

IT HELP DESK EXECUTIVE SURVEY SUMMARY

HOW ORGANIZATIONS USE TECHNOLOGY TO SUPPORT A DISTRIBUTED WORKFORCE

The traditional business office is becoming increasingly geographically distributed as more employees work from regional or home offices, coffee shops, clients' offices and airports. Today's workforce is a mobile one — more likely to be on the go than sitting in an office down the hall from the IT help desk. This shift in the traditional workspace has introduced new, more complex IT support challenges; yet despite these new challenges, IT help desks continue to be tasked with reducing costs and increasing productivity. Since remote employees bogged down with technical problems can mean significant losses in productivity, revenue and satisfaction, today's IT help desks are looking for more effective strategies to remotely support distributed workers so that technical problems are quickly and efficiently resolved with minimal stress and downtime.

Citrix Online recently conducted a comprehensive survey on the subject of remote support by talking with organizations across a variety of verticals to find out how technology is helping their IT help desks provide remote support to end users across the globe.

A BROAD RANGE OF SKILLS AND USERS

The first step was to find out how organizations are using technology. To do this, Citrix Online spoke with users in a variety of roles. Survey participants worked in general IT (34 percent), IT help desk (15 percent), engineering (7 percent), consulting (7 percent) and customer support (6 percent), as well as in administration, professional services, sales and training.

USE AND SATISFACTION

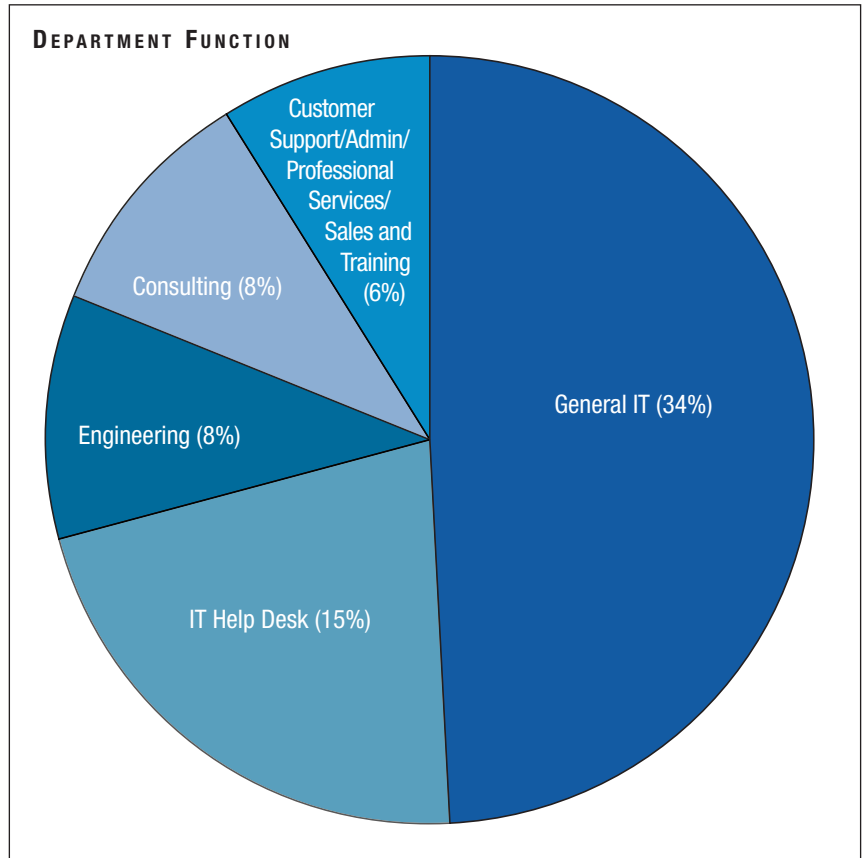
The majority (54 percent) of respondents reported that their departments currently employ a remote-support solution; only 13 percent reported that their departments had no remote-support solution in place today. Of the 54 percent with solutions already in use, 19 percent stated that they are very satisfied with the solution; 55 percent reported being satisfied with the solution; 9 percent reported being dissatisfied with the solution; and 3 percent reported that they were very dissatisfied with their current remote-support solution.

WEAKEST LINKS IN REMOTE-SUPPORT STRATEGY AND PLANNING

Respondents cited the following as the most common reasons for being dissatisfied with a remote-support solution: too slow (8 percent), difficulty connecting to end user (6 percent), not enough features (7 percent) and not enough security (3 percent), as well as maintenance, poor service or support, lack of integration and difficulty.

THE INTEGRATION FACTOR

While integration wasn't considered a priority for some organizations, it was a critical factor for at least 36 percent of survey respondents, who deemed the ability to integrate a remote-access solution into CRM service-desk solutions (i.e., salesforce.com, PeopleSoft, BMC Remedy Help Desk, etc.) important. For this group, integration with existing infrastructure was a deal breaker when selecting a remote-support solution.



TYPICAL USES FOR DEPLOYING NEW TECHNOLOGY

- As organizations grow and employees become increasingly mobile, IT help desks need a secure, cost-effective solution to effectively administer and support remote PCs and people.
- Organizations see the value in having a remote-support solution in place to keep employees productive and satisfied.
- Administrators require a secure, reliable remote access solution so that employees can instantly access critical resources and information should a disruptive event take place.
- End users need a reliable remote-support solution that is intuitive and simple to use.

CRITERIA FOR PURCHASING

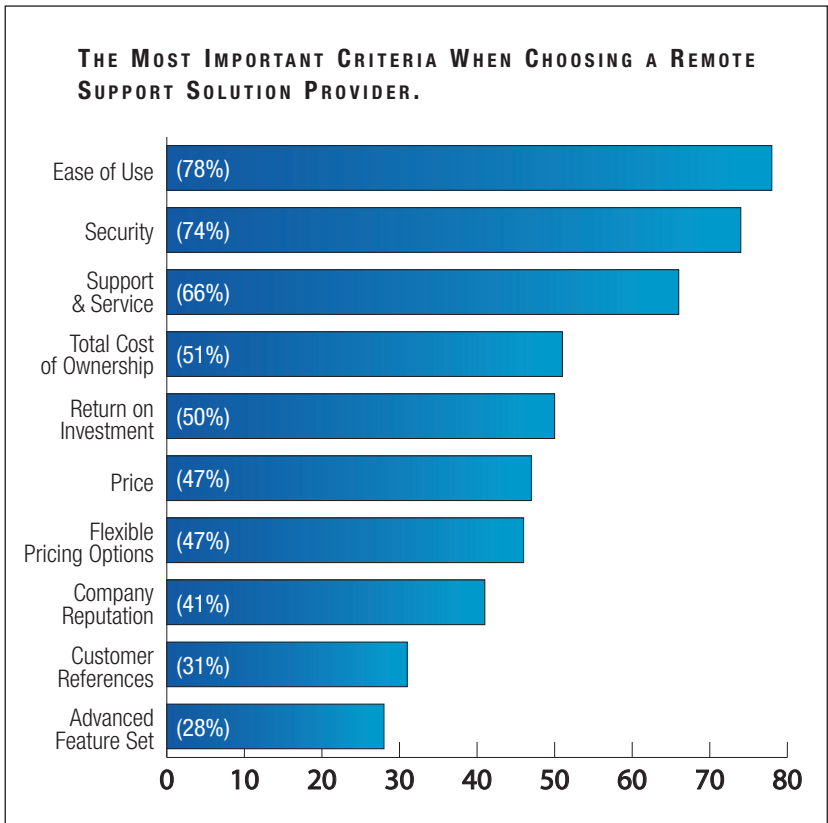
Respondents were asked to rate various benefits of remote-support solutions as *very important*, *important*, *unimportant* or *very unimportant*. They cited the following as elements they considered very important to consider when selecting a remote-support solution:

- Ease of Use
- Security
- Support & Service
- Total Cost of Ownership
- Return on Investment (ROI)

Many respondents also rated feature set, vendor reputation and pricing as being very important when choosing a solution.

Respondents were also asked to identify the most desirable or critical features in a remote-support solution. Here's what they rated as very important:

- File and Folder Transfer
- Multiple Connection Methods (Web and Phone)
- Multiple Concurrent Sessions
- Two-Way Screen Sharing
- One-Click Diagnostics
- Monitoring and Reporting
- Chat
- Reboot/Reconnect
- Administrator Login



INVESTING WITH CARE

With the increasing mobility and distribution of today's workforce, companies recognize that reliable remote-support solutions must be in place to avoid interruptions in productivity or lost revenue. The selection of the right tools is crucial — any remote-support solution must combine security, functionality, ROI, simplicity and performance.

Citrix® GoToAssist® revolutionizes the delivery of technical support and service. With GoToAssist, organizations can provide fast, easy and secure remote-support services, resulting in a superior end-user experience every time. GoToAssist's feature-rich technology is easy to use and administer, and its comprehensive integration offerings enable the best fit for any organization, regardless of existing infrastructure.

A BUYER'S GUIDE: WHICH FEATURES AND BENEFITS ARE IMPORTANT?

To be worth the investment, technology tools — particularly remote-support tools — must be:

- **Easy to use and administer.** Deployment should take minutes, and no end-user training or configuration should be required, to reduce total cost of ownership.
- **A good investment.** GoToAssist provides a broad range of incident-resolution tools and reports, which increase efficiency and productivity.
- **Cost-effective.** GoToAssist enables organizations of all sizes to experience a rapid ROI in the form of increased first-call resolution rates, reduced incident-handling times for more complex cases, lower total call volumes due to fewer repeat calls, thousands of dollars saved in reduced travel costs and end-user satisfaction consistently in the 90 percent or higher range.
- **Secure.** GoToAssist's secure communication architecture uses industry-standard SSL and U.S. government-standard 128-bit AES encryption to ensure that confidential information remains private. Security is built-in; no configuration is required by users or administrators.

BOTTOM LINE

As companies expand operations across the nation and around the globe, implementing a secure, reliable and easy-to-use remote-support solution is critical for successfully resolving technical issues, thereby reducing productivity losses and increasing employee satisfaction without having to add help desk staff members or dollars to help desk budgets. As the survey results indicate, remote support is on the minds of IT decision makers who know that having the right technology to support remote employees is a powerful competitive differentiator.

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To learn more about GoToAssist and arrange a private demo, please call (800) 549-8541; or, if you're calling from outside the U.S., dial +1 (805) 690-5729.

GoToAssist®