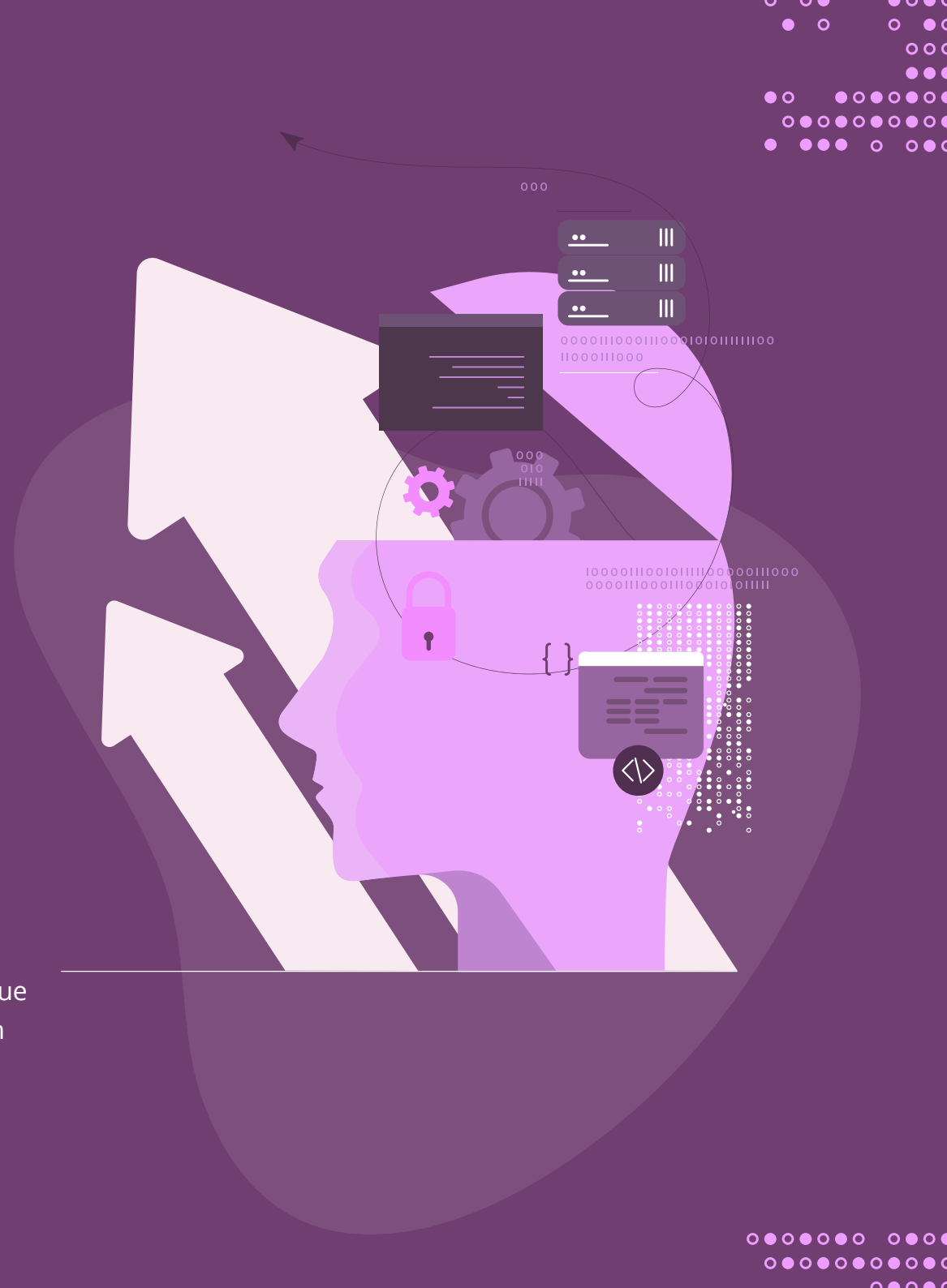# HOW TO TACKLE 5 COMMON IT SUPPORT HEADACHES

The purpose of an IT support desk is to identify and solve problems.

But ironically, an IT departments' own internal issues often go unresolved. To ensure your IT team is in the best position to continue supporting your business, let's take a look at the five most common IT support headaches and explore how you can cure them:

1 BACKLOG BUILD-UP

The problem:

An ever-increasing backlog of support tickets creates a growing obstacle for your IT team. In such cases, employees become frustrated with how long their queries are taking to resolve and your IT team struggles to keep up, leaving the business fighting to maintain productivity and vulnerable to cyberattacks.

The fix:

- Get help from a third-party support team to work through and clear the tickets

- Focus core IT efforts on creating a more efficient triage process with the right trained people on the front line

- Work on streamlining the escalation process from first to second and third line support

The result:

With the backlog cleared, and more efficient processes in place, your team will have more time on its hands to make continuous improvements, so they'll be better placed to meet your organisation's IT needs. That means less stress and user frustration and more business benefits.

2 MINOR ISSUES MANAGEMENT

The problem:

The IT help desk is inundated with issues that could easily be fixed by non-IT staff or improvements to company processes. These tickets take up too much of the IT team's time and increase employee downtime as they wait for fixes, which is an especially frustrating hindrance to productivity when new starters join an organisation.

The fix:

- Introduce self-serve support initiatives for employees, such as DIY password resets or IT FAQs

- Develop a knowledge bank of proven fixes shared across the IT support function to accelerate issue resolution and increase the number of first-time fixes

- Streamline onboarding and IT set up for new starters to reduce ticket volume and complexity

The result:

Employees are empowered to fix their own minor issues and avoid unnecessary downtime. With the support team spending less time dealing with minor issues, there's more space to focus on bigger IT projects to boost business efficiency further.

3 SPECIALIST QUERY FRUSTRATION

The problem:

Highly technical queries – often from power users within an organisation - require a specialist to find a solution, but escalating tickets can take time. Many businesses cannot afford to retain in-house specialists across their full IT stack, and all too often IT teams find themselves passed from pillar to post between vendors and other suppliers. In a Priority 1 IT emergency, this nightmare could put critical business operations at risk.

The fix:

• Outsource second and third line support to a specialist provider offering tailored support to complement your in-house team, including 24/7/365 emergency cover

• Find a team with industry expertise and knowledge specific to the specialist applications, products and services you use

• Choose a team with experience working with your vendor and supplier network to accelerate solutions

The result:

Easy access to technical specialists means tickets are resolved faster and mission critical systems run seamlessly. Employees suffer less downtime, and in-house power users are more productive to ensure timely delivery of valuable client projects.

4 | GROWING PAINS

The problem:

As businesses evolve and scale up, IT budgets can sometimes lag behind. Support teams can find themselves asked to do more with less, covering flexible working hours, different time zones and new technologies. As a result, team members may be spread too thin during periods of high ticket volumes, business growth, or while other IT staff are absent. Temp agencies could be called in to cover those gaps, but they are costly, and training is too time intensive.

The fix:

- Complement your in-house team with tailored 24/7/365 support covering out of hours needs and overseas requirements

- Opt for a model with flexibility to boost support when you need it to cover staff absence

- Choose a provider offering rapid scalability to meet your changing business needs

The result:

In-house IT teams are less overstretched, assured of expert support as and when required. As such, employees can count on round-the-clock support, no matter when or where they work. Better still, managed IT support is delivered as a transparent and predictable monthly Op-Ex model to help stretch IT budgets further.

5 CAN'T SEE THE WOOD FOR THE TREES

The problem:

Everything! All of the above.Tickets are piling up and employees are complaining. Staff churn and absence is a headache and other team members are struggling to plug the gaps; your IT experts are juggling other projects and there's a new app update to install company wide. You've got to make the IT budget stretch even further this quarter, and the business has just won a new contract with a team to be deployed overseas. The exec team is demanding improvements and you can feel their watchful eyes examining your every move.

The fix:

• Get fully managed IT Support-as-a-Service (SUPaaS), with first, second and third line support tailored to meet your short and long term needs

• Choose a provider who offers expert insight and recommendations to help you improve delivery over time

• Redirect your IT team's efforts to governance and innovation

The result:

Your IT team has more time for innovation and development. Tickets are taken care of and technical queries are under control, thanks to knowledgeable external specialists with invaluable experience of your industry. All employees are covered, no matter where they work, and you can begin to make meaningful changes to your IT processes, thanks to insights from industry pros. And the C-suite is happy. Win-win.

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