GoTo Resolve

Top 3 Things Keeping IT Up at Night

(and 1 way to solve them)

Flexible work has officially overtaken office-based work, causing IT's job to be more complicated than ever. New global research by IDG commissioned by GoTo reveals the challenges that need to be solved and how to resolve them.

Location-based IT predictability is a thing of the past.

With less than half of employees planning to work from a company office full time in 2022, the challenge for IT is keeping a firm grasp on a fluid situation.

What Flexible Work Looks Like Now.

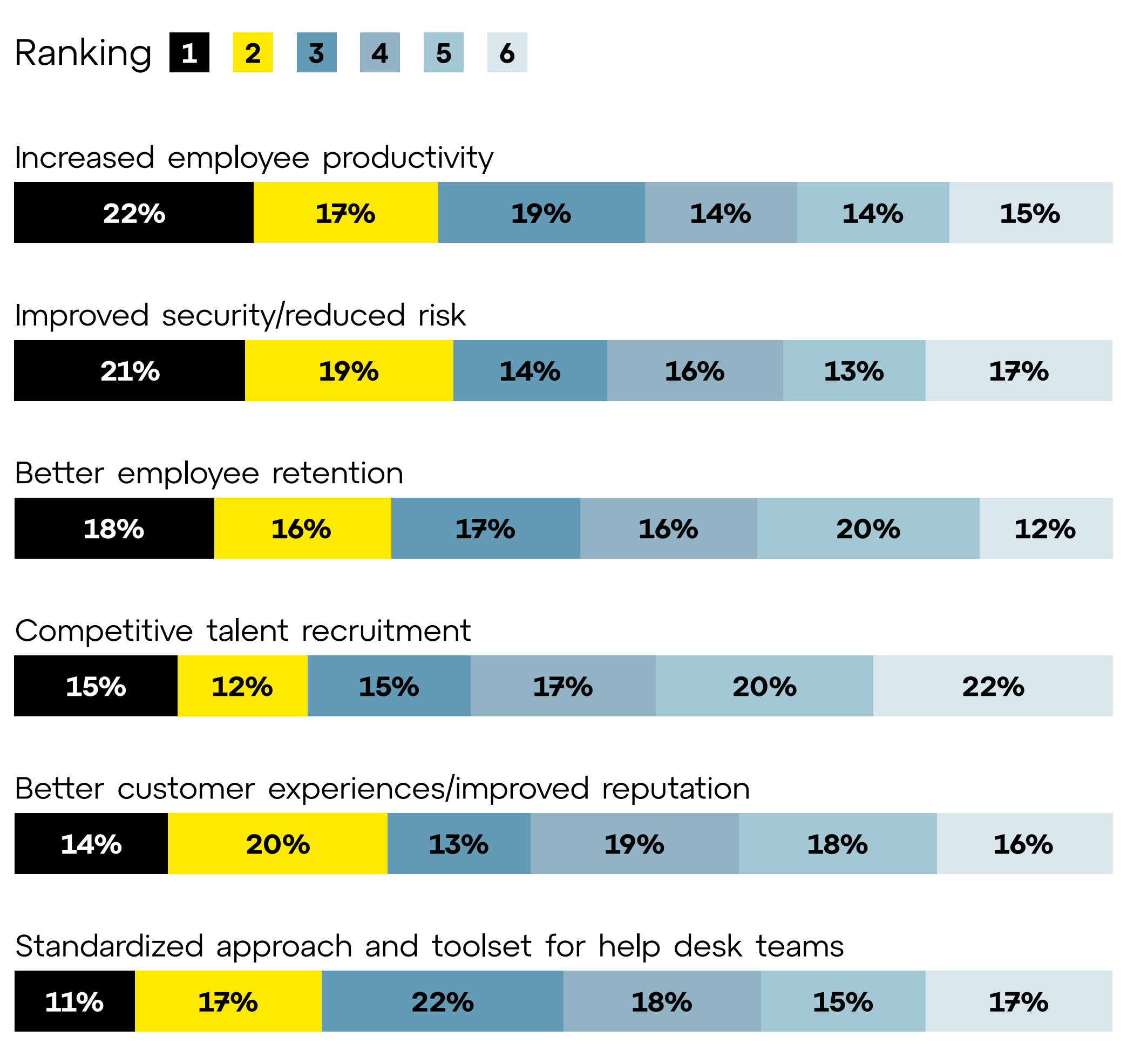
45% of employees are in-office only.

29% of employees are hybrid (remote + office).

26% of employees are remote.

IT's #1 concern: providing consistent, reliable IT support.

The benefits of providing equitable support experiences:



	Ranking 1	2	3	4	5	6
Increased employee productivity	22%	17%	19%	14%	14%	15%
Improved security/reduced risk	21%	19%	14%	16%	13%	17%
Better employee retention	18%	16%	17%	16%	20%	12%
Competitive talent recruitment	15%	12%	15%	17%	20%	22%
Better customer experiences/improved reputation	14%	20%	13%	19%	18%	16%
Standardized approach and toolset for help desk teams	11%	17%	22%	18%	15%	17%

So, how can IT deliver consistent, reliable support? Let's get into it.

1

Flexibility

Do more with less.

Technology sprawl is real, and it is complicating IT's work. What IT needs now more than ever is a single pane of glass that empowers agents to be nimbler while giving them more control.

87% use multiple tools for remote support, presenting challenges:

50% The need to switch between multiple technologies is impacting help desk productivity.

49% The volume of technologies in use presents an increased security risk.

48% Support history and contextual data is dispersed across several tools.

45% It's time consuming/costly to manage multiple tools.

42% Paying for underutilized or unused technology tools.

3% None of the above

Top barriers to consolidation:

1. A perceived need for backup solutions in the event of a reliability issue.
2. Concerns about integrating into the existing infrastructure.

2

Security

Win the war.

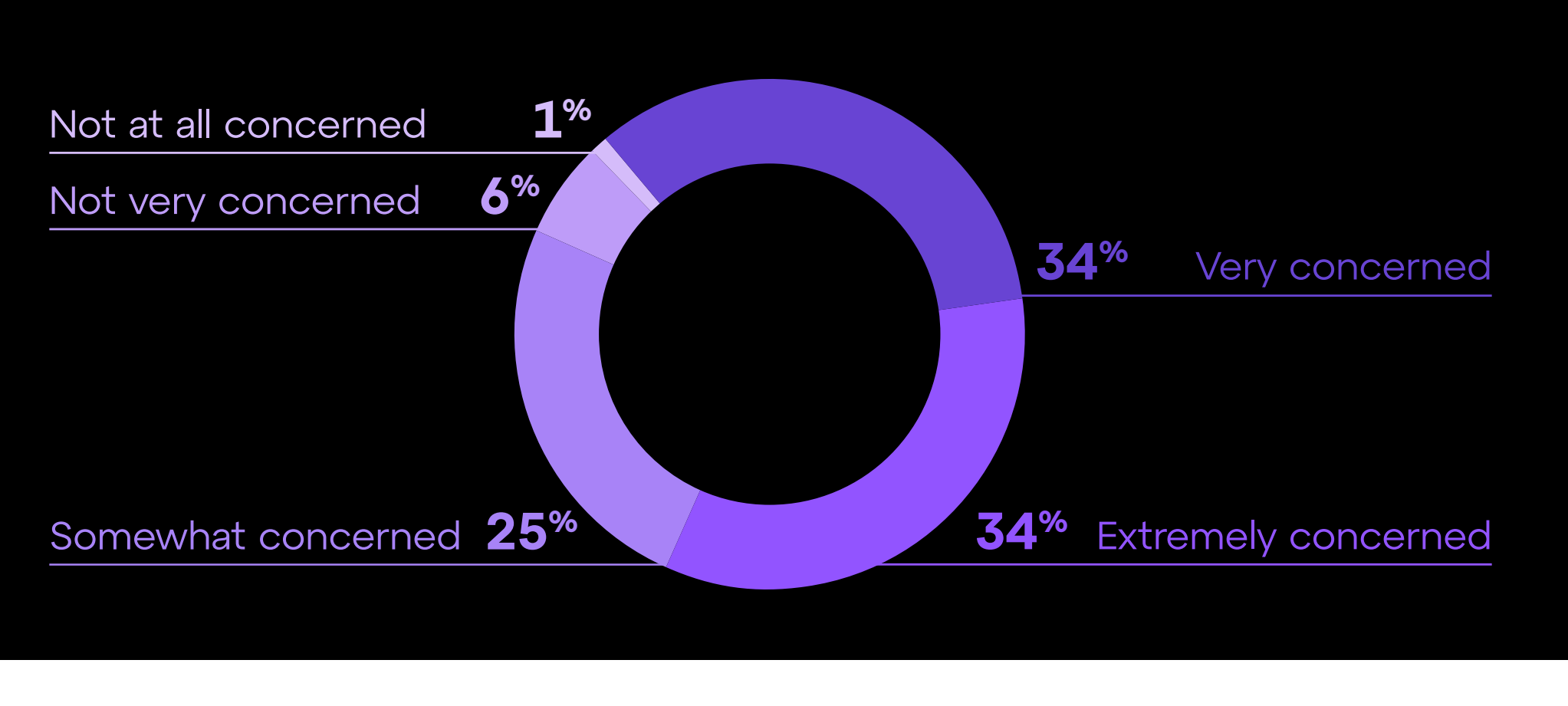
Remote work is not only eating up time, it's also putting businesses at risk. IT must have the right security-related features to keep their infrastructure and users protected.

82% Say it's challenging to avoid cyberthreats with current technology.

67% Say time spent mitigating cyberattacks has increased in the past 20 months.

49% Say the volume of technologies in use presents an increased security risk.

93% of businesses are concerned about the possibility of a data breach.



Top desired technologies:

1. Permission-based support with end-to-end encryption and the ability to enable MFA/SSO.
2. Requiring agents to reauthenticate to modify or create potentially sensitive automated tasks.

3

Productivity

Act quicker, be swifter.

With flexible work demanding more bandwidth from IT, toggling between tools is not serving agents. IT needs ways to keep end users working while supporting their own productivity.

Top productivity hits when supporting remote vs. in-office employees:

50% The average support request for remote versus in-office employees takes longer to resolve.

43% On-the-fly support/reactive support is more challenging remotely.

43% Complexity when troubleshooting off-network devices.

39% Steps/technology required to connect to company network is dependent on location (e.g., use of VPN).

31% Cannot replicate the in-person onboarding experience.

29% Not able to "see" the technology issues remote employees are having.

29% Unable to push software updates to off-network machines.

20% No policies or protocols for supporting personal devices including PCs, home WiFi and printers remotely.

Most consider it highly valuable to have messaging tools like Slack and Microsoft Teams integrated into support processes.

92%

88%

Most consider it highly valuable to include proactive and reactive support notifications in one IT support tool.

One way is a better way.

Respond, act, and resolve issues — all in one place.

Flexible for today's flex work.

All the tools you need, including proactive and reactive support, conversational ticketing, and camera sharing.

Security never compromised.

The industry's first zero-trust, identity-based access control secures managed devices from malicious actors.

Productivity maximized.

Time-optimizing features like unattended access and multi-session handling let agents and employees get more done.

Get it free

Introducing GoTo Resolve, game-changing IT management & support software. Secure, streamlined, and best of all, FREE to use.

Source: IDG, The State of SMB IT Support: How to Empower and Secure the Hybrid Workforce, January 2022.

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