

High Growth Tech Company Saves 383 Service Desk Hours

When faced with an overload of “simple” L1 tickets, this organization used Nextthink’s smart automation to save time and money.



THE PROBLEM

The Service Desk team was buried under a pile of simple, but relentless L1 incident tickets. Each ticket took up to 30 minutes of an L1 agents time to resolve, burning up time and delaying vital projects. Lacking the budget to hire more staff, they needed to make their existing IT team more efficient without expanding their existing resources.

THE APPROACH

They utilized Nextthink’s ServiceNow integration to bring real-time data into their ServiceNow console, introduce self-help capabilities and augment their CMBD intelligence. The team made a list of the 12 most common L1 issues, integrated Nextthink-powered automations, and delivered those automated fixes to affected employees via a one-click self help prompt.

THE RESULT

The team triggered 1530 automated executions in just 3 months, saving their Service Desk team 383 hours, equating to \$20k of IT time saved.



1530

Automations Executions



383

Hours Saved