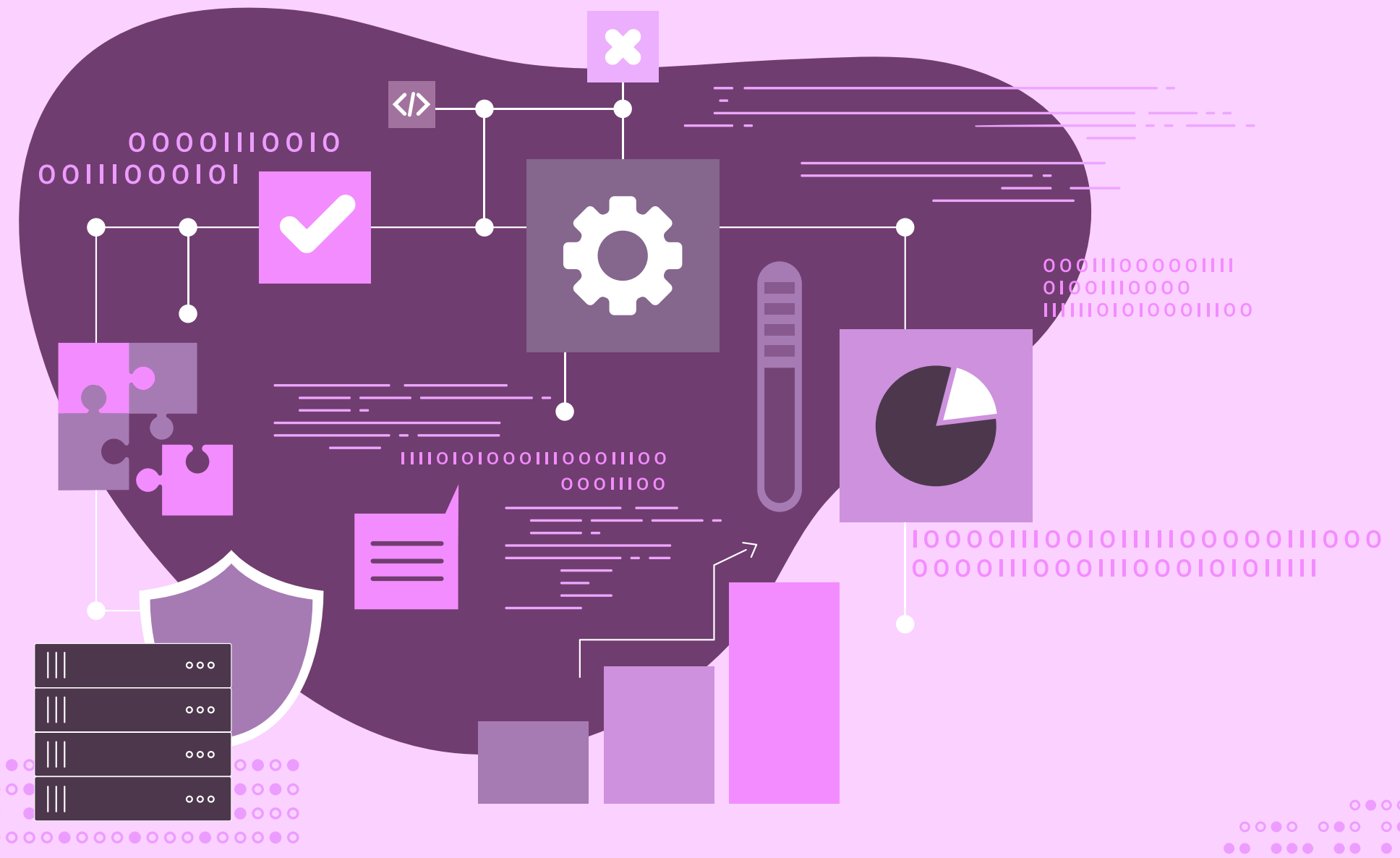


HOW TO OVERCOME 7 COMMON IT SUPPORT DESK CHALLENGES



At the heart of any organisation, there's a hardworking IT department dealing with everything from faulty keyboards and forgotten passwords to cyberattacks and complex network maintenance issues. Support desks are an essential part of modern business, but they face increasing challenges in today's ever-changing workplace.

One of the best ways to ensure your IT support function continues to run like a well-oiled machine is by identifying the major headaches so you can tackle them head-on. Let's look at the top 7:

1 ROUND-THE-CLOCK REQUESTS

Widening talent pools, increasingly remote teams and more flexible working hours mean support desk teams are frequently required to provide cover out of hours. After all, employees who work in different time zones still need support.

2 INTERNAL IRRITATION

Pressure to deal quickly with IT problems comes from all directions. User frustrations grow and productivity drops. Employees, management and C-suite executives all want to know why issues aren't being dealt with sooner – and why IT innovations and improvements aren't happening.

3 DOING MORE WITH LESS

As businesses evolve, IT budgets sometimes lag behind. Support teams can find themselves asked to do more with less, having to stretch every penny while continuing to hit targets. Tighter budgets also mean restricted spend on new tools, team members and training that could improve service.

4 SCALABILITY STRESSES

Peaks and troughs in IT support workloads can put significant strain on the help desk function and make it difficult to provide the right level of support. Fluctuations in demand can lead to additional spend on temp workers, employee burnout and ticket backlogs. With growing cyber-crime, there's also increased risk of breaches going undetected and unresolved.

5 TALENT TROUBLES

It's inevitable that members of your team will need to take time off – whether they're sick, heading off on holidays, or taking parental leave. It's also unavoidable that some will leave for pastures new. Recruiting and retaining the best talent has never been harder, making it difficult to maintain adequate cover. Absence and staff churn put further pressure on other over-stretched team members, lowering morale.

6 MAINTAINING SKILLS

New technologies, evolving apps and software updates mean help desk engineers need to continually refresh their knowledge and skills to support across an organisation's technology stack. Providing first, second and third-line support requires a full team of specialists; but that's not always possible due to time and budget constraints.

7 NO END IN SIGHT

When a support desk is overwhelmed and there's a growing backlog of unresolved tickets, it becomes a self-fulfilling prophecy. The team is so busy dealing with issues that they don't have time to innovate and improve processes. So, the tickets keep coming. And nothing changes.

SOUNDS FAMILIAR? FORTUNATELY, THERE IS A SMARTER WAY.

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At Creative ITC, we don't just put a bandage over your IT issues until they inevitably return. When you opt for one of our bespoke Support as-a-Service (SUPaaS) solutions, you gain the expertise of our skilled engineers who can provide a cure.

We tailor our SUPaaS to your individual requirements, giving you complete control over the kind of support you receive. Lean on our first, second and third-line expertise to boost your in-house capabilities as and when you need it. And the best part? We're here to help 24 hours a day, 7 days a week, 365 days a year.

We do more than just help with short-term fixes. We'll also identify trends and give you proactive, expert recommendations to help you improve your IT support function over time so your business reaps long term benefits.

Say goodbye to IT help desk headaches, and say hello to a hassle-free IT support solution that evolves with your business.

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