

IT managers struggle to make the right service desk choice!

Submitted by: C8 Consulting

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- Dynamic Markets research demonstrates that nearly all IT managers' service desk solutions are creating cost headaches beyond the basic purchase price
- Almost two-thirds of IT Managers found extra costs came as a nasty surprise and only emerged after the initial price was 'agreed' with the vendor
- One in five managers would happily turn back the clock and buy a different solution

Reading, UK, 28th April 2009: Numara® Software, Inc., a leader in service desk management solutions, announced today at the Service Desk & IT Support Show independent market research that unveils the state of IT funding and investigates the 'true' total cost of ownership around service desks. The research, undertaken by Dynamic Markets in March 2009 and commissioned by Numara Software has found that 98 percent of IT managers in UK organisations with a service desk solution admit to being hit by additional costs beyond the original expected purchase price.

In addition, 60 percent of managers who experienced extra costs say they were unexpected and only came to light after the initial purchase. Typically, the extra costs incurred were for maintenance (68 percent), professional fees to cover service desk modification (49 percent), integration with other systems (51 percent). Among those who encountered unexpected extra costs, 53 percent were surprised by the extra costs of the installation of the service desk solution and in-house administration costs were later discovered by 61 percent of these people.

The "Flexible Service Desks?" quantitative research by Dynamic Markets is based on 100 interviews with UK IT managers from large organisations with 250+ employees who were not Numara Software customers, but a randomly selected group of organisations using service desk solutions. The research found that nearly half (44 percent) of IT managers who incurred the unexpected costs said they added a further 25 percent of the original ticket price to the overall costs of the solution. A further significant number, 37 percent, said the additional costs added up to 50 percent to the purchase price, while 10 percent claimed it added 75 percent to the original price. For 5 percent, overall price actually amounted to a doubling of the quoted fee.

Among those who incurred unexpected extra costs, over half of the IT managers (53 percent) felt they had been given inadequate and incomplete information about the true cost of the service desk solution prior to making a decision to buy. For CIOs, the figure is even higher (63 percent)

Having found that they've overpaid for the service desk systems they have in place, IT managers' woes are compounded by their dissatisfaction with the solutions they've bought.

89 percent found at least some aspect of the systems to be difficult and time-consuming to deal with. The biggest frustration is in customising the system to suit the evolving needs of the business (44 percent) while 35 percent find they have problems tweaking the system to meet their needs without consulting the vendor. 38 percent of the solutions in place are difficult and time consuming to integrate with other

systems; 41 percent struggle to get meaningful management information and reports; 30 percent suffer problems with basic functions such as problem tracking; 23 percent cannot easily cope with the day-to-day management of the system by IT staff; and 22 percent have problems handling remote working and multiple sites. 21 percent said they were struggling to meet service level agreements they had in place.

The research found that there is a close correlation between how easy the systems are to use and manipulate, and how they were sold to users. IT managers who encountered unexpected extra costs found more aspects of their systems to be time-consuming and difficult to use than those who did not suffer any unexpected extra costs.

These problems both in implementing their systems and subsequently using them has left many IT managers frustrated and even angry towards their service desk solution or vendor. Among all IT managers surveyed, 68 percent have a negative attitude towards their vendor. For CIOs, IT Directors and senior IT managers, the figure is 74 percent.

These feelings of frustration mean that 46 percent of IT managers either feel lumbered with their service desk systems and/or feel they cannot afford to change vendors at this stage. Given the chance, almost 1 in 5 (18 percent) would happily turn the clock back and choose a different solution.

To compound matters, 32 percent of IT managers who encountered unexpected extra costs say their service desk vendor delivers poor support; 25 percent believe they have a strained relationship with their vendor; and 39 percent suggest their vendor is slow to respond.

When it comes to buying a service desk solution, there is little clear consensus as to IT managers' buying criteria. Although product features are top of the list (52 percent), the next most common choice is low ticket/purchase price (37 percent) followed by speed (31 percent), product flexibility (30 percent) and the quality of vendor support (28 percent). Few managers give much consideration to the cost of professional fees to support the system (15 percent)

Commenting on the research results, Andy White, Managing Director EMEA and APAC for Numara Software, says, "We know from talking to our own customers that what they want to see from their service desk vendors is openness, not opaqueness. The problem is that many vendors are reliant on gaining their revenues from service. In fact, they need those revenues to survive. Their business model is predicated on the cost of an installation, which obviously runs counter to the feelings of those IT managers surveyed in this research who bought their systems in good faith, and now feel badly let down."

On Wednesday 29th April 2009 at the SDITS Show, Stephen Martin and Dr Cherry Taylor from Dynamic Markets will reveal top level findings from the research during a 45 minute keynote presentation which is taking place in the Conference Centre which is situated near the VIP lounge at 11.00 am at Earl's Court, Central London.

If you are interested in finding out more about Numara's market leading service desk solution, Numara FootPrints and getting a FREE copy of the research, then please visit Numara Software on Stand 434 or go to Numara's Hospitality Suite Stand 804.

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About Numara Software, Inc.

Serving over 50,000 customer sites worldwide, Numara Software is a global leader in providing practical software solutions for service management to IT professionals. From a single technician running a help desk to 1000 technicians managing a complex service desk, IT organizations of all sizes trust our award-winning solutions, featuring Numara Track-It! and Numara FootPrints, to track requests, automate workflows and support internal and external customers.

Unlike other complex, difficult-to-implement, and costly products, we offer robust, affordable and easy-to-use solutions that can be quickly deployed without disruption to your business. Our flexible solutions can be implemented right out of the box or configured to match your unique IT environment and business processes. They can also be leveraged to support non-IT operations, such as human resources and facilities, allowing you to optimize your investments in licensing, maintenance, training, and support.

We're passionate about helping people successfully manage their IT environments. To register for a one-on-one guided walkthrough, attend a webinar or download a trial, please contact the UK sales team on: 0800 195 2373 or visit: www.numarasoftware.co.uk.

About Dynamic Markets Ltd

Dynamic Markets is a research consultancy in its 10th year of trading. It serves a wide variety of blue-chip B2B and B2C clients across a wide variety of industry sectors.

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