

A woman with dark curly hair tied in a bun, wearing an orange long-sleeved dress and a black watch, is looking down at a tablet computer. She is standing in a modern office with large windows in the background. The image is framed by a blue geometric shape in the top left corner.

ZONES™

Why Boosting Employee
Productivity and Efficiency
Starts with Self-Service IT

The Real People Behind **IT**

Executive summary

With enterprises looking to increase IT efficiencies and productivity while managing a remote-hybrid workforce, a Zones Service Desk may be the solution you're looking for to bring everything together and create the ideal system to maximize IT resources.

This guide will show decision-makers why implementing a self-service help desk can alleviate stress across IT teams and the organization.

Introduction

In recent years, IT teams have been stretched to the limit.

- Ongoing network maintenance
- Sourcing and building new equipment
- Vetting new solutions
- Implementing network-wide visibility
- Keeping everyone's machines running efficiently

These tasks have added immeasurable stress to everyone's workflows, especially in remote work environments.

That's why now is the time to bring in the Zones Service Desk. Before it gets to a breaking point.

Your team's time is valuable. They need systems and processes that make workflows simpler and more convenient.

A prime example of a modern go-to solution is a cutting-edge help desk with self-service capabilities. When you add it to your workplace mix, it will help your IT workforce make the most of their time and give them much of it back to focus on what's most important for them — and your enterprise.

Where we are Today

Recently, companies have been struggling to support an increasingly remote workforce and its IT issues that include:

- Ever-changing technology
- Long wait times for IT help
- Lack of automation
- Lack of standardized processes

Most of these challenges can be attributed to:

- Multiple points of contact for the end user
- Lack of support documentation
- Scattered support
- Higher operating costs
- Growing complexity
- End-user productivity loss (app issues, device issues, etc.)
- Reactive approach of IT support

Great(er) Expectations

Why add a self-service help desk to your digital workplace? Why now?

The simple answer is — employees expect more out of their digital systems these days.

- ✓ Laptops that work properly
- ✓ Network connections that provide speed and consistency
- ✓ Files that aren't vulnerable to cyber attacks

Luckily, state-of-the-art solutions exist to meet these expectations, put more power into the hands of the end user, and save your company time and money. Because when IT issues happen, your team doesn't need the added frustration of a lengthy service desk ticket.

In a global survey conducted by PWC, 61% of people said “they spend more time getting technology to work than they'd like.” And 31% of employees “prefer digital self-service to human contact when getting help with difficult problems.”¹

By enabling users to self-diagnose everyday IT issues, a self-service help desk is the right move for organizations of all sizes.



Make Common Problems Easy to Solve

Empowering employees to solve simple IT problems is the most obvious benefit of a self-service help desk.

These problems can include:

- ✓ Password resets
- ✓ Connectivity loss
- ✓ Printer issues

So, instead of losing productivity due to long wait times on hold or waiting at a physical help desk, your employees can self-diagnose and handle their issues more quickly on their own.

This approach gives them the confidence to solve future problems, maintains overall productivity, and opens up your IT team's time to continue working on larger, more challenging tasks.

Be Proactive, Not Reactive

Proactive solutions are at the heart of an updated service desk.

In a traditional help desk environment, reactive support only assists customers when they reach out with an existing problem.

However, proactive support/solutions not only help prevent downtime and lost productivity but also help monitor your systems and stop issues before they get out of hand with:

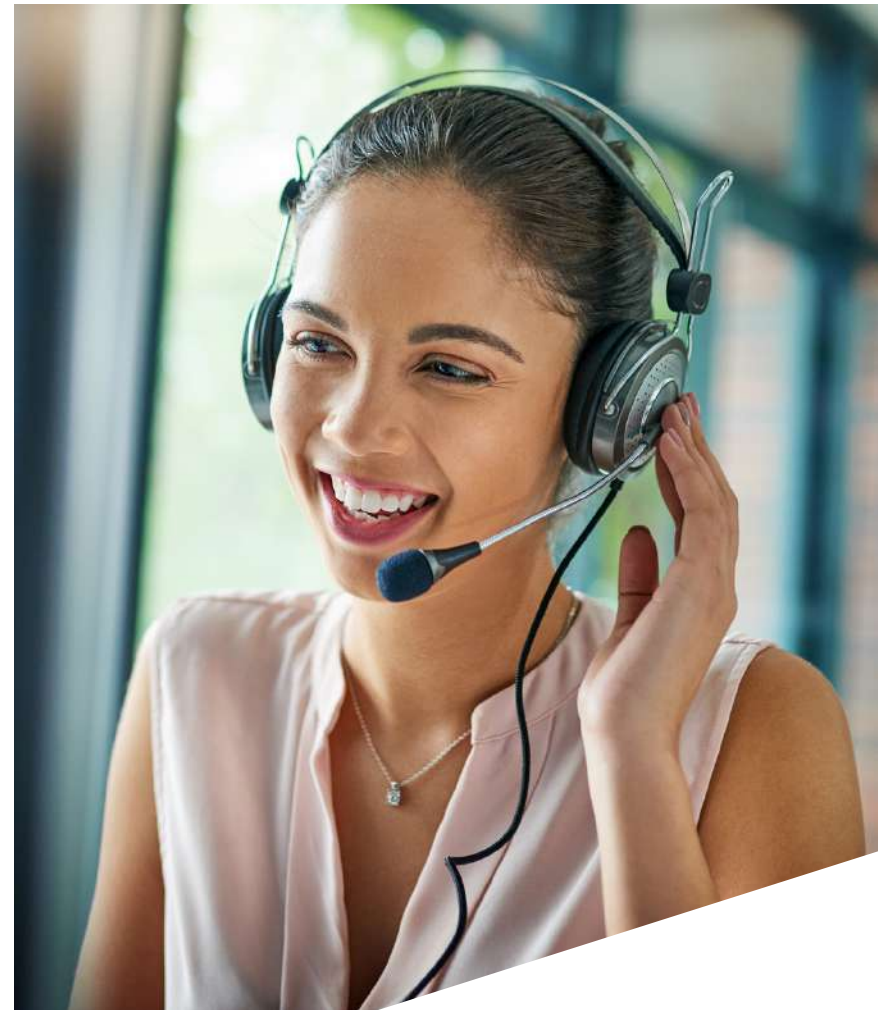
- 24/7 monitoring
- Proactive updates and patches
- Future tech planning
- Strategic analysis

It's one more way to put your technology stack to work and maximize every solution at your fingertips.

Provide More Ways to Reach Out

A high-powered service desk can also provide better access to IT assistance — no matter if it's self-service or more hands-on.

Whether via email, online chat, web, or phone, giving your employees the ability to reach out for help in multiple ways provides a more effective IT experience.



Slash Costs

Another added bonus of this updated technology is the cost savings.

First, associating most IT help desk tasks and service tickets with the new self-help desk eliminates large swaths of employee downtime.

And fewer help desk inquiries mean less time — and employee hours — spent on support.

Updating this fundamental system also provides opportunities to insert automation into the workflow process, which speeds up resolutions and saves money.

The Zones Service Desk

Zones has the ultimate solution you need to boost productivity and help your business take off.

The Zones Service Desk provides you with a single point of contact between employees and IT to better manage routine activities, resolve problems/requests/incidents, provide world-class helpdesk services, and reduce costs.

With Zones Service Desk, your organization will have access to a wide array of services that can help streamline and improve your entire IT offering, including:

- L1/L2 support
- Certified professionals
- Live chat
- Executive support
- Single desk model

It also features a number of default services, in addition to select add-on features to take your IT offerings one step further:

- **24/7 Help Desk:** Your users' first point of contact for all IT-related issues
- **Knowledge Management:** Timely (and frequent) updates to your knowledge base, including the latest SOPs
- **Executive Support:** Priority support for VIP users
- **Remote Support:** A tool that supports your remote workforce with their technical issues
- **Automatic Contact Distribution (ACD):** General settings that support your interaction channels, your agents, and the way you route between the two
- **Interactive Voice Response (IVR):** An automated phone system that allows incoming callers to bypass live agents by accessing information via a voice response system of pre-recorded messages

If you need additional services, we can also provide:

- **Multilingual Support:** Voice assistance available to users in 10+ languages
- **Real-Time Translation:** Translation service available to assist with IT support chats
- **Outbound Call Support:** Provides user updates and coordinates with Tier 2/3 teams via calls
- **E-Bonding of IT Service Management (ITSM) Tool:** Brings users into Zones' ITSM platform through e-bonding to work on tickets

The Zones Difference

At Zones, we have a rich history of embracing change with a human touch. And the last few years have definitely changed how most businesses operate.

To stay competitive, you need updated technology. But you also need experts who understand your unique business goals and constraints and can help design a system that makes sense for your today AND your tomorrow.

So, that's what we offer — people who listen before designing a plan. And people who stick around through every step of the process to make sure your business and your team thrive.



Why Boosting Employee Productivity and Efficiency Starts with Self-Service IT

The benefits of a Zones Service Desk are multi-fold and affect every employee in your organization in one way or another. Zones can help you build the right workplace that fits your needs — with everything you need and nothing you don't. Get in touch with one of our specialists today, and let's build an all-new workplace together.

BOOK A CALL

Visit **zones.com** or call **800.408.ZONES** today.

©2022 Zones, LLC. All rights reserved.
Unauthorized duplication is a violation of federal laws.

Zones and Zones.com are registered trademarks of Zones, LLC.
All product names are trademarks of their respective holders.

The Real People Behind **IT**

Sources

1. "Our status with tech at work: It's complicated." Pwc. October 2018.
<https://www.pwc.com/us/en/services/consulting/library/consumer-intelligence-series/tech-at-work.html>.