SB

HOW ADOPTING COGNITIVE ITSM LEADS TO IT SUPPORT GAINS

Aberdeen research has found that when it comes to IT support, mid-market businesses are challenged by the need to fulfill end-user requests and deliver services more rapidly. By upgrading and improving their ITSM system with technologies such as cognitive AI, we've found that organizations report increased IT efficiency and improved IT productivity, and see better utilization of IT resources.

Businesses with improved ITSM that include cognitive AI are:

70%	more likely to resolve incidents faster
66%	more likely to increase efficiency in IT systems
55%	more likely to deliver services faster
20%	more likely to improve IT productivity
3x	more likely to have implemented self-service capabilities

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