

# BENCHMARKING ROUNDUP

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## SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS

# DOWNLOAD THE PRESENTATION

The screenshot shows a video player interface on the BrightTALK website. At the top left is the BrightTALK logo. To its right is a search bar with the text "Search" and a magnifying glass icon. Further right are navigation links for "Summits", "Communities" (with a dropdown arrow), and "My account" (with a dropdown arrow). The video player area contains a slide with a dark blue background and a world map. The slide text reads: "BENCHMARKING ROUNDUP" in large white letters, followed by "SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS" in smaller blue letters. In the top right corner of the video player, there are two buttons: "Watch later" and "Viewing Certificate". Below the video player is the MetricNet logo, which includes a bar chart icon and the text "MetricNet Performance Benchmarking". Below the logo is a button labeled "Attachments". A large blue arrow points from the right side of the slide area towards the "Attachments" button.

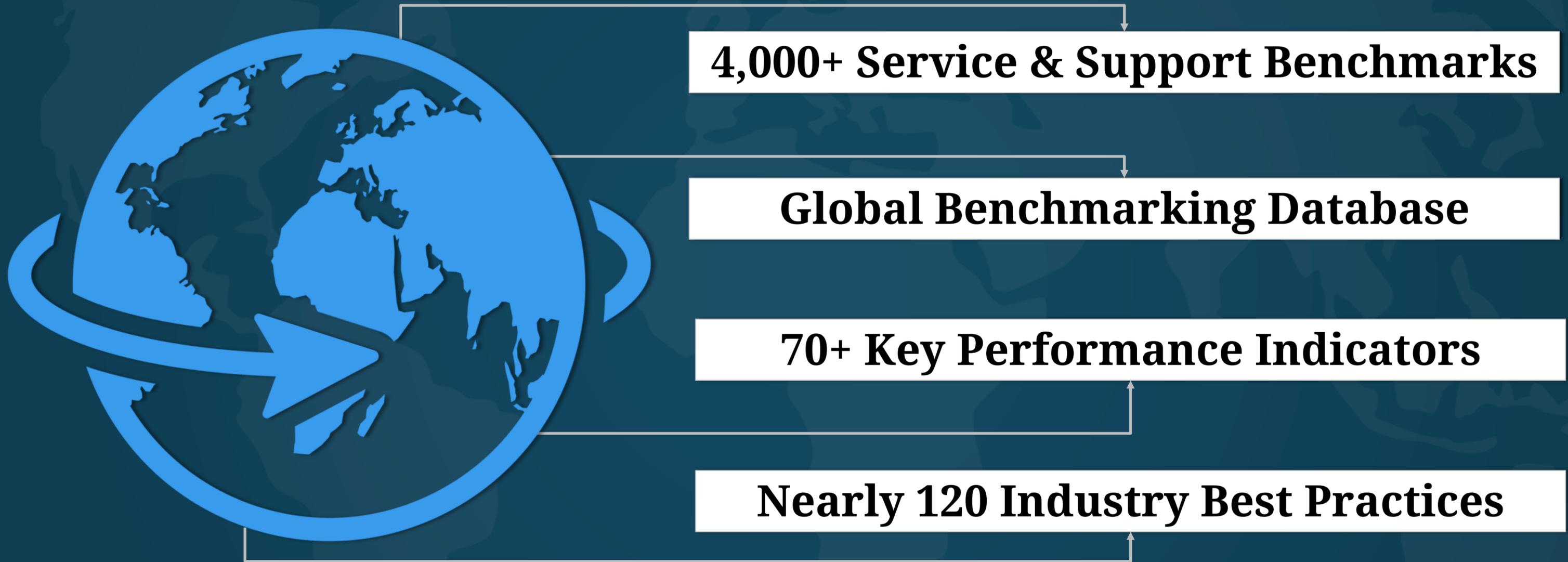
# RESPOND TO POLLING QUESTIONS

The screenshot shows a web interface for a poll. At the top left is the BrightTALK logo. To its right is a search bar with the text "Search" and a magnifying glass icon. Further right are links for "Summits", "Communities" (with a dropdown arrow), and "My account" (with a dropdown arrow). Below the navigation bar is a large dark blue banner with the text "BENCHMARKING ROUNDUP" in white and "SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS" in light blue. To the right of the banner are two buttons: "Watch later" and "Viewing Certificate". Below the banner is the MetricNet logo with the tagline "Performance Benchmarking". At the bottom of the interface is a navigation bar with two buttons: "Attachments" and "Vote". The "Vote" button is highlighted with a blue border and a large blue arrow pointing to it from the right.

# PLEASE SHARE YOUR FEEDBACK WITH US

The screenshot shows a video player interface on the BrightTALK website. At the top left is the BrightTALK logo. To its right is a search bar with the text "Search" and a magnifying glass icon. Further right are navigation links for "Summits", "Communities" (with a dropdown arrow), and "My account" (with a dropdown arrow). The video player itself has a dark blue background with a world map pattern. The main title of the video is "BENCHMARKING ROUNDUP" in large white letters, followed by the subtitle "SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS" in smaller blue letters. In the top right corner of the video player, there are two buttons: "Watch later" and "Viewing Certificate". Below the video player, the MetricNet logo is displayed, along with the text "Performance Benchmarking". At the bottom of the video player, there are three buttons: "Attachments", "Vote", and "Rate this". A blue arrow points from the right side of the "Rate this" button towards the left, indicating the direction of the feedback request.

# 30 YEARS OF IT SERVICE & SUPPORT BENCHMARKS



# 2023 BENCHMARKING DATA COMES FROM 19 COUNTRIES



# KEY MOTIVATORS FOR BENCHMARKING

- ✓ Establish a performance baseline
- ✓ Find improvement opportunities
- ✓ Reduce costs
- ✓ Improve quality of service
- ✓ Adopt industry best practices
- ✓ Establish enterprise credibility
- ✓ Demonstrate management proactivity
- ✓ Track the right metrics
- ✓ Improve performance reporting
- ✓ Drive accountability

- ✓ Implement a Balanced Scorecard
- ✓ Improve process maturity
- ✓ Set performance targets
- ✓ Improve the Customer Experience
- ✓ Demonstrate continuous improvement
- ✓ Right size analyst headcount
- ✓ Close technology gaps
- ✓ Optimize channel mix
- ✓ Reduce ticket volumes
- ✓ **Achieve world-class performance**

# POLLING QUESTION #1:

## Which best describes your organization?

Technical Support Service Desk

Desktop Support/Field Services

Other

The screenshot shows a web interface for a poll. At the top left is the BrightTALK logo. To its right is a search bar with the text "Search" and a magnifying glass icon. Further right is a "Summits" link. The main content area features a dark blue background with a world map and the text "BENCHMARKING ROUNDUP" in large white letters, followed by "SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS" in smaller white letters. Below this, the MetricNet logo is visible. At the bottom of the interface, there are two buttons: "Attachments" and "Vote". A blue arrow points to the "Vote" button.

# KPIS USED IN METRICNET SERVICE DESK BENCHMARKS

## Cost

- Cost per Contact/Ticket
- Cost per Minute of Handle Time
- First Level Resolution Rate

## Quality

- Customer Satisfaction
- Net First Contact Resolution Rate
- Call Quality

## Productivity

- Inbound Contacts per Analyst per Month
- Analyst Utilization
- Analysts as a % of Total Headcount

## Analyst

- Annual Analyst Turnover
- Daily Analyst Absenteeism
- Schedule Adherence
- New Analyst Training Hours
- Annual Analyst Training Hours
- Analyst Tenure
- Analyst Job Satisfaction

## Service Level

- Average Speed of Answer (ASA)
- X% of Calls Answered in Y seconds
- Call Abandonment Rate

## Call Handling

- Inbound Contact Handle Time
- User Self-Service Completion Rate

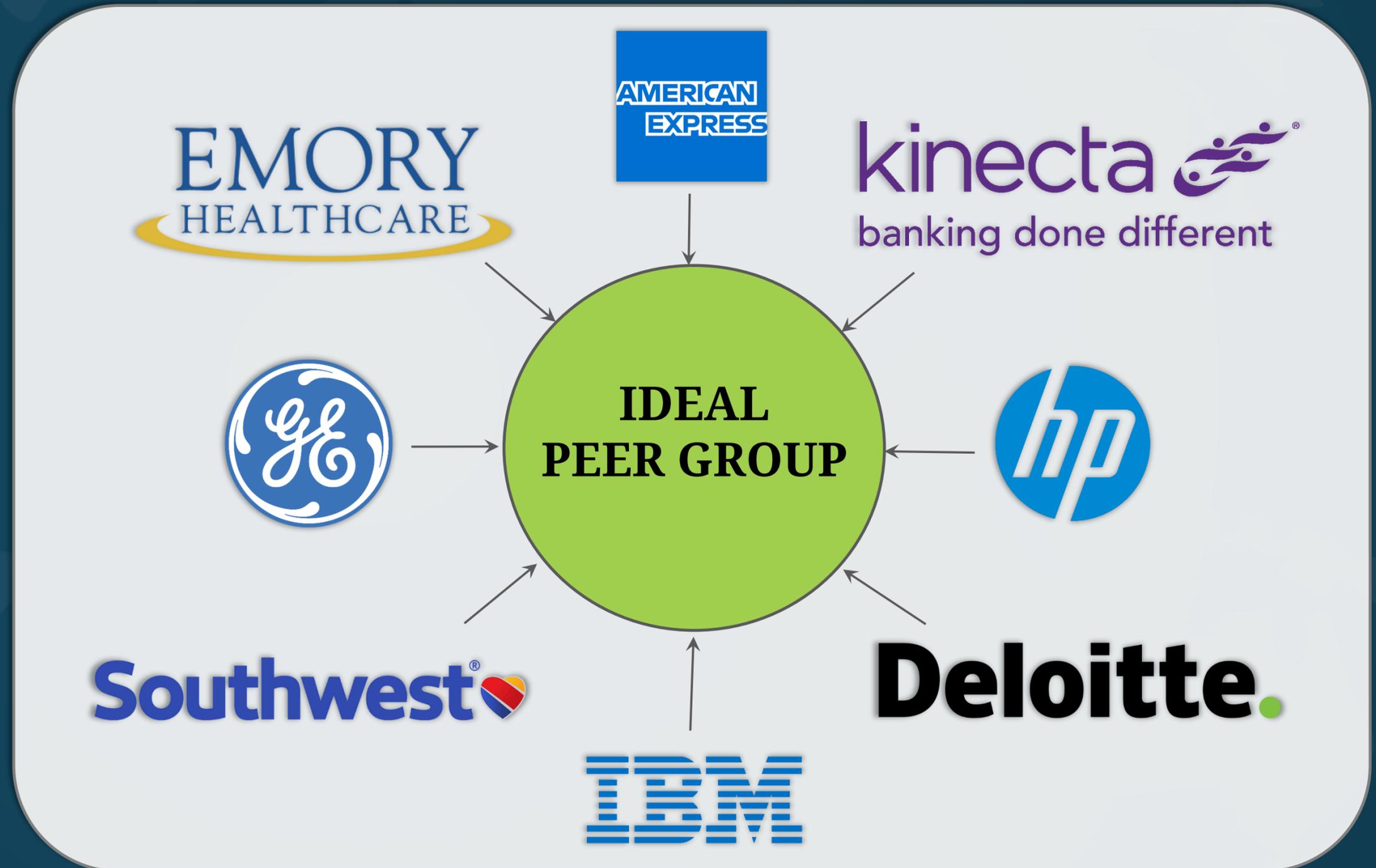
# A NOTE ON VALID BENCHMARKING COMPARISONS

SCOPE

SCALE

COMPLEXITY

GEOGRAPHY



# 2023 SERVICE DESK BENCHMARKING SUMMARY

Metric Type	Key Performance Indicator (KPI)	Peer Group Statistics			
		Average	Min	Median	Max
Inbound Channel Mix	Voice % of Total	43.0%	12.2%	41.3%	100.0%
	Chat % of Total	16.2%	0.0%	16.1%	36.5%
	Web Ticket/Email % of Total	28.3%	0.0%	27.2%	65.7%
	Walk-Up ("Genius Bar") % of Total	1.4%	0.0%	0.0%	12.7%
	Self-Help % of Total	10.9%	0.0%	7.6%	44.8%
Cost	Average Cost per Voice Contact	\$18.35	\$5.01	\$14.80	\$55.69
	Average Cost per Chat Session	\$23.26	\$5.85	\$20.31	\$66.27
	Average Cost per Web Ticket/Email Contact	\$24.24	\$5.92	\$19.96	\$58.54
	Average Cost per Analyst-Assisted Contact	\$20.61	\$5.91	\$16.50	\$56.00
	Average Cost per Contact (incl. Self-Help)	\$17.07	\$5.91	\$14.80	\$34.17
	Average Cost per Voice Minute	\$1.63	\$0.91	\$1.48	\$2.80
	Average Cost per Chat Minute	\$1.16	\$0.67	\$1.12	\$2.48
	Average Cost per Web Ticket/Email Minute	\$1.71	\$0.92	\$1.54	\$2.89
TCO	Net First Level Resolution Rate	78.9%	54.2%	80.1%	97.2%
Handle Time	Inbound Voice Handle Time (minutes)	10.78	3.30	10.50	19.86
	Outbound Voice Handle Time (minutes)	4.10	1.01	3.87	8.34
	Chat Handle Time (minutes)	13.42	3.72	13.69	26.93
	Web Ticket/Email Handle Time (minutes)	13.70	3.80	13.77	24.91
Voice Quality	Voice Customer Satisfaction	81.1%	57.9%	81.5%	99.6%
	Net First Contact Resolution Rate	70.2%	52.5%	68.4%	93.8%
	Call Quality	87.3%	66.2%	90.6%	97.8%

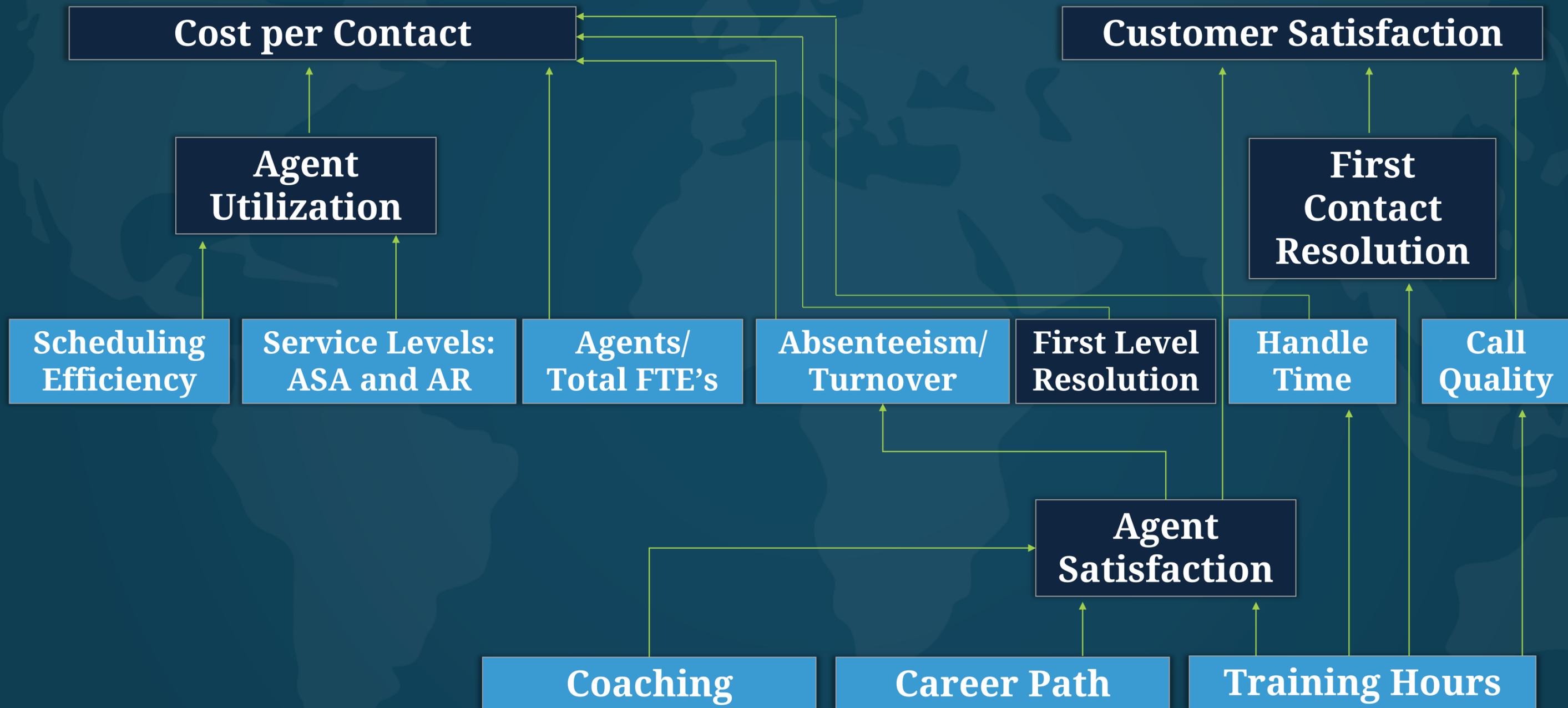
# 2023 SERVICE DESK BENCHMARKING SUMMARY CONTD.

Metric Type	Key Performance Indicator (KPI)	Peer Group Statistics			
		Average	Min	Median	Max
Voice Productivity	Voice Analyst Utilization	45.3%	35.8%	44.4%	57.7%
	Inbound Voice Contacts per Analyst per Month	456	152	391	1,393
	Outbound Voice Contacts per Analyst per Month	158	0	123	682
	Voice/Chat/Email Analysts as a % of Total Service Desk Headcount	82.1%	69.4%	82.5%	93.9%
Voice SLA	Average Speed of Answer (seconds)	89	29	87	223
	Call Abandonment Rate	5.8%	2.2%	5.4%	11.7%
	% Answered in 60 Seconds	48.5%	25.7%	48.7%	69.8%
Analyst	Annual Analyst Turnover	43.1%	5.9%	38.3%	91.4%
	Daily Analyst Absenteeism	7.8%	2.9%	7.4%	14.1%
	Analyst Schedule Adherence	89.3%	75.6%	89.3%	95.8%
	Analyst Occupancy	80.0%	59.6%	80.4%	97.6%
	New Analyst Training Hours	92	44	89	188
	Annual Analyst Training Hours	6	0	4	23
	Analyst Tenure (months)	28.8	8.3	27.2	84.8
	Analyst Job Satisfaction	75.7%	54.8%	77.4%	86.7%
Chat	% of Contacts Originating in Chat	16.2%	0.0%	16.1%	36.5%
	% of Contacts Resolved in Chat	10.0%	0.0%	8.7%	23.7%
	Chat First Contact Resolution Rate	62.3%	33.8%	65.0%	82.1%
	% Failover Rate from Chat to Voice	37.6%	17.8%	34.9%	66.1%
	Customer Satisfaction in Chat Channel	77.5%	58.2%	76.9%	91.6%
	Average Concurrent Chat Sessions	0.84	0.53	0.80	1.46
	Max Concurrent Chat Sessions	3.0	1.0	3.0	4.0
	Chat Sessions per Chat Analyst per Month	357	116	292	949

# BENCHMARKING METHODOLOGY



# SERVICE DESK KPI CORRELATIONS DRIVE CONCLUSIONS



# SERVICE DESK PERFORMANCE TRENDS

Metric Type	Service Desk KPIs	Benchmarking Statistics		
		2010	2023	Change
Cost	Cost per Contact	\$22.56	\$20.61	(\$1.95)
	First Level Resolution Rate	73.5%	78.9%	5.4%
Productivity	Agent Utilization	43.8%	45.3%	1.5%
Quality	Customer Satisfaction	81.0%	81.1%	0.1%
	Net First Contact Resolution Rate	67.9%	70.2%	2.3%
Agent	Agent Job Satisfaction	72.5%	75.7%	3.2%

# KPIS USED IN METRICNET DESKTOP SUPPORT BENCHMARKS

## Cost

- Cost per Ticket
- Cost per Incident
- Cost per Service Request

## Quality

- Customer Satisfaction
- First Visit Resolution Rate
- % Resolved Level 1 Capable

## Ticket Handling

- Average Incident Work Time (min)
- Average Service Request Work Time (min)
- Average Travel Time per Ticket (min)

## Service Level

- Average Incident response Time (minutes)
- % of Incidents Resolved in 1 Business Day
- Mean Time to Resolve Incidents (business hours)
- Mean Time to Fulfill Service Requests (business days)

## Technician

- Annual Technician Turnover
- Daily Technician Absenteeism
- Schedule Adherence
- New Technician Training Hours
- Annual Technician Training Hours
- Technician Tenure
- Technician Job Satisfaction

## Productivity

- Technician Utilization
- Tickets per Technician per Month
- Service Requests per Technician per Month
- Ratio of Technicians to Total Headcount

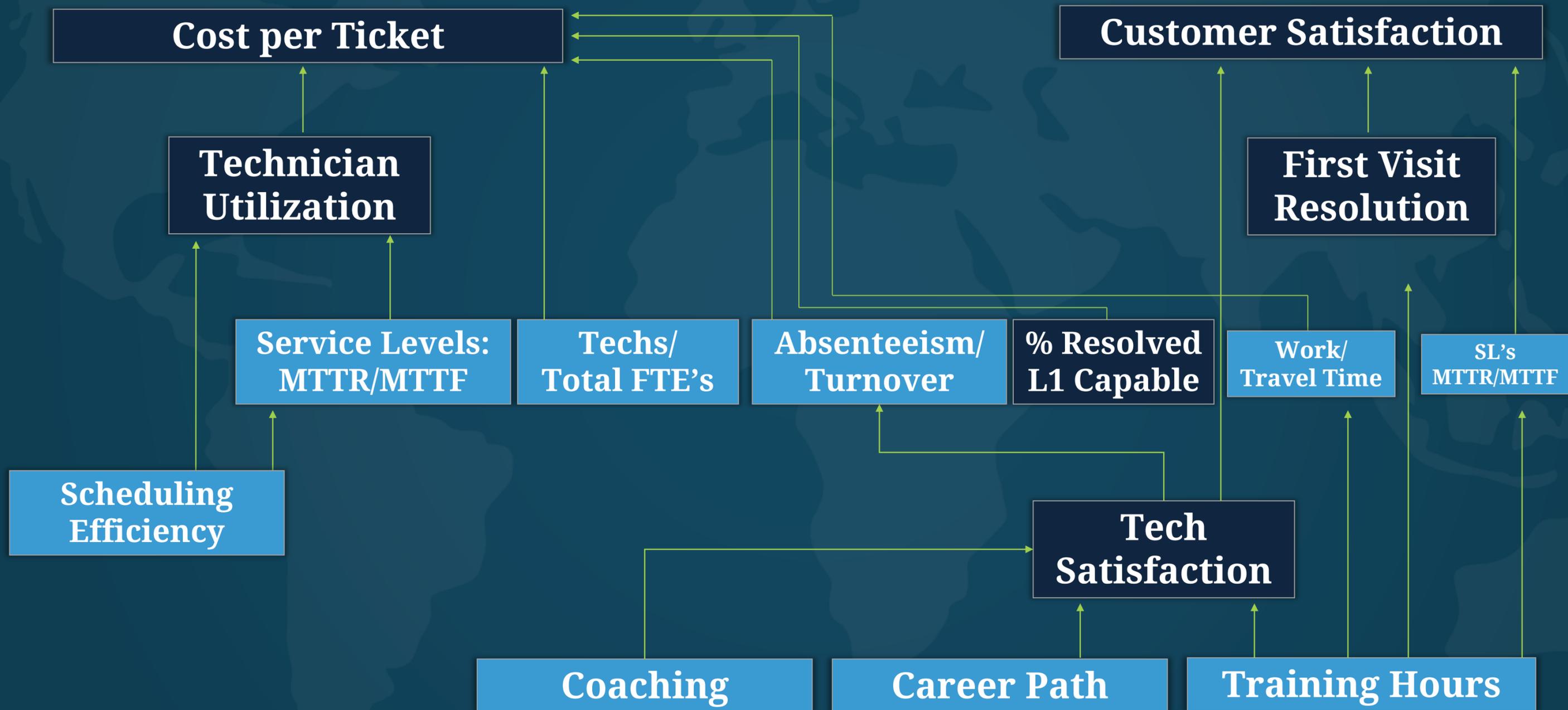
## Workload

- Tickets per Seat per Month
- Incidents per Seat per Month
- Service Requests per Seat per Month
- Incidents as a % of Total Ticket Volume

# 2023 DESKTOP SUPPORT BENCHMARKING SUMMARY

Metric Type	Key Performance Indicator (KPI)	Peer Group Statistics			
		Average	Min	Median	Max
Cost	Cost per Ticket	\$114.96	\$45.23	\$88.07	\$376.89
	Cost per Incident	\$88.33	\$29.66	\$63.87	\$253.59
	Cost per Service Request	\$180.83	\$43.91	\$156.76	\$580.46
Productivity	Technician Utilization	53.6%	39.7%	53.5%	63.8%
	Tickets per Technician per Month	74	25	68	195
	Incidents per Technician per Month	52	16	43	155
	Service Requests per Technician per Month	22	5	16	93
	Technicians as a % of Total Headcount	85.7%	75.9%	86.2%	100.0%
Service Level	Mean Time to Resolve Incidents (business hours)	16.9	6.1	13.4	43.2
	% of Incidents Resolved within 1 business day	42.6%	18.0%	45.2%	54.3%
	Mean Time to Fulfill Service Requests (business days)	7.6	2.1	7.2	16.6
	% of Service Requests Fulfilled within 3 business days	31.8%	6.3%	33.4%	49.9%
Quality	Customer Satisfaction	81.3%	51.4%	83.1%	95.7%
	Incident First Contact Resolution Rate	68.8%	54.0%	67.2%	86.2%
	% Resolved Level 1 Capable	13.3%	5.2%	13.9%	22.0%
	Ticket Quality	72.6%	52.5%	69.6%	96.8%
Technician	Annual Technician Turnover	36.1%	7.6%	35.7%	68.0%
	Daily Technician Absenteeism	5.4%	0.9%	4.9%	13.1%
	New Technician Training Hours	28	0	23	83
	Annual Technician Training Hours	5	0	1	32
	Technician Tenure (months)	27	11	24	46
	Technician Job Satisfaction	77.6%	68.4%	78.0%	88.3%
Ticket Handling	Average Incident Work Time (minutes)	31	14	25	75
	Average Service Request Work Time (minutes)	98	21	92	274
	Average Travel Time per Ticket (minutes)	34	8	25	105
Workload	Tickets per User per Month	0.38	0.17	0.39	0.67
	Incidents per User per Month	0.27	0.08	0.29	0.57
	Service Requests per User per Month	0.10	0.03	0.11	0.20
	Incidents as a % of Total Ticket Volume	69.7%	32.4%	70.9%	92.6%

# DESKTOP SUPPORT KPI CORRELATIONS DRIVE CONCLUSIONS



# DESKTOP SUPPORT PERFORMANCE TRENDS

Metric Type	Desktop Support KPIs	Benchmarking Statistics		
		2010	2023	Change
Cost	Cost per Ticket	\$110.14	\$114.96	\$4.82
Quality	Customer Satisfaction	81.3%	81.3%	-
	Incident First Visit Resolution Rate	78.2%	68.8%	(9.4%)
	% Resolved Level 1 Capable	36.1%	13.3%	(22.9%)
Productivity	Technician Utilization	50.9%	53.6%	2.7%
Service Level	Mean Time to Resolve Incidents (business hours)	12.6	16.9	4.3
	Mean Time to Fulfill Service requests (business days)	5.5	7.6	2.1
Technician	Technician Job Satisfaction	80.5%	77.6%	(2.9%)

# POLLING QUESTION #2:

**Which of the following best describes your organization's metrics maturity?**

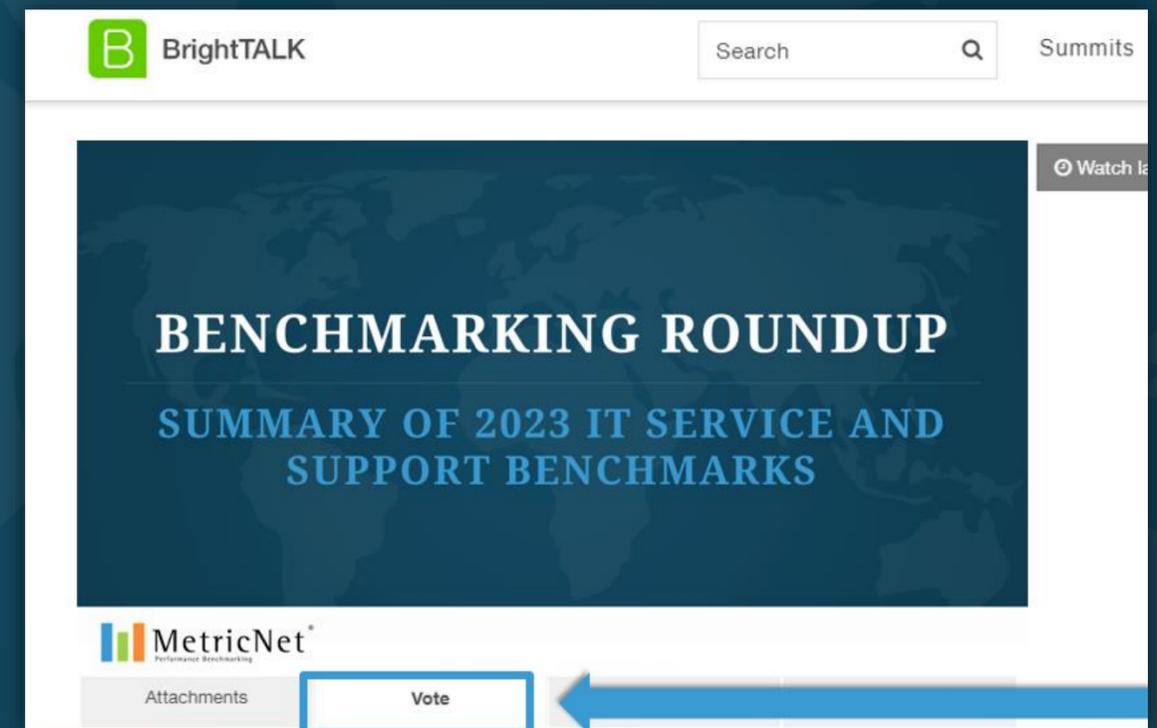
1 – We can define our metrics

2 – We set performance targets for metrics

3 – We understand KPI cause-and-effect

4 – We use metrics to continuously improve

Not Applicable or I Don't Know

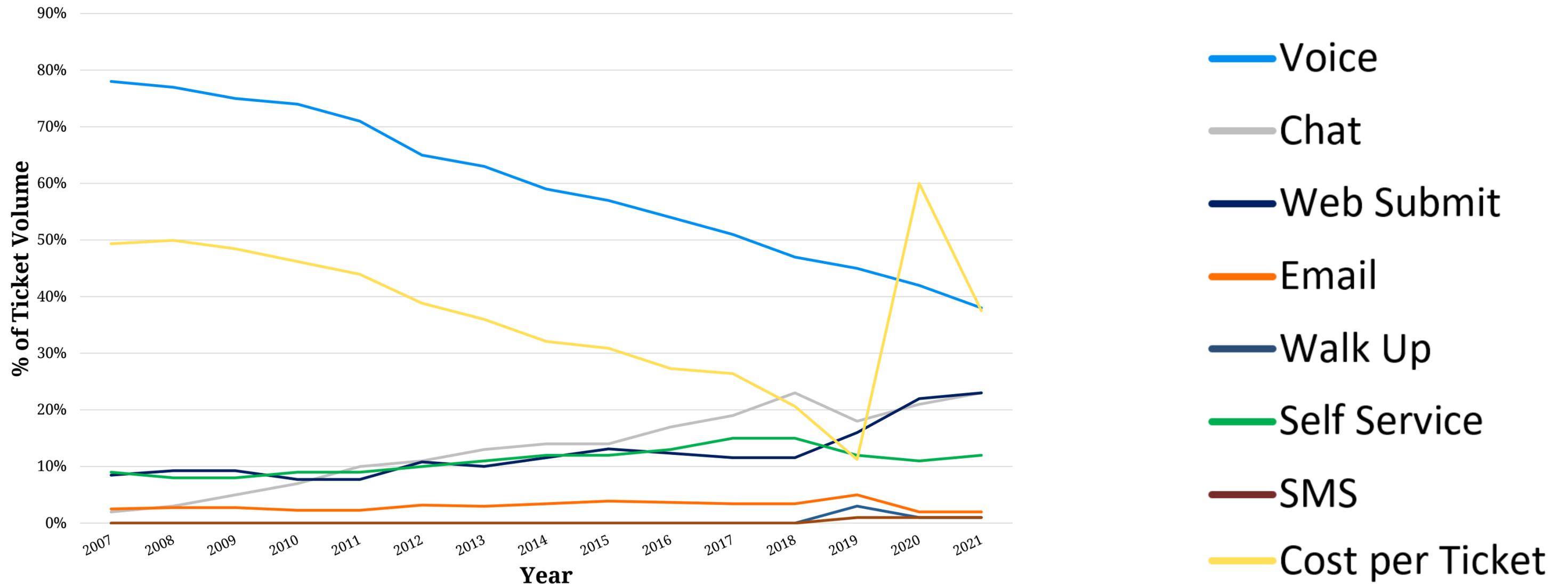


# SOME NOTABLE OBSERVATIONS

- Channel Mix is Changing
- Shift Left Strategies Have Become a High Priority
- Technician Compensation is Increasing
- Most Support Organizations Have a Scorecard
- Turnover Reduction Strategies are Being Employed
- Hybrid Desks and META Reps are Becoming More Common
- Technician Accountability is Increasing
- Service and Support is Being Managed as a Business
- AI in ITSM - Prediction Meets Reality
- Benchmarking has become ubiquitous

# CHANNEL MIX IS CHANGING

Channel Mix



# SHIFT LEFT HAS BECOME A HIGH PRIORITY

## SUPPORT LEVEL

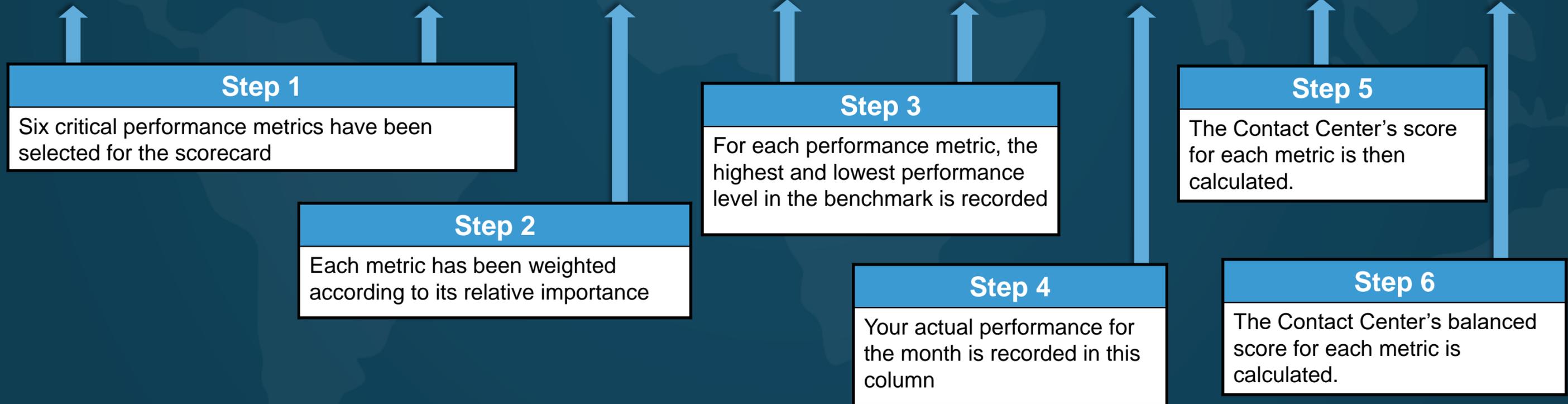


# COMPENSATION IS INCREASING: THE WAGE RATE PARADOX

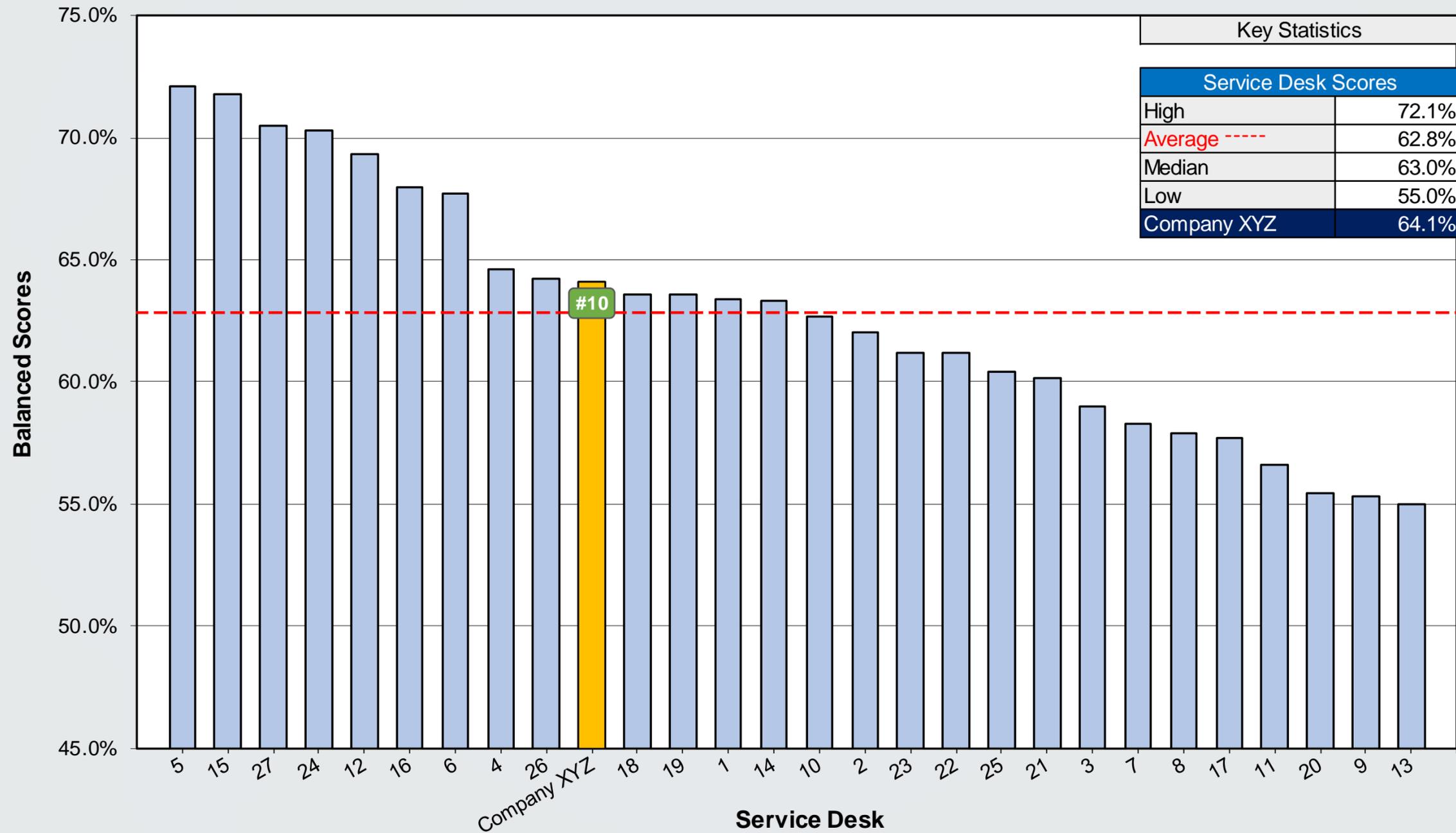


# MOST ORGANIZATIONS NOW HAVE A SCORECARD

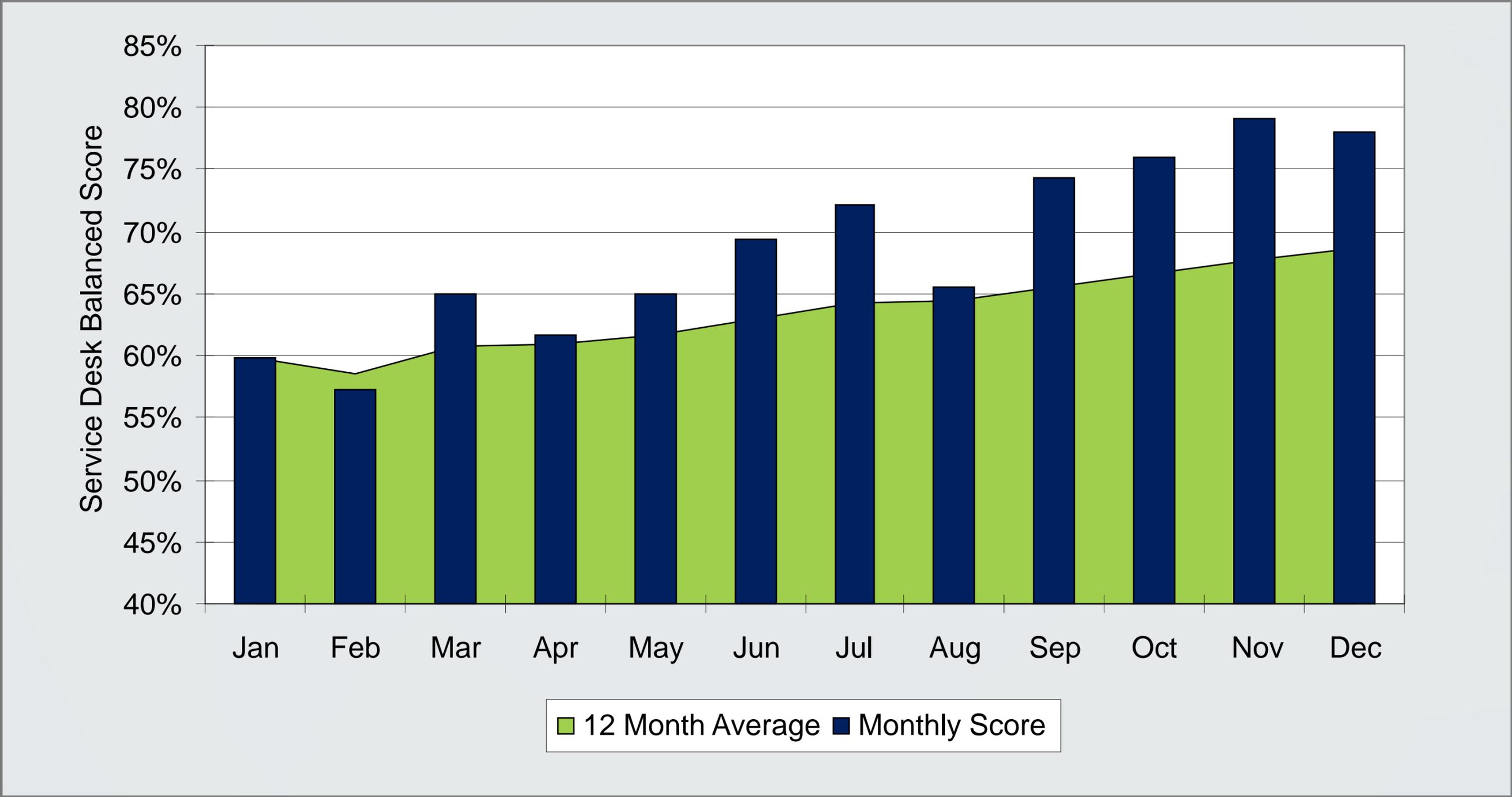
Performance Metric	Metric Weighting	Performance Range		Your Actual Performance	Metric Score	Balanced Score
		Worst Case	Best Case			
Average Cost per Analyst-Assisted Contact	25.0%	\$40.90	\$7.17	\$15.15	76.3%	19.1%
Voice Customer Satisfaction	25.0%	61.5%	99.7%	91.4%	78.3%	19.6%
Voice Analyst Utilization	15.0%	32.1%	67.3%	56.0%	67.9%	10.2%
Net First Contact Resolution Rate	15.0%	58.1%	93.8%	70.1%	35.2%	5.3%
Analyst Job Satisfaction	10.0%	61.6%	88.1%	88.1%	100.0%	10.0%
Average Speed of Answer (seconds)	10.0%	292	14	292	0.0%	0.0%
<b>Total</b>	<b>100.0%</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>64.1%</b>



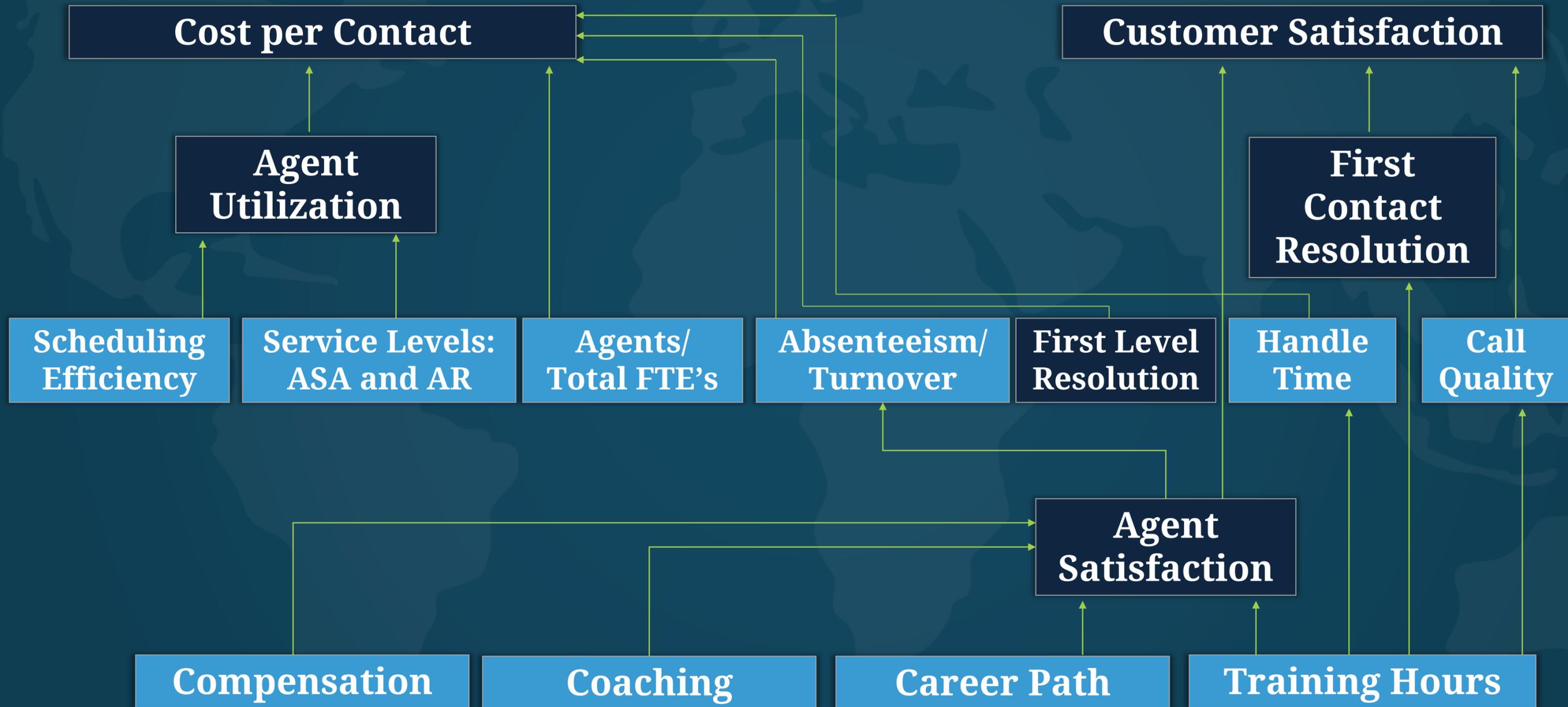
# BENCHMARKING YOUR OVERALL PERFORMANCE



# OVERALL SERVICE DESK SCORECARD TREND



# TURNOVER REDUCTION STRATEGIES



# HYBRID DESKS & META REPS ARE BECOMING MORE COMMON

**50 FTE's**



**Remote  
Service Desk**

**25 FTE's**



**Deskside  
Desktop Support**

**10  
Cross-  
Trained  
META  
Reps**

# AGENT ACCOUNTABILITY: THE AGENT SCORECARD

## Individual Scorecard, Ranking, & Trends

Scorecard month: June 2020 Analyst: SD Analyst 7

MetricNet Key Performance Indicator (KPI)	KPI Weighting	Performance Range		Performance: SD Analyst 7	KPI Score <div style="display: flex; width: 20px; height: 10px; background: linear-gradient(to right, red, yellow, green);"></div> Weak Strong	Balanced Score
		Worst Case	Best Case			
Customer Satisfaction	30.0%	80.0%	100.0%	100.0%	100.0%	30.0%
Number of Contacts Handled	30.0%	158 (158)†	940 (852)	496* (557)	57.5%	17.2%
First Contact Resolution Rate	10.0%	0.0%	54.0%	35.0%	64.8%	6.5%
First Level Resolution Rate	15.0%	28.0%	89.0%	89.0%	100.0%	15.0%
Unplanned Absenteeism	15.0%	15.0%	0.0%	0.0%	100.0%	15.0%
<b>Total</b>	<b>100%</b>	†The number of contacts in parentheses indicates how many contacts the analysts would have handled if working at 100% capacity.				<b>83.7%</b>

\*At 89% capacity

Do you want to show or hide names? Show

Show average for the previous 6 months

MetricNet Analyst Names	ID #	June Rank	June Score	Average score last 6 months	Rank last 6 months
SD Analyst 4	0004	#1	86.5%	78.2%	#5
<b>SD Analyst 7</b>	<b>0007</b>	<b>#2</b>	<b>83.7%</b>	<b>80.0%</b>	<b>#1</b>
SD Analyst 9	0009	#3	82.0%	76.3%	#7
SD Analyst 6	0006	#4	81.4%	71.0%	#15
SD Analyst 17	0017	#5	81.4%	78.7%	#3
SD Analyst 20	0020	#6	81.3%	78.7%	#2
SD Analyst 15	0015	#7	81.2%	78.3%	#4
SD Analyst 24	0024	#8	80.9%	73.7%	#11
SD Analyst 29	0029	#9	80.4%	72.1%	#14
SD Analyst 5	0005	#10	78.7%	67.1%	#24
SD Analyst 25	0025	#11	76.4%	65.5%	#28
SD Analyst 12	0012	#12	75.9%	75.3%	#8
SD Analyst 2	0002	#13	74.6%	75.3%	#9
SD Analyst 8	0008	#14	74.1%	70.1%	#18
SD Analyst 11	0011	#15	71.9%	72.3%	#13
SD Analyst 14	0014	#16	71.7%	77.6%	#6
SD Analyst 23	0023	#17	71.6%	72.8%	#12
SD Analyst 31	0031	#18	69.6%	70.1%	#17
SD Analyst 18	0018	#19	66.8%	74.8%	#10
SD Analyst 19	0019	#20	66.7%	69.7%	#21
SD Analyst 21	0021	#20	66.7%	69.8%	#20
SD Analyst 16	0016	#22	66.3%	69.8%	#19
SD Analyst 3	0003	#23	66.0%	64.3%	#30

### Performance Trends: SD Analyst 7

#### Balanced Score

Month	Score
January 2020	#4, 80.6%
February 2020	#3, 84.2%
March 2020	#8, 73.9%
April 2020	#2, 83.1%
May 2020	#11, 74.4%
June 2020	#2, 83.7%

#### Customer Satisfaction

Month	Score
January 2020	100.0%
February 2020	100.0%
March 2020	100.0%
April 2020	100.0%
May 2020	97.0%
June 2020	100.0%

#### Number of Contacts Handled

Month	Contacts
January 2020	586
February 2020	621
March 2020	639
April 2020	473
May 2020	312
June 2020	496

#### First Contact Resolution Rate

Month	Rate
January 2020	55.0%
February 2020	55.0%
March 2020	55.0%
April 2020	55.0%
May 2020	55.0%

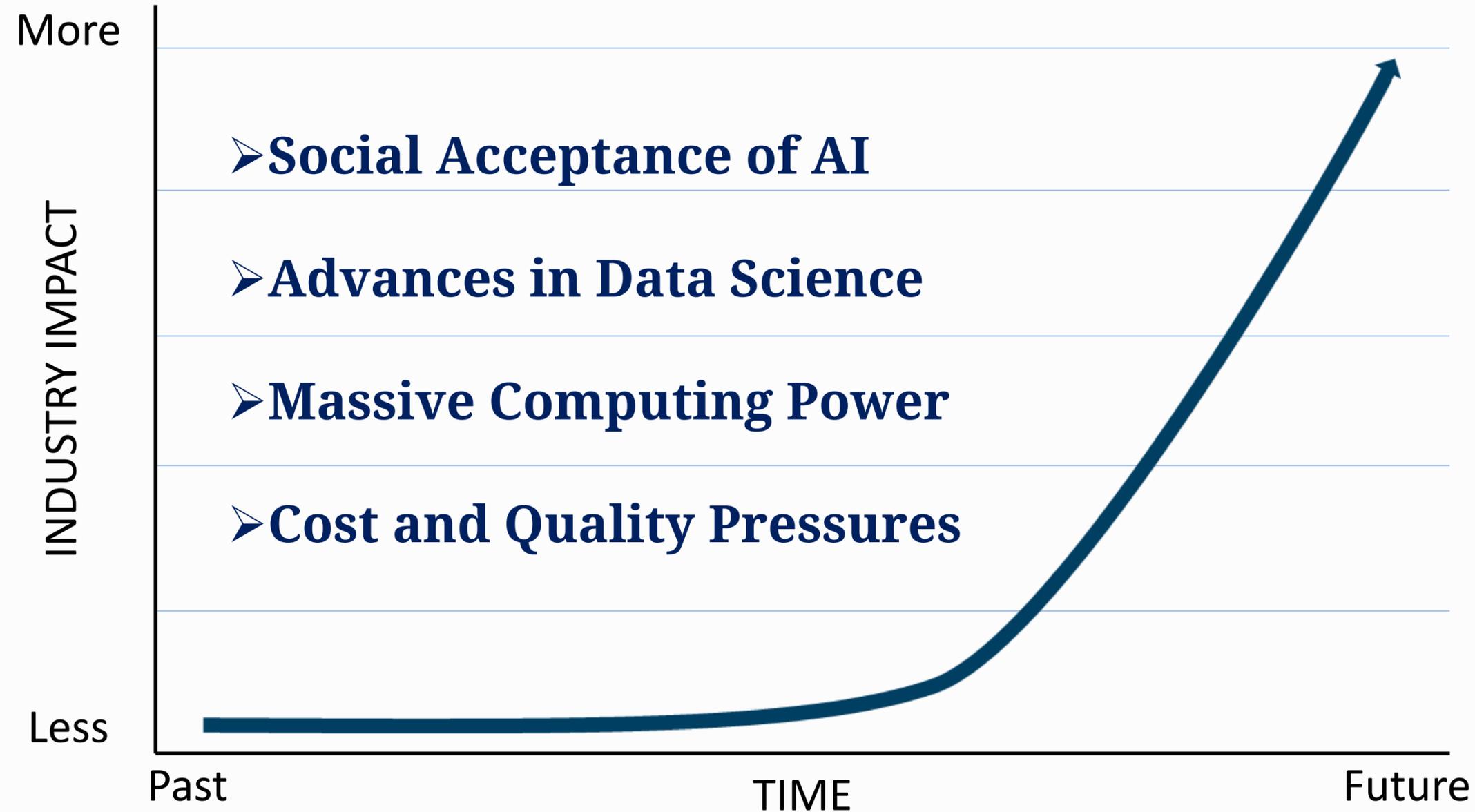
Setup Monthly Data Entry Capacity Calculator Ranking Dashboard **Individual Dashboard**

# SERVICE AND SUPPORT AS A BUSINESS



**Value Focused**  
**Leverage Metrics**  
**Proactive**  
**Process Aware**  
**Messaging**

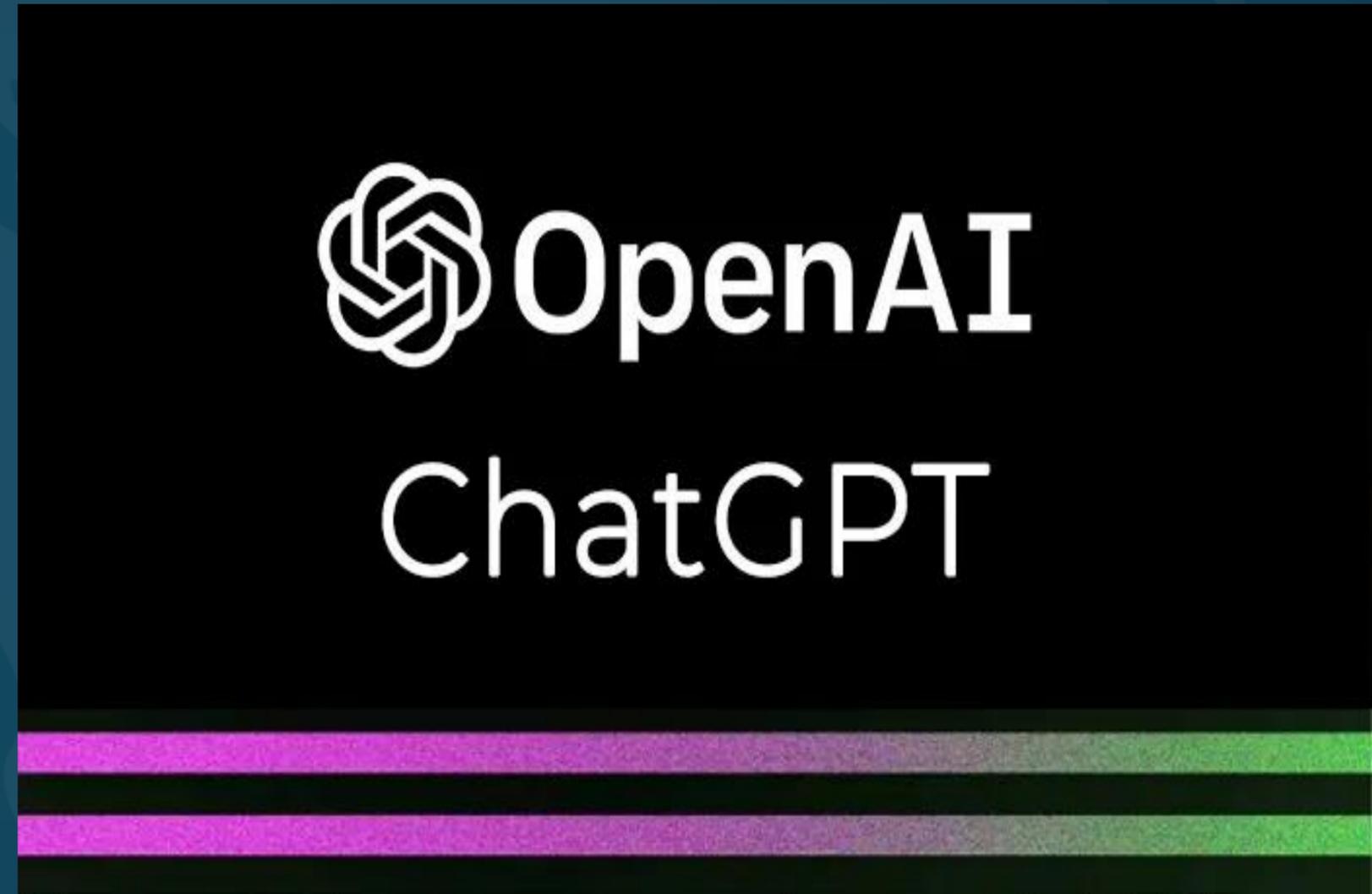
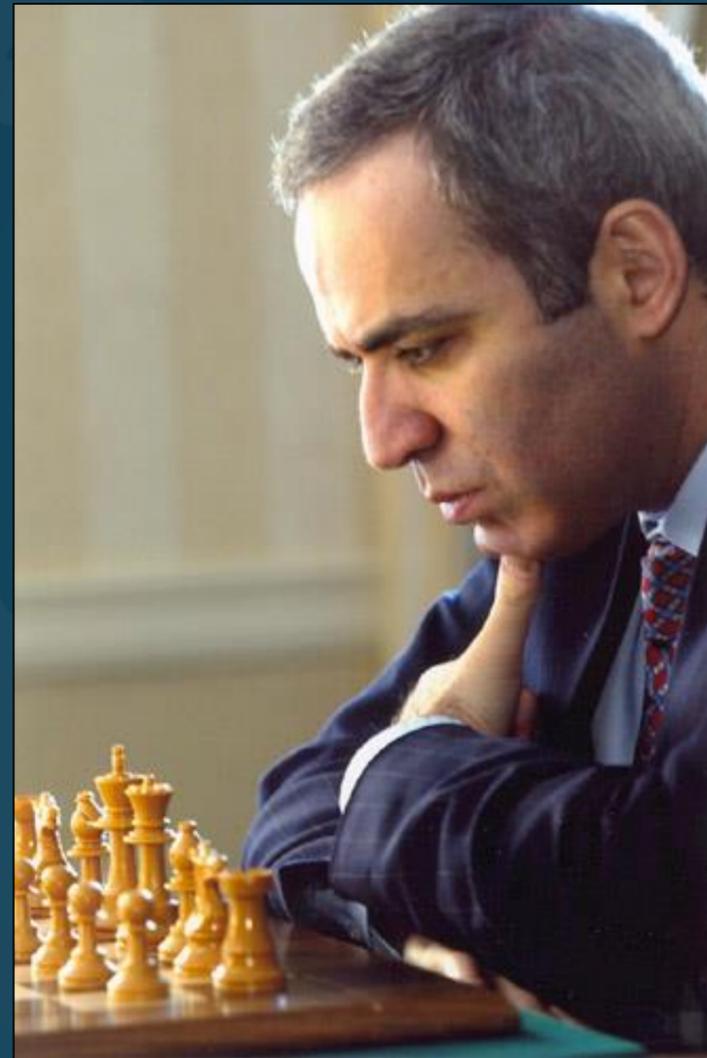
# WE ARE AT AN INFLECTION POINT WITH AI



# The Bots Are HERE!



# AND THEY ARE RAPIDLY MATURING



**Deep Blue vs. Gary Kasparov**

# SUPPORT ANALYST / AGENT / TECHNICIAN VS ENGINEER

## Support Agent/Analyst

- **Reactive**
- **Quick Fix, Return to Service**
- **ASA and MTTR**
- **Schedule Adherence**
- **\$45k per year**

## Support Engineer

- **Proactive / Strategic**
- **Root Cause Fix**
- **Ticket Elimination**
- **Engineering Projects**
- **\$110k per year**

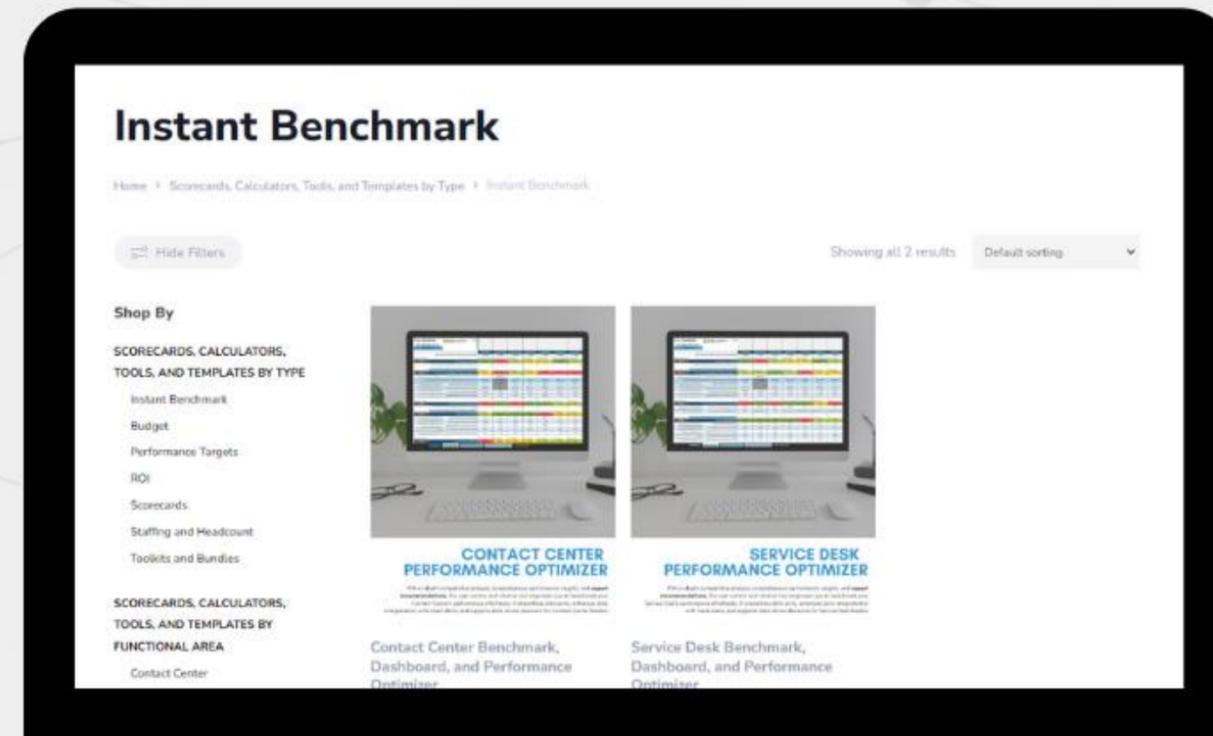
# AI HAS FAR REACHING SHIFT LEFT CAPABILITIES

## SUPPORT LEVEL



# ON-DEMAND BENCHMARKS

MetricNet is Excited to Announce 2 New On-Demand Benchmarking Products for Service Desk and Contact Center Professionals!



[MetricNet.com/InstantBenchmark](https://MetricNet.com/InstantBenchmark)

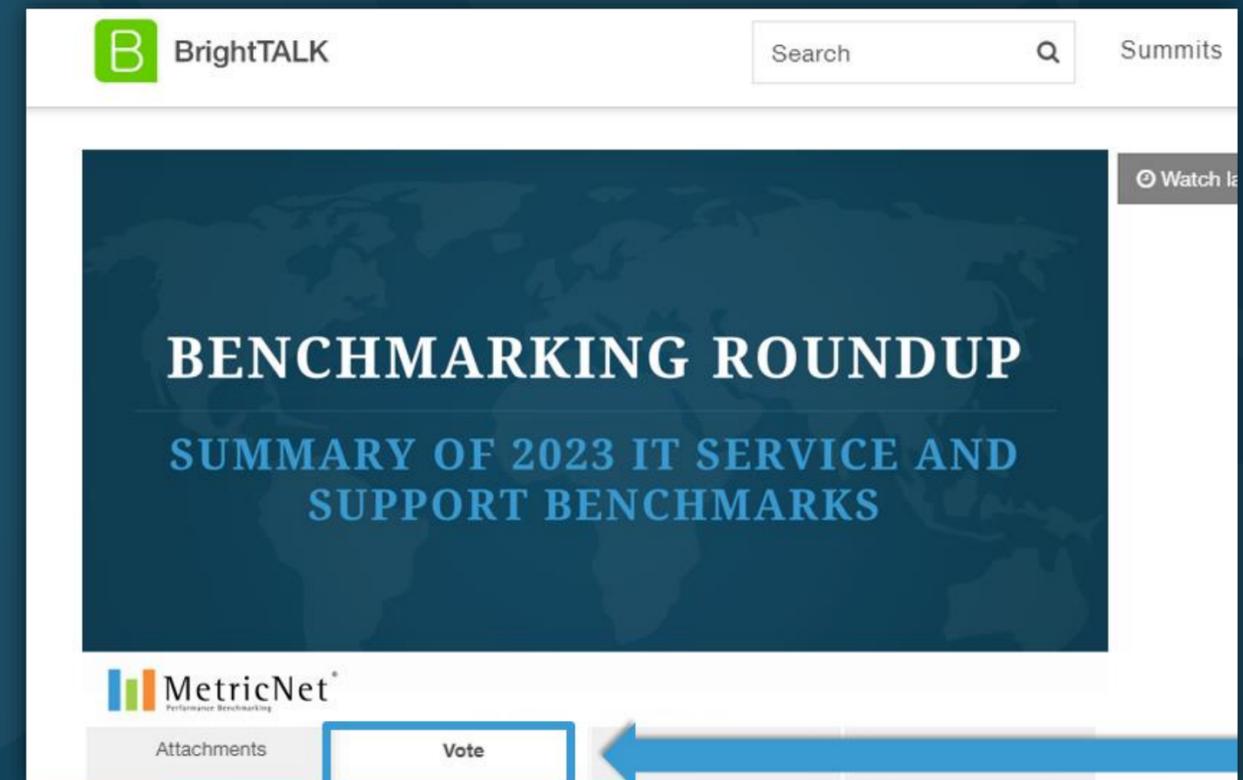
# QUESTIONS?

# POLLING QUESTION #3:

**Would you like to schedule a brief consultation call with MetricNet?**

Yes – ASAP

Yes – Next Week



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# EXCITING NEW PRODUCTS NOW AVAILABLE!




## United States CORE Service Desk Benchmark In-house/Insourced Service Desks



Report Number: SD-US-IN-0723-CORE | Updated: June 2023

6 KPIS

|

\$399

MetricNet's instantly downloadable Service Desk benchmarks provide valuable industry data that your organization can use to begin improving performance right away!

MetricNet Performance Benchmarking  
[www.metricnet.com](http://www.metricnet.com)




## United States PLUS Service Desk Benchmark In-house/Insourced Service Desks



Report Number: SD-US-IN-0723-PLUS | Updated: June 2023

24 KPIS

|

\$1,499

MetricNet's instantly downloadable Service Desk benchmarks provide valuable industry data that your organization can use to begin improving performance right away!

MetricNet Performance Benchmarking  
[www.metricnet.com](http://www.metricnet.com)




## United States PRO Service Desk Benchmark In-house/Insourced Service Desks



Report Number: SD-US-IN-0723-PRO | Updated: June 2023

44 KPIS

|

\$2,999

MetricNet's instantly downloadable Service Desk benchmarks provide valuable industry data that your organization can use to begin improving performance right away!

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### Service Desk ROI Calculator

Are you struggling to obtain adequate resources and funding for your Service Desk? You're not alone.



Download Now!  
[MetricNet.com/ROI](http://MetricNet.com/ROI)



### SERVICE DESK HEADCOUNT CALCULATOR

Used as a reality check or a planning tool, MetricNet's headcount calculator provides a simple way to plan and forecast headcount for your service desk.



Download Now!  
[MetricNet.com/SDHeadcount](http://MetricNet.com/SDHeadcount)



### Service Desk Balanced Scorecard

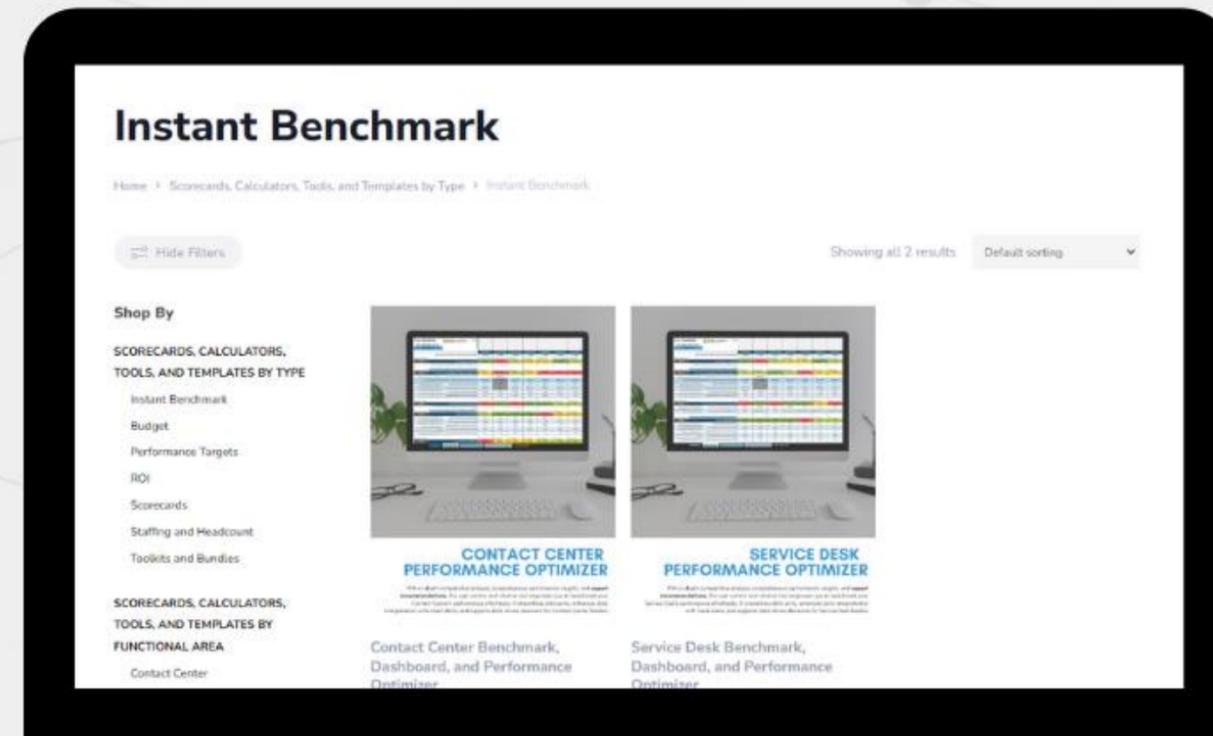
When tracked over time, the Balanced Scorecard tells you whether your service desk is improving...staying flat...or getting worse!



Download Now!  
[MetricNet.com/Scorecard](http://MetricNet.com/Scorecard)

# ON-DEMAND BENCHMARKS

MetricNet is Excited to Announce 2 New On-Demand Benchmarking Products for Service Desk and Contact Center Professionals!



[MetricNet.com/InstantBenchmark](https://MetricNet.com/InstantBenchmark)

# DOWNLOAD THE PRESENTATION

The screenshot shows a BrightTALK video player interface. At the top left is the BrightTALK logo. To its right is a search bar with the text "Search" and a magnifying glass icon. Further right are links for "Summits", "Communities" (with a dropdown arrow), and "My account" (with a dropdown arrow). The main video area displays a slide with a dark blue background and a world map. The slide text reads: "BENCHMARKING ROUNDUP" in large white letters, followed by "SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS" in smaller blue letters. In the top right corner of the video area, there are two buttons: "Watch later" and "Viewing Certificate". At the bottom left of the video area, there is a "MetricNet Performance Benchmarking" logo and an "Attachments" button. A large blue arrow points from the right side of the video area towards the "Attachments" button.

# PLEASE SHARE YOUR FEEDBACK WITH US

The screenshot shows a video player interface on the BrightTALK website. At the top left is the BrightTALK logo. To its right is a search bar with the text "Search" and a magnifying glass icon. Further right are navigation links for "Summits", "Communities" (with a dropdown arrow), and "My account" (with a dropdown arrow). The video player area features a dark blue background with a world map pattern. The main title "BENCHMARKING ROUNDUP" is displayed in large white letters, followed by the subtitle "SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS" in smaller blue letters. In the top right corner of the video player, there are two buttons: "Watch later" and "Viewing Certificate". Below the video player, the MetricNet logo is visible, along with a row of three buttons: "Attachments", "Vote", and "Rate this". A blue arrow points from the right side of the "Rate this" button towards the left, indicating the direction of the feedback request.

A dark blue background featuring a faint, light blue world map. The map shows the continents of North America, South America, Europe, Africa, and Australia.

# QUESTIONS?

**THANK YOU!**

# BENCHMARKING ROUNDUP

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## SUMMARY OF 2023 IT SERVICE AND SUPPORT BENCHMARKS



# ABOUT METRICNET

# COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.

## CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

## BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

## OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.



# JEFF RUMBURG

Managing Partner and CEO



# ANGELA IRIZARRY

President and COO



# TIMOTHY COVER

Executive Project Director



## EXECUTIVE TEAM

# CONTACT US



**BY PHONE**

(775) 298-7772

**VIA EMAIL**

info@metricnet.com

**ON THE WEB**

MetricNet.com

# CONNECT WITH US ONLINE



**@METRICNET**

# MEET SOME OF OUR CLIENTS



**THANK YOU!**