

DELIVER EXCEPTIONAL EMPLOYEE EXPERIENCES WITH ANALYTICS-POWERED SERVICE MANAGEMENT

- An actionable guide to transform ITSM into the cornerstone of employee satisfaction and productivity

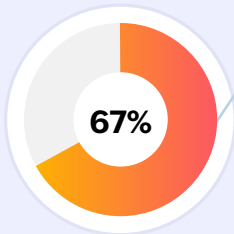
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Introduction

In the current global work environment, employee expectations are at an all-time high, and meeting them requires more than mere operational efficiency. Today, it's about building experience-driven workplaces where employees feel valued and empowered to perform at their best. IT teams must elevate their service delivery standards to help employees unlock new levels of productivity and engagement.

According to the 2022 Axelos ITSM benchmarking report^[1]



organizations recognize the importance of delivering better employee experiences through their ITSM practices.

Harvard Business Review^[2] states that companies that prioritize employee experience are

4x

more profitable than their counterparts. However, the reality in the current service desk landscape shows gaps.

A recent survey by PeopleReign^[3] reveals that more than half of employees avoid the service desk due to poor experiences, leading to delays and frustration.

Organizations can transform these challenges into opportunities and supercharge employee experiences at every touchpoint by incorporating outcome-focused IT service management fueled by advanced analytics.

This e-book dives into practical strategies to help you eliminate service management bottlenecks that degrade employee productivity and foster a culture that thrives on seamless service delivery.

01

Build an experience-driven ITSM landscape with XLA-focused strategies

For years, service level agreements (SLAs) were considered the gold standard for measuring the performance and efficiency of an organization's IT service delivery. However, as the IT and business landscape evolves, there is increased pressure on IT teams to benchmark their performance based on their ability to enhance employee experience and deliver business value.

In this modern IT landscape, SLAs no longer suffice on their own. IT teams need metrics that reflect the quality of service from a service or operational aspect and from the end user's perspective. Enter experience level agreements or XLAs.

XLAs represent a fundamental shift in how organizations approach ITSM, with a greater emphasis on aligning service performance with business outcomes and improving employee experience. While SLA-driven ITSM strategies focus on improving operational metrics like response time and ticket resolution times, XLAs measure outcomes related to employee satisfaction and experience, such as productivity, reopen rates, and satisfaction scores to offer a more holistic view of service quality.

XLAs are emerging as a key component of any ITSM strategy as organization increasingly prioritize employee experience as a driver of business success.

A key distinction between XLA-focused and SLA-driven IT teams lies in their approach to ticket resolution. While SLA-driven teams prioritize faster resolution times and quick closures, experience-focused teams emphasize resolution quality and effectiveness. Rather than focusing solely on speed, the XLA-driven approach aims to address the root cause of issues and ensure long-term solutions that minimize recurrence and prevent ticket reopening. This shift from quantity to quality reflects the broader goal of delivering sustainable outcomes and enhancing the overall user experience.

This analysis highlights the contrast between an SLA-driven and an XLA -focused approach:



The visualization shows that while all the technicians are meeting SLA targets for ticket resolution and MTTR, a few technicians, like Samantha, David and John, appear to struggle with a high volume of reopened tickets. This can further result in a lower mean time between failures (MTBF) for the associated assigned assets or requests, leading to more frequent incidents that impact employee productivity and user experience.

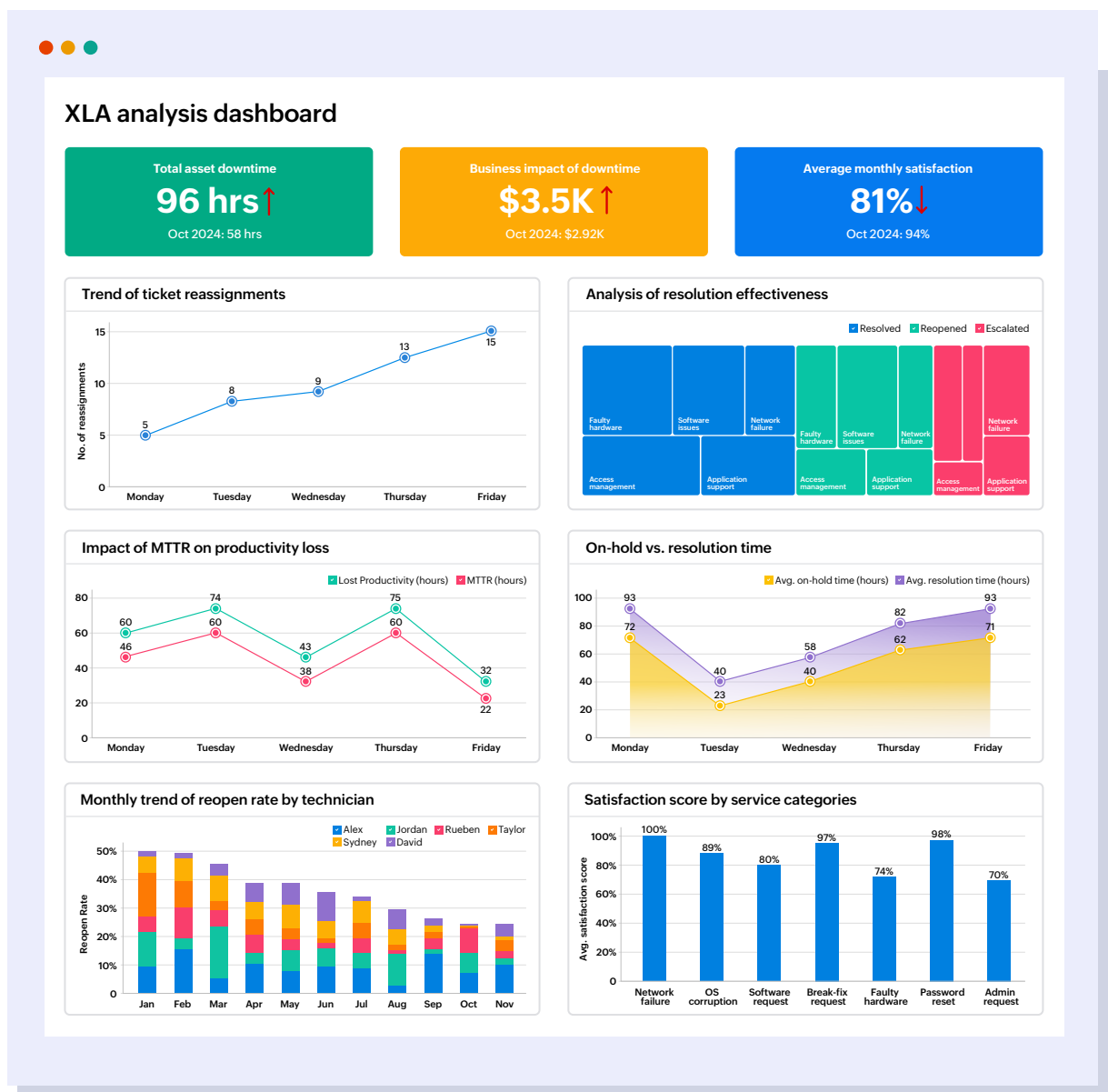
Creating a one-stop XLA dashboard for an outcome-focused ITSM strategy

Relying on SLAs clearly falls short when attempting to foster an employee-driven service culture. To adopt and sustain an XLA-driven culture in today's modern IT service landscape, organizations should continuously track user experience metrics in real-time, ensuring they align with the agreed XLA standards.

Real-time monitoring plays a crucial role in maintaining service quality while empowering IT teams to proactively identify and close experience gaps. This drives a seamless, outcome-focused ITSM strategy.

The most effective way to achieve this is by building a comprehensive XLA dashboard that offers a unified, single pane of glass view of essential employee experience metrics. This dashboard should consolidate key outcome-focused data points from across the IT service and operations landscape, enabling IT teams to correlate service desk activities with intended business outcomes. Armed with these insights, teams can make data-driven decisions to enhance employee experience and boost productivity.

The XLA dashboard takes a different approach from traditional SLA dashboards, which focus on analyzing how quickly tickets are resolved. Instead, XLA dashboards answer questions about the effectiveness of incident resolution. This holistic dashboard integrates key outcome-focused metrics and data points from across the IT service and operations landscape and acts as the top strategic tool for fostering continuous, user experience-focused improvement, moving beyond SLA compliance and toward outcome-driven service delivery.



This dashboard provides a centralized view of key XLA metrics, such as ticket reassignments, on-hold times, satisfaction scores, and productivity impacts. By monitoring these metrics, organizations can gain deeper insights into how their IT services affect the employee experience.

XLA dashboards will become essential for aligning IT performance with business goals as organizations transition towards an experience-driven approach to ITSM. These dashboards empower organizations to foster service innovation and personalization, moving beyond the limitations of traditional SLA compliance to deliver superior employee experience.

02 Deliver faster, smarter service with analytics-driven automation

Proactive XLA-focused ITSM strategies play a critical role in delivering superior employee experiences. However, IT teams often struggle to prioritize XLAs and provide great customer service when they are bogged down by routine tasks like password resets, software installations, and incident management. This backlog of mundane requests further delays resolutions and leaves little time for strategic, outcome-focused initiatives, creating a vicious cycle that can frustrate both end-users and IT teams, and impact overall productivity.

In these scenarios, automation and AI can be valuable assets for IT teams, alleviating the pressure on technicians and enhancing the employee experience throughout the service life cycle. Leveraging automation in ITSM, particularly during the development stage, can significantly boost employee efficiency.

Given the bottlenecks of manual ticket logging and the time consumed in technician-centric resolutions, the adoption of automation becomes essential to deliver faster, error-free service and elevate both employee and technician productivity.

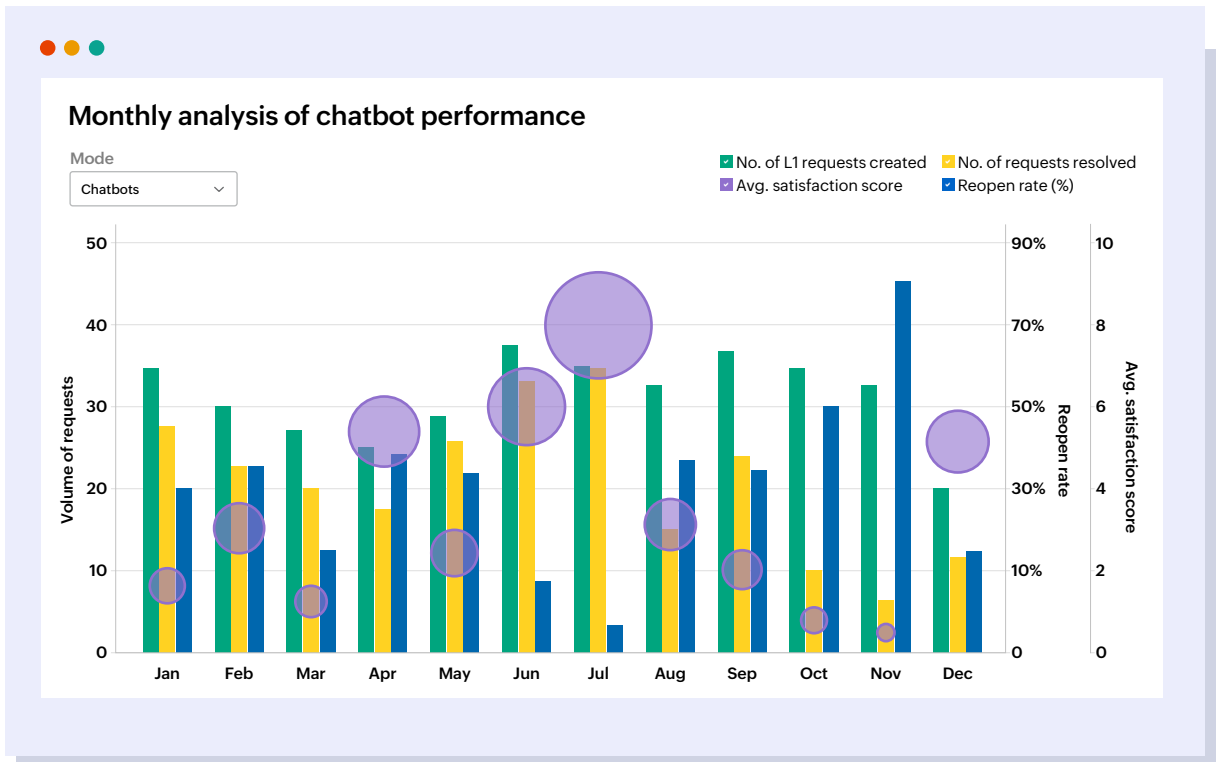
Automation in ITSM can span across several critical areas, including: automating task resolutions, incident routing and assignment, chatbots and dynamic self-service portals, orchestration and workflow management of resolutions and many more. By introducing analytics-driven strategies, organizations can witness improved outcomes for various service automations.

Let's look at a few key avenues where automation powered by analytics-driven ITSM practices can result in improved customer experience:

Real-time resolutions with chatbots and conversational assistants

Modern ITSM solutions have incorporated chatbots to offer real-time assistance to employees. These chatbots handle routine tasks like software installations, password resets, and access requests by retrieving knowledge base articles or past resolution data to provide instant solutions.

However, chatbots are not a once-and-done implementation. IT teams must routinely monitor their outcomes, and track their performance against XLA metrics to gauge their adoption and effectiveness in facilitating user and technician productivity. This ensures timely resolutions are provided to meet varying employee needs.

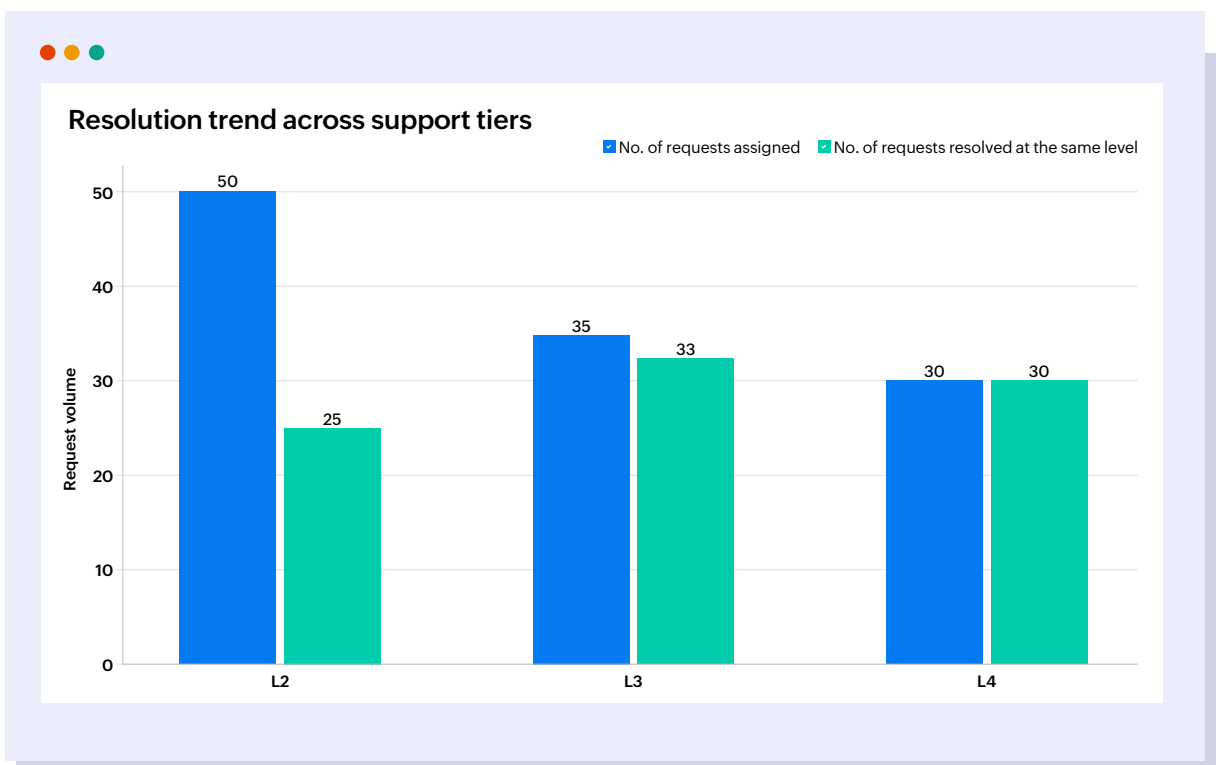


The analysis above tracks monthly trends in incident resolution by chatbots. XLA metrics like satisfaction score and reopen rates are stacked up against generic resolution metrics to effectively gauge and monitor a chatbot's effectiveness. This reveals the extent to which your chatbots facilitate employee productivity and uncover periods where IT teams should step in to introduce improvements that drive effective resolutions and enhance user experiences.

In general, chatbots are configured to resolve routine, Level 1 tickets and escalate the more complex ones to the appropriate service groups and technicians. The analysis above helps IT teams improve an employee's experience with resolving Level 1 tickets through a chatbot. Now, let's look at ways to improve a chatbot's accuracy in routing complex queries.

With accurate configurations, chatbots can route escalated requests to the appropriate support levels automatically, bypassing manual ticket queues and avoiding the need for multiple level transfers, which often cause resolution delays.

To accomplish this, IT teams can analyze past resolutions to pinpoint the exact support level needed for incidents of specific categories or types. Automated routing assigns each complex request to the most suitable support tier without a ticket, streamlining workflows and minimizing delays.

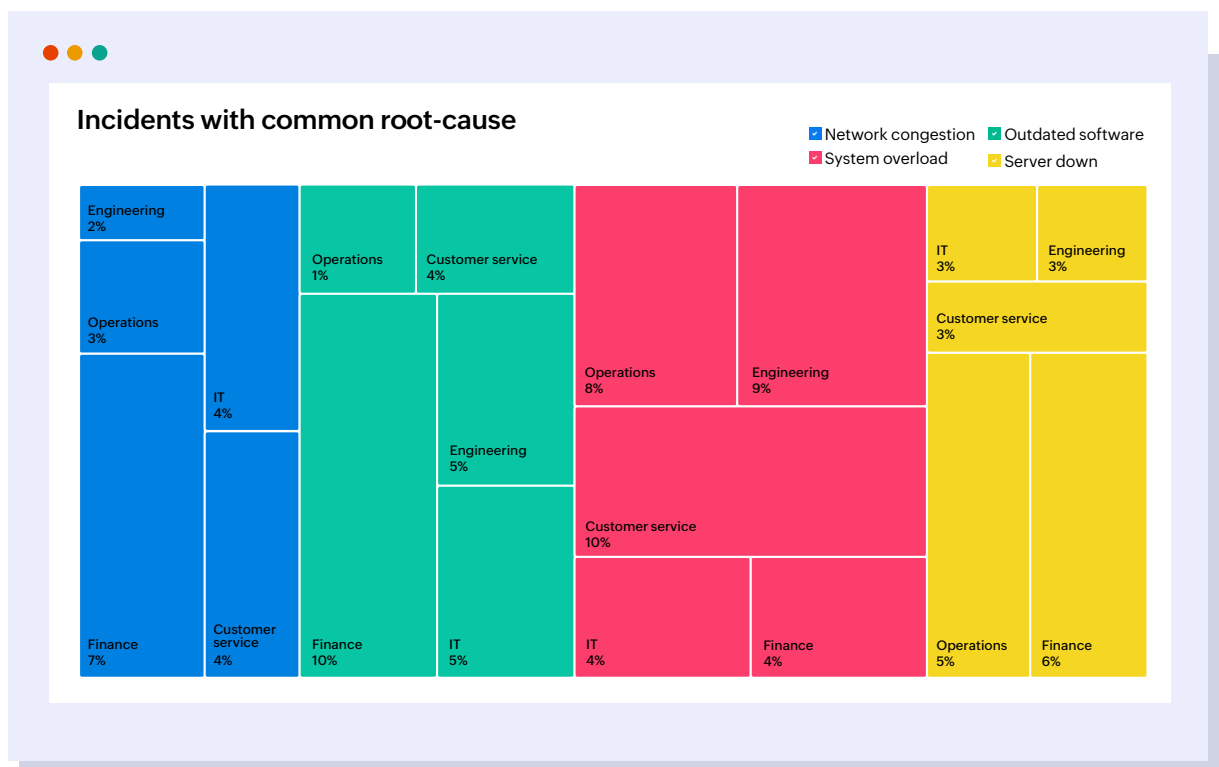


The visualization above shows the volume of requests created across different service levels and identifies those that were resolved at the same level. For instance, the number of requests resolved at Level 2 are significantly lower, which indicates that there were complex incidents that required more expertise for resolution. These insights enable IT teams to configure chatbots to route complex, technician-dependent requests directly to the appropriate support levels, ensuring faster resolutions and improved employee satisfaction. A similar line of analysis can be configured to analyze group-wise resolutions to streamline automatic ticket assignments further and improve overall user experiences.

Pattern-based responses and bulk automation for resolving repetitive issues

Another vital avenue where automation can play a critical role is in executing bulk responses to address frequent, repetitive, high-volume requests. When similar issues like software outages or network disruption impact multiple users, handling each request manually creates bottlenecks and extends resolution times. This is where bulk automation becomes critical. Grouping multiple similar tickets and applying fixes simultaneously saves significant time and effort for technicians and avoids the panic among employees during delays that lead to an insurmountable volume of tickets being logged in the service desk.

By analyzing ticket patterns and identifying recurring issues with similar root-causes, as shown below, IT teams can automate bulk resolutions for repetitive incidents and ensure seamless operations.



Analytics Plus, ManageEngine's flagship IT analytics platform, enables accurate end-to-end automation of repetitive incidents in a few simple steps. The analysis above enables IT teams to categorize tickets with similar root causes into a single group. For instance, if several users in the department report varied issues or incidents caused due to network congestion, all these tickets are identified and grouped automatically. This allows technicians to implement quick resolutions for incidents caused due to the same hiccup.

To streamline this process further, predefined resolution templates can be triggered automatically using webhooks, ensuring end-to-end automation from incident creation to resolution and closure. IT teams can setup webhook requests or workflows in Analytics Plus for any IT scenario, and when the conditions are met, the preconfigured workflow is automatically triggered via webhook requests. For example, if a server downtime generates multiple tickets, a single webhook request can apply a server troubleshooting template to all related tickets at once.

These templates standardize fixes, ensure consistency, and reduce errors to accelerate the resolution process.

With these automated bulk actions, technicians can resolve hundreds of similar requests in one go—whether it's reconfiguring network properties or deploying a patch, ensuring no employee is left waiting for individual attention. This approach not only minimizes downtime but also enhances the overall employee experience.

As service desks grow and ticket volumes increase, these analytics-driven bulk automation practices significantly reduce resolution times, ensuring faster service delivery across the organization. This prevents common employee issues from escalating into larger disruptions and boosts employee productivity and satisfaction. By adopting automation-driven strategies such as chatbots for real-time resolution, intelligent routing for complex tasks, and bulk actions for high-frequency requests, ITSM operations become more efficient, responsive, and aligned with employee needs.

03

Tackle procedural and operational bottlenecks that impact productivity

Traditional IT service management often contains inherent procedural and operational bottlenecks that can undermine both employee experience and business results.

These bottlenecks may start small but accumulate over time, affecting day-to-day tasks and escalating into major disruptions. Since service desks handle everything from troubleshooting incidents to managing assets and service requests, these bottlenecks and the subsequent disruptions lead to missed SLAs, frustrated employees, and reduced productivity. This highlights the need for proactive, analytics-driven strategies to stop inefficiencies at their onset.

AI-powered analytics can help tackle such seemingly-minor bottlenecks, offering predictive insights into common service delivery issues, enabling IT teams to:

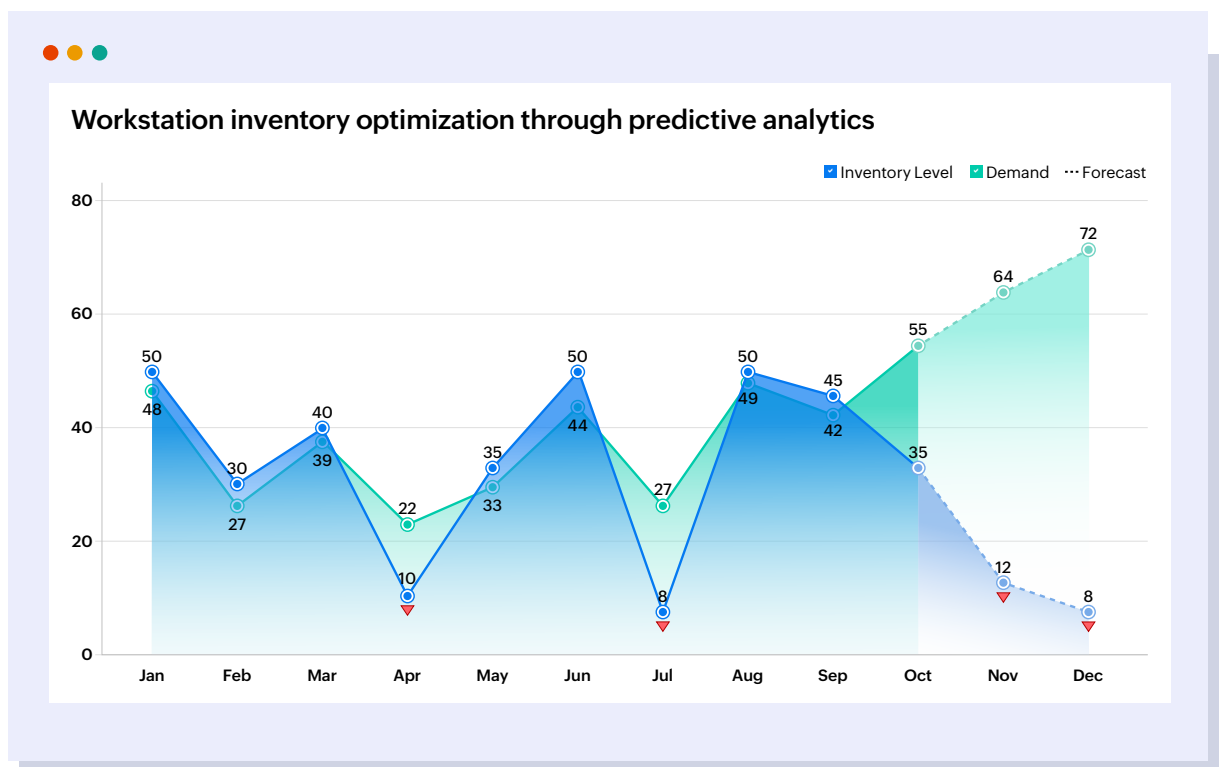
- Anticipate potential roadblocks before they occur.
- Optimize resource allocation through data-backed decisions.
- Deliver personalized, faster support through data-driven insights.

The ability to perform complex analysis over real-time ITSM data and historical service desk patterns allows IT teams to tackle challenges preemptively and improve both employee productivity and service quality.

● **Eliminate asset procurement delays with historic service desk insights**

In large organizations, delays in procuring laptops and software licenses often lead to significant downtime for new employees. A primary reason behind these delays is often inefficient inventory management practices prevalent in most enterprises.

By tracking procurement timelines, auditing in-stock inventories, and forecasting future asset needs, analytics platforms like ManageEngine Analytics Plus can proactively send automated alerts when inventory levels dip below forecasted demand. This ensures that stock shortages are identified and addressed before they disrupt operations.



This analysis highlights trends in inventory levels and demand for workstations. Predictive analytics reveals that workstation requests peak in Q3 (November–December), with inventory expected to reach critical lows. This discrepancy creates a supply-demand gap, potentially delaying assets from reaching employees.

With the help of automated anomaly detection, IT teams can automatically identify low inventory levels and trigger timely alerts to relevant stakeholders. As shown in the analysis, by forecasting demand and identifying anomalous procurement issues, IT teams can significantly reduce asset shortages and ensure employees are equipped with workstations on demand without causing any productivity delays.

Streamline access with automated provisioning and preemptive workflows

Delayed access to critical systems and applications is a major, yet often overlooked, cause of task backlogs and project delays.

Timely access provisions are crucial for the success of IT projects, yet cumbersome manual approval processes often cause delays that drain productivity and budgets, especially for high-priority initiatives. Whether it's waiting for a software license approval or permissions to cloud platforms, every delay disrupts deadlines, drains budgets, frustrates employees, and impacts the project's completion. By embracing analytics-powered access provisioning, IT teams can minimize these bottlenecks through automated workflows that reduce human intervention, ensuring quick and secure access.

Manual access management involves multiple approval stages, each prone to delays. Additionally, human-driven processes can lead to:

- Access errors, introducing compliance risks.
- Overburdened managers, reducing their productivity.
- Waiting periods for employees, causing backlogs and project delays.

IT teams can establish self-sustaining approval workflows by monitoring access trends, project types, and historical approval patterns. These workflows leverage rule-based engines to automate routine requests and trigger intelligent escalations when necessary.

Overview of CRM access requests

	Request ID	Emp. Role	Project	Access type requested	Access period requested	Historic access periods	Historic access-related escalations	Historic access alert volume	Project criticality	Request priority
1.	1207	Marketing Analyst	PR activity	Viewer	6 months	3 -12 months	None	2	High	Medium
2.	1234	SDR	Product upgrade	Viewer	3 months	18-24 months	Moderate	5	Medium	High
3.	1241	Customer success	Retention initiative	Standard	12 months	12-24 months	High	7	High	Critical
4.	1248	Sales executive	Feature analysis	Admin	18 months	12-24 months	Low	3	Critical	High
5.	1277	Account Manager	Product upgrade	Admin	36 months	6-24 months	Moderate	4	Low	Critical
6.	1285	Product Management	Feature analysis	Standard	3 months	3-6 months	High	12	Medium	Medium
7.	1312	Digital marketer	PR activity	Admin	24 months	3-12 months	Low	20	High	Critical
8.	1344	Customer success	Retention initiative	Standard	12 months	12-18 months	High	18	Critical	Low
9.	1358	QA	Engineering	Guest	3 months	0-1 month	None	2	Medium	Low
10.	1381	SysAdmin	Engineering	Guest	1 month	0-1 month	Low	0	Low	High

The analysis above identifies the common access patterns associated with pending access requests for CRM tools across various roles and projects. The analysis provides detailed insights that carry a great significance in assigning role-based access provisioning:

- **Role and project type:** Employees in customer-facing roles like, sales require frequent access to CRM tools, unlike product or R&D teams, who need occasional access.
- **High-priority projects:** Immediate access is crucial for time-sensitive initiatives like product launches or marketing campaigns. Traditional approval flows often cause delays, creating bottlenecks.
- **Historical trends:** Past project access data helps predict typical access needs, enabling preauthorization for specific roles and phases.

- **Compliance checks:** By tracking access alerts and escalations, IT teams can enforce escalation rules and prevent excessive access, minimizing security risks.

With automated access workflows, organizations can preemptively approve access, align permissions with project timelines, and establish role-based approvals—ensuring faster project execution, enhanced compliance, and seamless operations.

● Mitigate incident resolution delays with a two-pronged approach

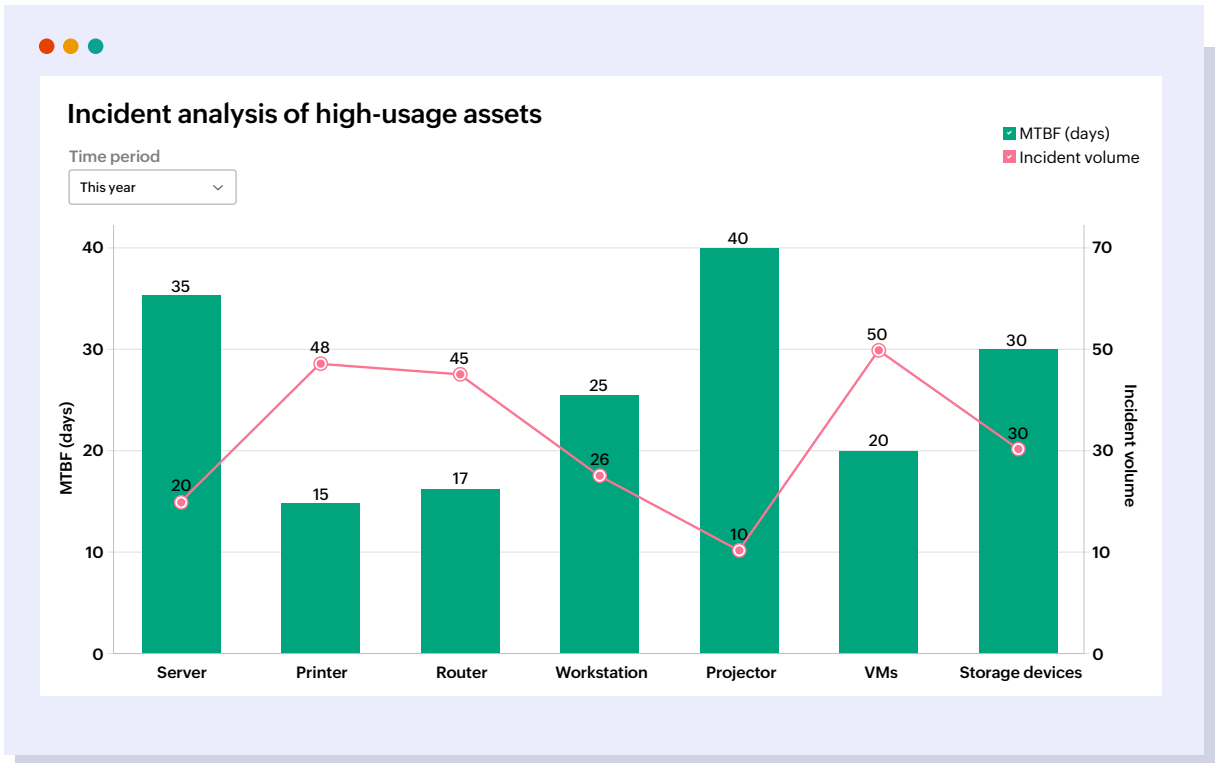
Incident management is critical to IT operations, as it ensures rapid issue resolutions to prevent service disruptions and maintain business continuity. However, several operational bottlenecks often plague incident management:

- Recurrent incidents from unresolved root-causes affect high-risk assets.
- Frequent ticket bouncing between technicians.
- Delayed escalation of complex issues requiring senior expertise due to lost or misrouted high-priority tickets.

These challenges impact productivity, degrade user satisfaction, and increase downtime. To overcome such obstacles, IT teams can adopt a two-pronged strategy that focuses on proactive asset management and skill-based ticket routing.

(i) Proactive asset management to prevent recurring incidents

Reactive asset management relies on user-reported tickets to identify asset issues, which results in frequent downtime. Proactive strategies use service desk insights to detect incident-prone assets and prevent disruptions.



The visualization identifies widely used assets that are prone to frequent incidents. Assets with anomalously high incident volumes require further investigation and preventive measures, such as:

- Reassessing vendor relationships for faulty assets.
- Implementing proactive patch schedules to address recurring issues.
- Monitoring patch compliance to ensure incident-prone assets are updated regularly.

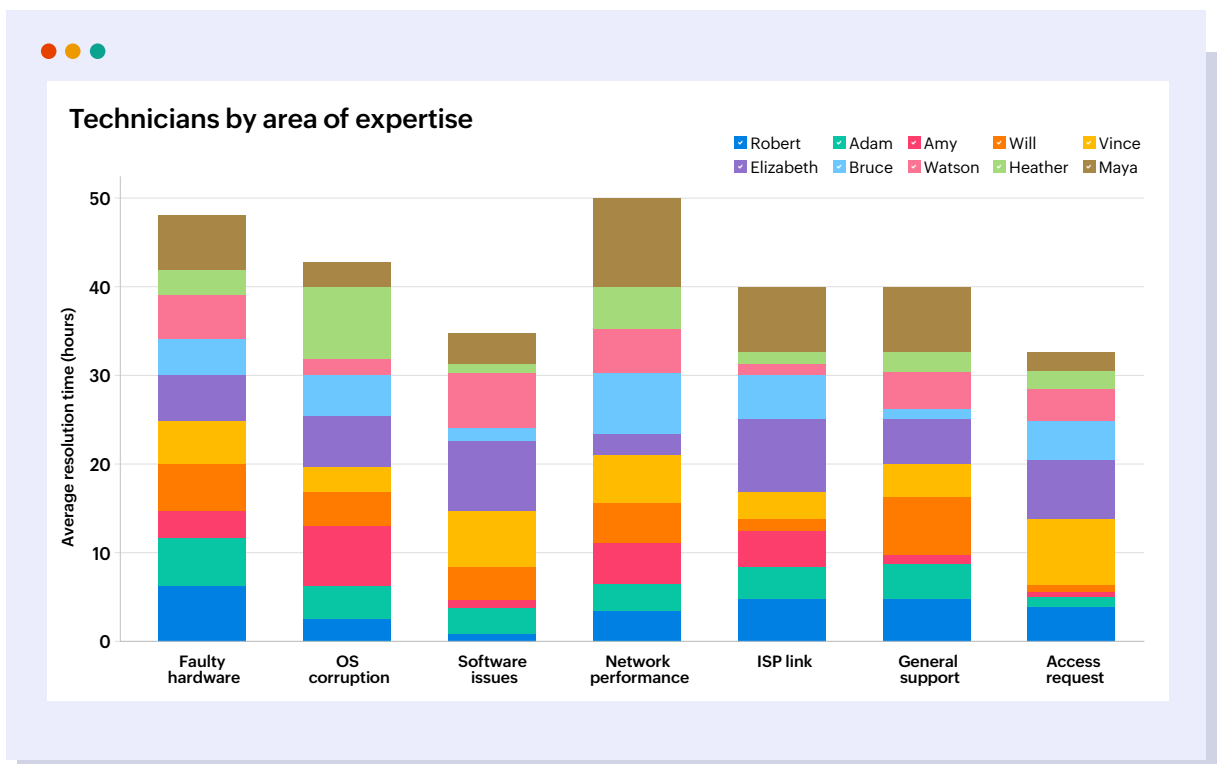
These timely, proactive measures reduce incident volumes, minimize productivity-draining downtime, and allow IT teams to focus on strategic initiatives rather than firefighting issues.

(ii) Skill-based and performance-focused ticket routing for faster resolution

In addition to implementing preemptive asset management practices to improve incident occurrences, IT teams must also refine their resolution practices to implement a truly customer-centric incident management strategy. A key area for such improvement lies in optimizing ticket routing. Efficient routing ensures that incidents are assigned to the right technicians from the start, reducing delays, enhancing resolution speed, and ultimately improving the overall service experience.

Inefficient ticket routing can lead to several issues, such as increased resolution times due to long queues and a high volume of ticket transfers between technicians.

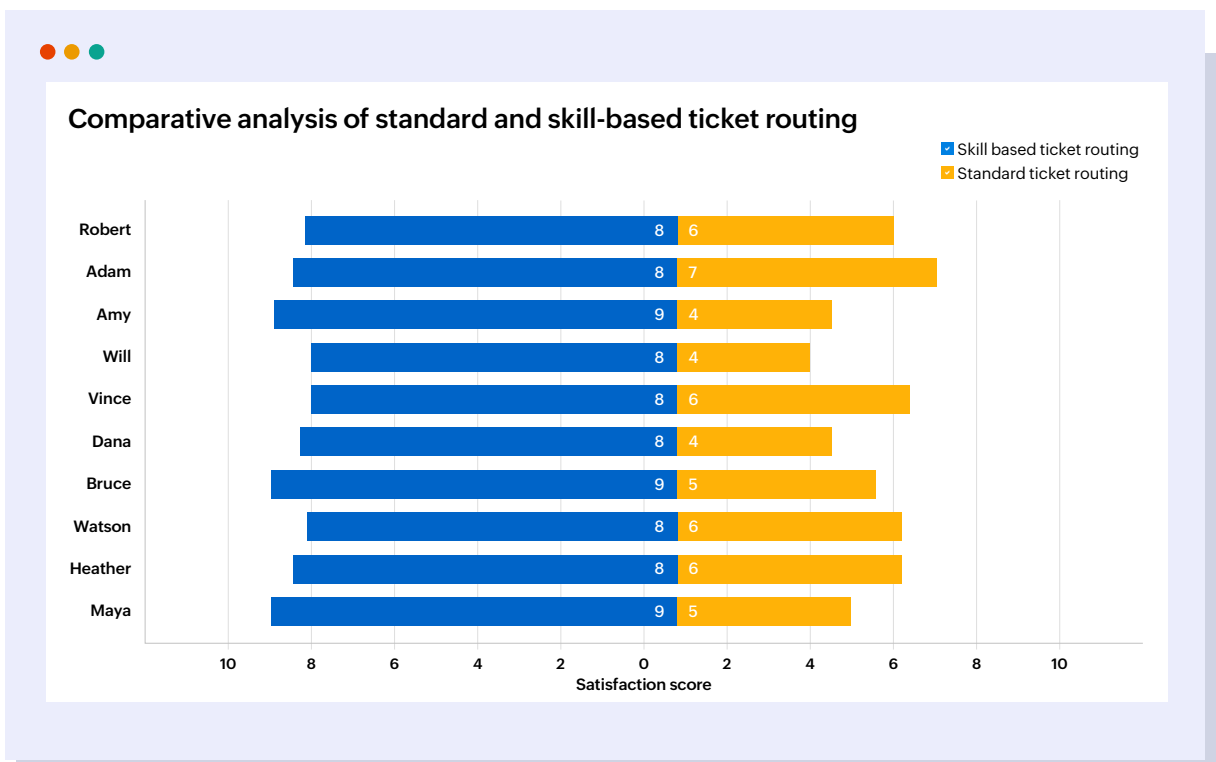
IT teams can analyze past ticket resolution patterns to streamline ticket routing and ensure quicker resolutions. This allows them to route tickets to the technicians with the right expertise in each domain rather than transferring tickets between multiple technicians.



The visualization above helps identify technicians who excel at handling tickets in specific categories. By examining resolution times across categories, you can infer a technician's areas of expertise. This insight allows IT teams to fine-tune the ticket assignment and resolution process in a mature service desk.

For example, the analysis recognizes that Elizabeth consistently resolves network performance issues faster than the rest of the team. As a result, future network-related incidents can be routed directly to Elizabeth, expediting resolutions.

This efficient ticket routing can lead to faster resolutions and higher employee satisfaction scores, as evidenced by the analysis below.

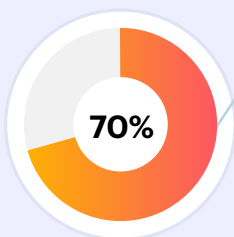


By adopting proactive asset management and intelligent ticket routing practices, organizations can eliminate bottlenecks, reduce incident volumes, and ensure faster resolutions. These strategies foster a more agile IT environment, allowing employees to focus on business-critical initiatives. In doing so, IT teams create seamless, responsive service desk operations that enhance user experiences, maintain business continuity, and empower employees to meet their goals without unnecessary delays.

04 Enhance new hire growth with experience-focused onboarding

Onboarding is a critical phase in the employee life cycle, setting the tone for the employee's journey within the organization.

A study by the Brandon Hall Group^[4] found that over



• improvement in new hire productivity is seen by organizations with effective onboarding processes.

However, onboarding is often complex, involving multiple stages that must be meticulously managed to ensure employees are fully prepared to begin their core responsibilities.

ITSM plays a pivotal role in ensuring smooth employee onboarding. The service desk remains a constant companion from the moment an employee accepts an offer until pre-onboarding, induction, and complete setup.

A seamless onboarding experience sets a positive first impression, a crucial factor in encouraging employees to engage with the service desk throughout their tenure with the organization.

However, onboarding processes often encounter bottlenecks due to inefficient ITSM practices that undermine employee experience. Delays in access to essential tools, siloed communication between HR and IT, and cumbersome paperwork create friction, frustrating new hires.

A fragmented onboarding process can have a ripple effect, lowering productivity, engagement, and retention down the line.

Challenges with traditional onboarding processes

A frequent bottleneck is the delay in providing new hires access to essential software and tools. After receiving their hardware and credentials, employees typically need to request software manually, which goes through multiple approval stages before being assigned to a technician. This process can take several days and waste critical productive hours during an employee's first week.

The analysis below audits software and hardware asset requests from newly assigned workstations. It provides information on the time since each request was created, as well as the average resolution time required per request.

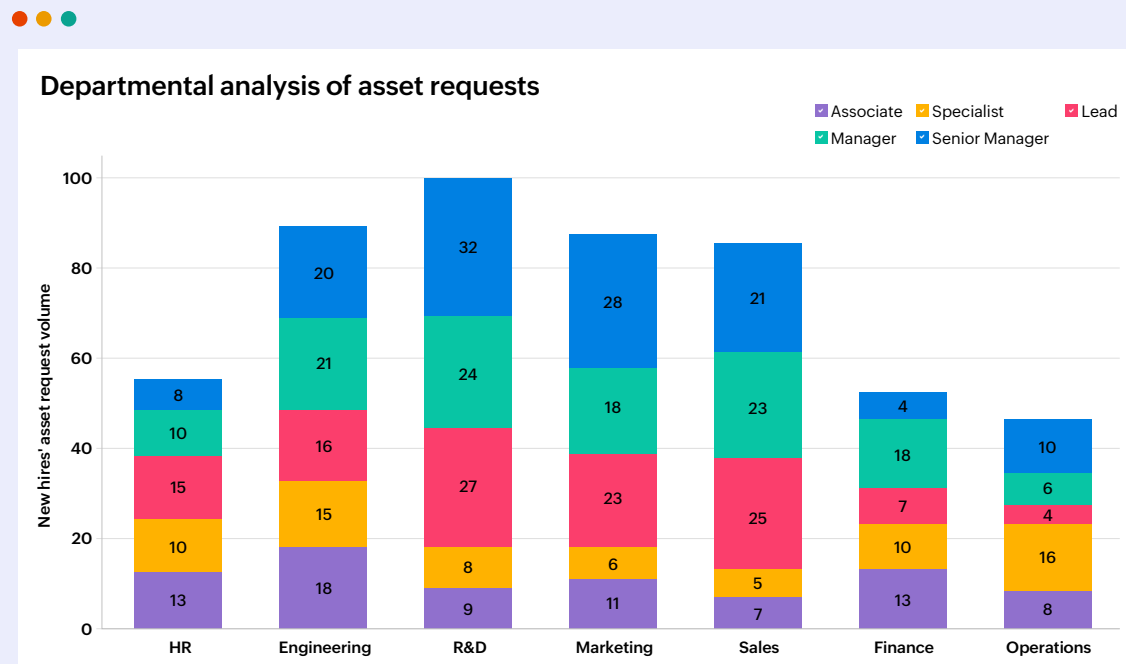
Audit of software and hardware request resolutions

	Request ID	Type	Days since ticket creation	Average resolution time (hours)	SLA (hours)
1.	424	Password Reset	2	1	2
2.	443	Software Installation	5	48	24
3.	475	Hardware Repair	1	100	150
4.	485	Network access	3	8	24
5.	491	Account access	1	2	12
6.	509	System Upgrade	7	132	72
7.	512	VPN Setup	4	1	4
8.	518	Email access	12	1	4
9.	524	Network Configuration	8	24	72
10.	542	Firewall change	15	48	108

The analysis shows significant delays from the moment requests are created to the first response. High average resolution times further compound the issue, cutting into the new hire's early productivity and leaving them idle while waiting for IT support.

Proactive ITSM can facilitate faster, smarter onboarding

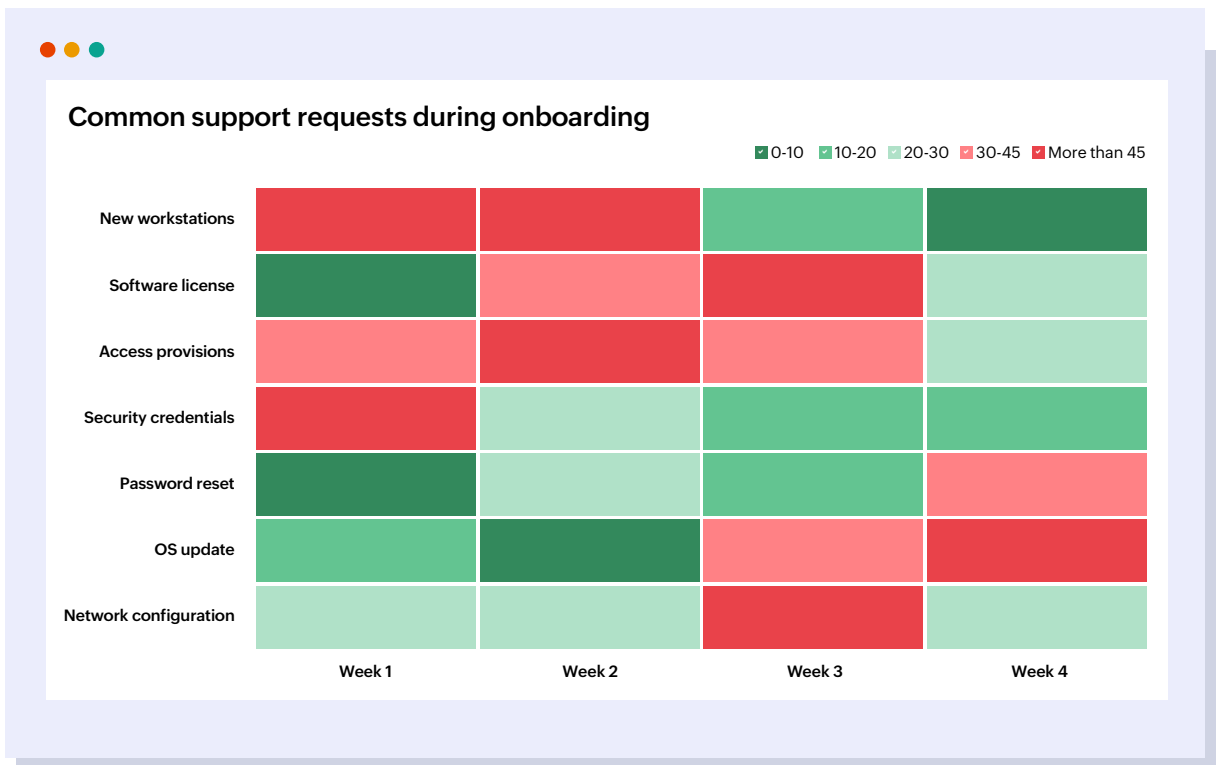
With workplaces shifting to hybrid models, organizations need fast, proactive, and personalized service management strategies to ensure seamless onboarding. IT teams must refine their ITSM processes to eliminate delays and optimize service desk workflows.



The analysis above combines historical HRMS data with service desk data to give a comprehensive department role-based view into the common asset requests raised by employees during the first week of onboarding.

Predefined, role-based workflows can be created based on this analysis to ensure every new hire, whether joining remotely or on-site, receives their assets and any other fundamental resources on time, ensuring they are fully equipped from day one. Such predefined onboarding workflows significantly reduce delays, providing new employees with a seamless start and eliminating the frustrations of waiting for IT support. The result? New hires become productive more quickly, enhancing their initial impression of the service desk and the overall IT environment.

In today's hybrid work environment, a significant challenge facing IT teams is providing timely support to new hires working from home. Remote onboarding presents additional challenges beyond physical asset delivery. While many organizations now partner with local vendors or offer BYOD options to manage asset delivery, onboarding remote employees still demands more attention. Remote workers in global organizations also face more complex onboarding challenges than their on-site counterparts, particularly in accessing support across different time zones.



The analysis identifies the most common requests received from remote employees during different stages of their onboarding process, measured by weeks since joining. This insight allows you to pinpoint the categories generating the highest volume of requests. Armed with this information, IT teams can address these high-priority issues through a two-pronged resolution approach:

- **Anticipate and prepare:** IT teams can proactively resolve issues before they arise by leveraging the above analysis and planning accordingly.
- **Provide 24/7 global support:** A dedicated global support team with expertise in handling common requests ensures that remote employees receive quick resolutions. Direct routing of requests to these specialists minimizes delays and offers new hires a positive experience, even when working across time zones.

A seamless onboarding process leaves a lasting impression on new hires, encouraging them to engage with the service desk throughout their journey within the organization. This engagement leads to better adoption of IT services, improved productivity, and higher retention rates. In an era where hybrid work is the norm, investing in optimized, employee-centered ITSM practices ensures employees feel welcomed and empowered, no matter where they work from.

Conclusion

In today's ITSM landscape, delivering a seamless employee experience is just as critical, if not more so, as maintaining operational excellence. A seamless user experience directly impacts employee productivity and their ability to excel in their roles. By adopting the analytics-driven ITSM strategies outlined in this e-book, organizations can transform their service management approach and create employee experiences that drive engagement, boost productivity, and inspire excellence.

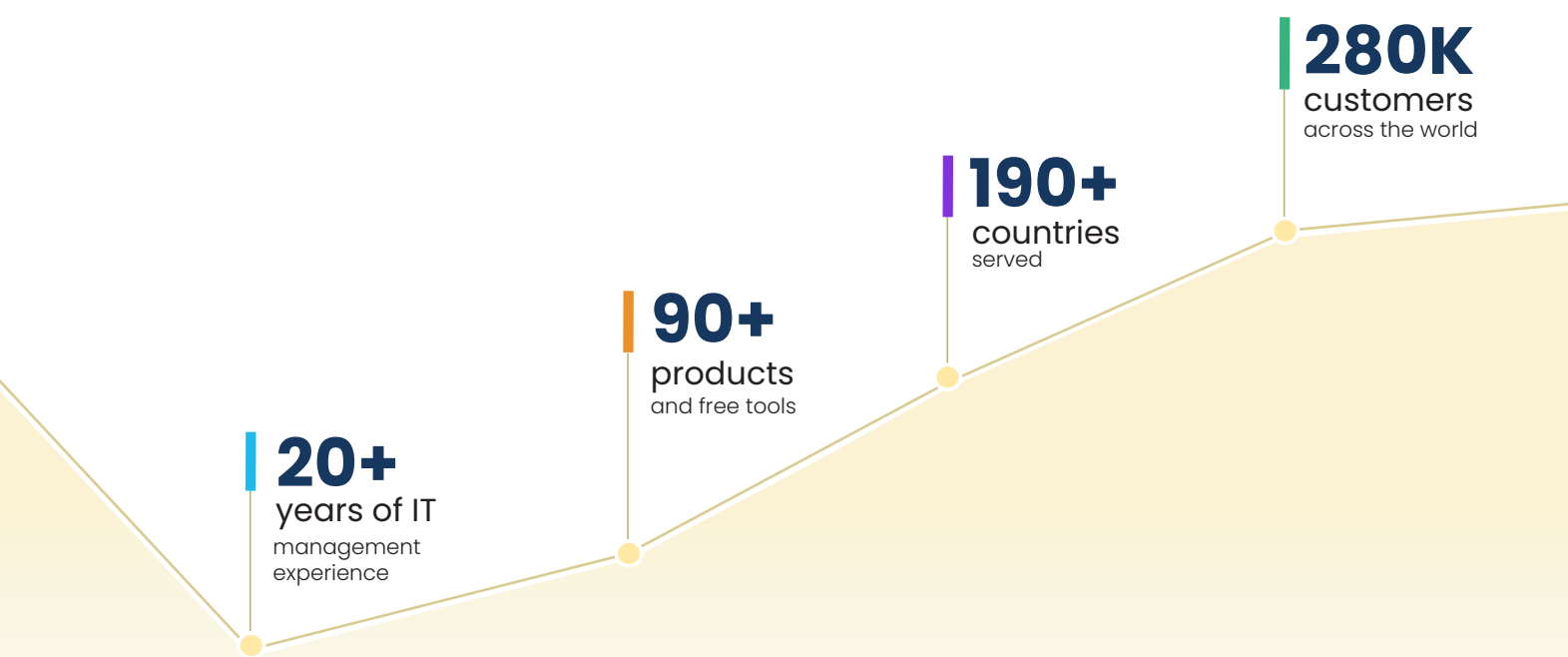
About

ManageEngine Analytics Plus is a self-service, AI-driven IT analytics solution that helps organizations implement complex initiatives to address the requirements of expanding businesses. Available on-premises and in the cloud, Analytics Plus visualizes IT data from several applications and integrates out of the box with several popular IT applications such as ManageEngine ServiceDesk Plus, Jira, ServiceNow, Zendesk, and ManageEngine Endpoint Central. Analytics Plus features an AI-powered analytics assistant that responds to voice and text prompts to provide meaningful visualizations. This eliminates the need for a data analyst to aid help desk managers and reduces report building time while enabling organizations to make faster, data-driven decisions.

Kick-start your IT analytics journey with a free trial of Analytics Plus.

Want to learn more about the product before giving it a try?

Sign up for a free, virtual tour with one of our solution experts.



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