

“THERE’S NO R.O.I. ON THE SERVICE DESK”

Demand better than the “industry standard”.
Today’s service desk sends a message.
It says: “Our executive time isn’t important” and
“our customers can wait”. Is that the message you want?

There are huge opportunities for value in the unloved Service Desk. If you’re still sending technicians out to service machines, if your tickets take the “industry average” time to close, if you’re suffering from “industry standard” turnover at the service desk, if tickets are escalating to the next level, if your executives still have to create tickets because monitoring doesn’t automatically solve their problems—then there are savings you haven’t started to take advantage of yet. When your employees are waiting on the Service Desk, they aren’t serving your customers. And there’s no better way to drive R.O.I. than taking that time back. When your Service Desk is powered by eProc, it says: “Our employee time is incredibly valuable” and “Our customers get immediate attention”.

DEMAND VALUE

R.O.I.

OPPORTUNITIES

- Reduce personnel turnover
- Reduce ticket escalations
- Stop sending technicians
- Reduce time to close tickets
- Improve reputation
- Improve production

Multiply your time savings across every ticket every day and watch the value add up.

OPPORTUNITY

COSTS

All those lost hours of productivity add up. But you’re not just burning cash at the service desk, you’re also burning out employees with record turnover and all the costs around it. But the most important thing the service desk costs you is reputation. The service desk today tarnishes the image of everything else IT is doing.

QUICK

R.O.I.

New eProc customers are always shocked at just how fast the value starts kicking in. Literally the first minute that eProc is active starts the savings, allowing eProc to pay for itself within months. After that it’s pure savings, month after month, year after year. That’s why eProc has intense customer loyalty.

