LANDESK Finds Employees Overwhelmingly Satisfied with IT Customer Service

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Against a backdrop of media reports of a growing dissatisfaction with corporate IT, LANDESK today announced a new report revealing that the majority of employees from organisations worldwide are actually quite satisfied with the service they receive from their IT departments. When asked to give a letter grade, more than 80 percent of respondents gave their IT departments an â€œAâ€• or a â€œB.â€•
Furthermore, the survey found that 81 percent of respondents try to solve their own IT issues before asking IT for help. This follows the trend of increased self-sufficiency and autonomy in end users and indicates that end users are more resourceful than ever.

â€œThe results of this survey validate exactly what we already believed at LANDESK â€“IT departments are doing increasingly better work and end users are more empowered to solve issues on their own,â€• said Steve Daly, CEO of LANDESK. â€œThis shift gives IT teams more time to focus on solving the more vexing IT issues theyâ€™re faced with each day.â€•

With the goal of better understanding the experience end users are having with their IT departments, LANDESK engaged a third-party research firm to poll employees working at organisations of various sizes worldwide. The survey uncovered the following:

â€¢Â Â Â Â Â Â Â Â IT departments are generally quick to respond to requests for help, with 88 percent of respondents reportin generally resolved their issues in less than 24 hours and 28 percent seeing results within the first hour. However, users now expect answers in real-time and are now taking matters into their own hands.
â€¢Â Â Â Â Â Â Â Â With proactive super users and responsive IT departments, it is no surprise that most IT issues do not significantly cut into work productivity. In fact, 46 percent of respondents reported losing less than one hour of work per month and 80 percent reported losing less than three hours work per month.
â€¢Â Â Â Â Â Â Â Â When queried about subjects related to the somewhat volatile debate over personally-owned devices in the workplace, the survey showed that most end users (75 percent) use at least one personally-owned device for work purposes, but only 23 percent of respondents reported their businesses have a bring-your-own-device (BYOD) policy. This leaves a major gap in security for many companies.

â€œWe are pleased with the results of this survey and what it means for IT departments around the world,â€• said Daly. â€œFo example, the findings from this study support our belief that with all the mobile devices employees are using to get their work done, organisations may need to implement or improve BYOD policies and mobile security practices within their companies.â€•

The survey polled more than 2,500 respondents from Australia, France, Germany, the United Kingdom and the United States. Respondents came from a range of organisation sizes, from companies with less than a hundred employees to companies with more than 25,000 employees.

To read the summary report and learn more about the state of IT support, please visit www.landesk.com/ITReport .