Top 3 Things Keeping IT up at Night

1. Location-based IT: Predictability is a thing of the past. 87% use multiple tools for remote work. The industry's first Time-optimizing Technology tool is needed.

2. Technology sprawl: It's a thing of the past. The need to switch between multiple technologies is impacting help desk productivity. 50% of employees are dispersed across several tools.

3. Complications when troubleshooting: It's a thing of the past. Complexity when troubleshooting remote versus in-office employees is more challenging remotely. 43% of employees are remote employees.

Location-based IT: Predictability is a thing of the past. The benefits of providing consistent, reliable IT support are providing even more productivity to businesses. 92% of businesses are concerned about the possibility of a data breach.

Security

- Top desired technology: None of the above
- Top barriers to consolidation: None of the above
- Top technologies: None of the above
- Top security-related features: None of the above

Productivity

- Top productivity hit when supporting their own productivity: None of the above
- Top productivity hit when supporting teams integrated into support processes: None of the above
- Top productivity hit when providing consistent, reliable IT support: None of the above

One way is a better way:

Respond, act, and resolve issues - all in one place.

Flexible work has officially overtaken office-based work, and organizations are now working with a much more fluid situation. 11% of employees are in-office only. So, how can IT deliver consistent, reliable support? Let's get it into.

Flexibility

- More with less technology: None of the above
- Single pane of glass: None of the above
- Top barrier to consolidation: None of the above

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GoTo Resolve, game-changing IT support platform

Introducing GoTo Resolve, game-changing IT support platform.

Support history and contextual data eliminates the need for users to reauthenticate. Support history and contextual data empowers agents to be more nimble while giving them more control.

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