #1

93% Reduction in support cost with the Workgrid Chatbot

Challenge

As part of their employee experience transformation, Liberty Mutual Insurance wanted to provide a better support experience that would reduce handling times for employees and increase overall satisfaction.
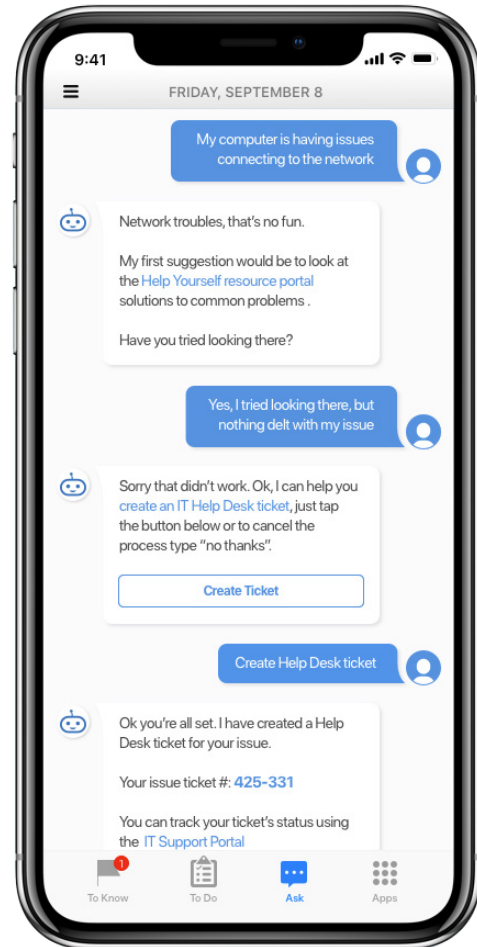
Solution

Liberty Mutual leveraged Workgrid's chatbot to automate IT help desk submissions via an integration with Remedy. This enabled the organization to drive efficiencies across its IT help desk that significantly improved employee satisfaction levels. Initially, the chatbot was piloted for the use cases of unlocking mobile phones, registering and unregistering devices, and syncing calendar. After just two months, the pilot program transformed IT service delivery and promised compelling ROI projections.

How Workgrid will save time and reduce frustration for employees

✓ **Chatbot functionality** made submitting IT requests easier, plus it delivered a modern, consumer-like experience by using existing data on employees to dramatically reduce the amount of time it took to submit a ticket.

✓ **Integrations with core enterprise systems** reduced frustration and improved productivity. Employees no longer had to login to BMC Remedy and submit a lengthy form or call the IT help desk, a time-consuming process that involved waiting on hold and then ultimately having to provide a lot of basic information such as first name, last name, employee number, phone number, etc. An integration with Mobile Iron also automated high volume support request tickets for the use cases of unlocking iPhones and registering and unregistering devices.

Benefits

Objective	Prior	Chatbot	Business Value
Reduce Average Handling Time (AHT)	15 Minutes	**2 Minutes**	**93%** Expense reduction per help desk transaction
Reduce Average Speed of Answer (ASA)	142 Seconds	**0 Seconds**	**2 FTE** Capacity savings annualize*
Convert 5% of mobile help desk call volume to chatbot	0	**18%**	**$222,250** Projected annualized savings*
Increase Satisfaction (eNPS)	9	**10**	**10%** Increase in employee satisfaction

Annualized savings/capacity calculated at a 50% adoption rate based on average mobile calls per year and average salary data.

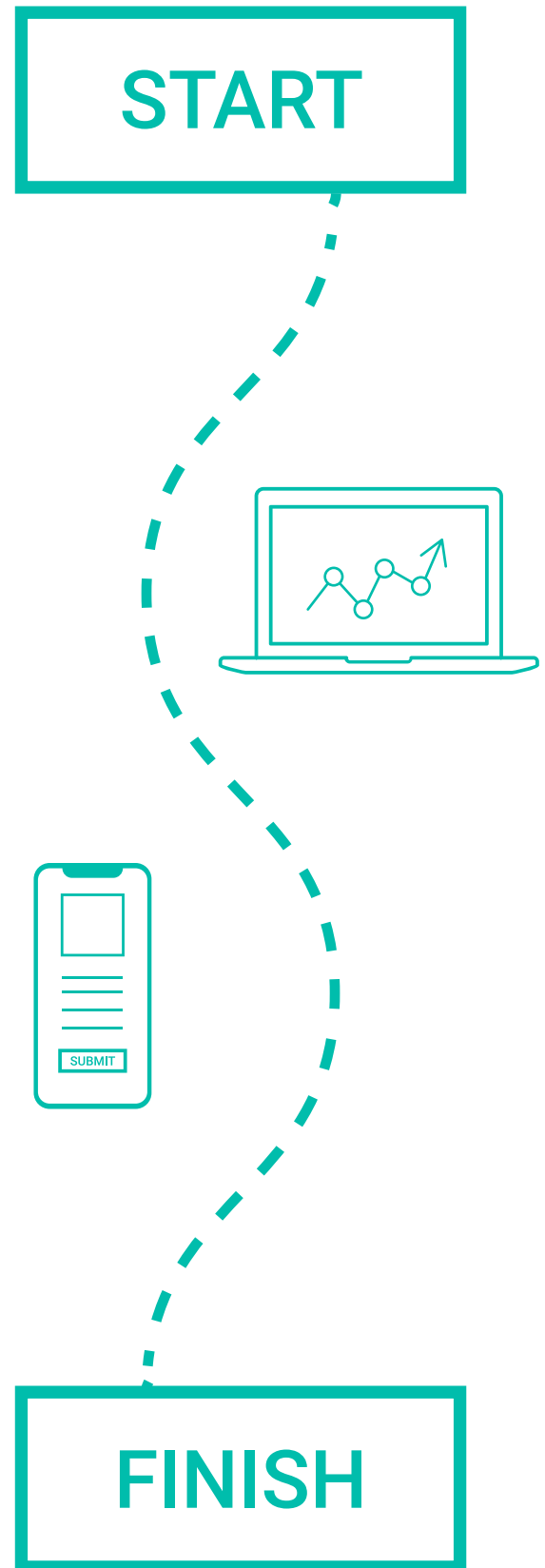# What success looks like

Case Study #2

Modern experience for legacy ITSM and other core enterprise systems

Challenge

A global technology solution provider understood that they could significantly improve their business and successfully retain talent in a competitive environment by simplifying the work day for employees. That meant delivering the kind of consumer-like digital experience workers have increasingly come to expect in the workplace. The company had various enterprise applications, workflows, and processes it wanted to modernize by making them easier to use and available on mobile. This included their ITSM system, Remedy.
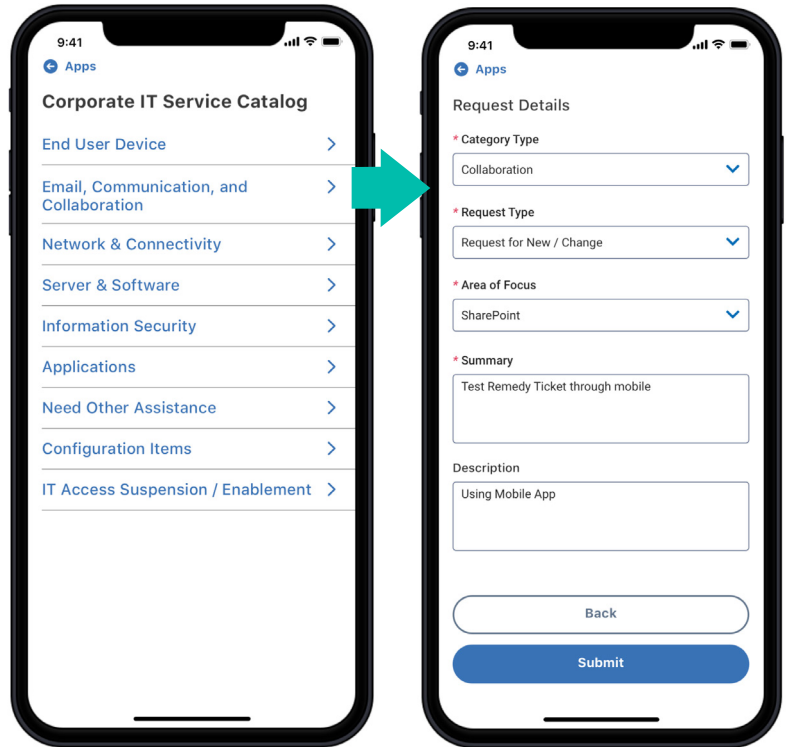
Solution

The company plans to implement the Workgrid, a digital experience platform that simplifies interactions with complex enterprise systems and creates a centralized view of everything employees need to know or take action on.

START

FINISH

SUBMIT

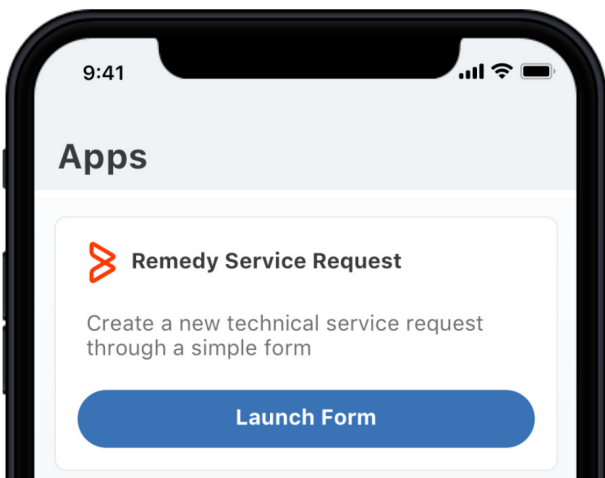## How Workgrid will save time and reduce frustration for employees

A custom microapp built for Remedy will allow employees to seamlessly access the corporate IT service catalog from the company's intranet portal or mobile device to make requests, without having to log into the main application. The custom microapp leverages an easy to use and modern UX that focuses on the employees' intent, insulating the worker from complexity by only presenting them with options relevant to their specific IT service catalog request.

Benefits

Because Workgrid acts as a digital experience layer that abstracts critical information and notifications from legacy applications, it's the ideal solutions for creating the consumer-like experience employees have come to expect. The use of Workgrid will significantly improve the digital experience across a range of IT functions, increasing productivity and engagement and driving business value.

Reduced frustration for the ITSM experience — employees will no longer have to navigate through the robust yet complex Remedy system to submit IT service tickets.

Increased productivity — with fewer steps to submit ITSM tickets and creating a centralized source for approvals, employees will have move time to focus on high-value work.

Modernized extension of existing investments in legacy systems — by taking advantage of existing systems, the organization will be able to improve business processes and deliver the modern, consumer-grade experience employees expect much faster and more cost effectively than they could have with a complete system overhaul.

Workgrid's Impact

The impact Workgrid can have on business success are undeniable:

- Reduced helpdesk volume
- Improved experience and satisfaction (10% higher eNPS)
- Automated workflows
- Significant cost savings (93% cost reduction per transaction)
- More time to focus on strategic work, higher productivity, improved satisfaction, ability to focus on key areas that results in greater retainment
- Extend investment of ITSM
- A more effective system for sending communications that helps IT create a better experience for employees

Plus, integrated analytics provide real-time business intelligence, so you can have visibility into what's working and what's not and make decisions on how to continually improve the process.

Final Thoughts

Choosing a solution that will modernize and improve IT service delivery is no easy task. There are a lot of options, some of which even offer the additional promise of overhauling service delivery for other internal groups, like HR. IT leaders need to be careful. Options that seem too good to be true often are. While it might seem enticing to tackle two major initiatives at once, 2-for-1 systems are also full of risk, inviting a whole host of potential complications when it turns out that some of the functionality that's offered doesn't meet the standards of its intended group. What then? An investment has already been made — is one group stuck with using a subpar system that doesn't meet its needs or do both groups lose (as well as the organization overall) when the entire thing has to be replaced?

Meeting the needs of service center employees and workers throughout the organization should never be about compromise. Choose a solution that's designed to deliver the intelligent, consumer-grade experience you need today while also offering the extensible functionality that will serve you in the future as well.

Want to learn more about how Workgrid can help you reimagine the employee experience through IT service delivery?

Visit us at **Workgrid.com** to learn more about how the Workgrid Assistant can gives your workforce they flexibility they need.

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