



STATE OF ITSM REPORT

Are You Keeping Pace?



*I'm excited to present our first **State of ITSM Report**: a sample of anonymized and aggregated customer data, used to represent the larger mid-market and small enterprise world.*

I hope you find these data points as interesting as our team did and recognize how they may apply to you and your organization.

We'd love to have you join us on this journey and see some of the great results that our customers have been seeing for more than seven years.



— **Daniel Aharon**,
Vice President of Product, ITSM



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Driving Daily Efficiency Improvements for Our Customers

How do you resolve more tickets in less time, without increasing the size of your teams?

This was the key question we set out to answer this year. Our goal was to understand how SolarWinds customers are driving efficiency with SolarWinds® Service Desk—and how others can replicate these successes.

We hypothesized that by identifying the patterns of behavior among our most successful customers, we could unlock insights that would be beneficial to all IT professionals. Our aim was to move beyond surface-level observations and provide practical, actionable guidance rooted in real-world ITSM strategies—not just theory or speculation.

This mission has guided us throughout the year. We began with piloting our “Year in Review” report, personalized for select customers, and continued with the launch of our [ITSM Maturity Model](#). Now, we’re culminating our efforts with the release of this State of ITSM report.

So, without further ado, let’s dive into the data and uncover the strategies that are making **a tangible difference for organizations like yours**.



WHAT WENT INTO THIS DATA: To build the insights presented here, we analyzed a normalized sample of our customer base, encompassing over 2,000 ITSM systems and over 60,000 aggregated and anonymized data points. This report includes data points from July 1, 2023, to July 31, 2024, spanning 13 months. While this dataset doesn’t encompass all SolarWinds ITSM customers, it represents a robust cross-section of midmarket and small enterprises worldwide. We believe this sample offers valuable, actionable insights that are relevant and useful for IT professionals worldwide.



An Efficiency Found is an Hour Earned



Efficiency in IT service desks goes beyond simply closing tickets quickly; it's about consistently delivering reliable service while managing resources effectively. But what truly drives faster resolution times? Is it the number of agents, the tools you use, or something more strategic?

Insights from the data: Understanding the range of resolution times

This report explores the critical factors that influence ticket resolution times, drawing on a broad dataset that captures a wide range of service desk performance metrics. **On average, organizations see incident resolution times of around 21 hours.** However, the range is vast: at one end, some customers achieve resolution times of under an hour per ticket, while at the other, we see averages extending over 100 hours. These numbers highlight the significant variability in service desk performance across organizations.



Adding more agents
doesn't always equal more
efficient service desk teams.

EFFICIENCY BEYOND AGENT NUMBERS

The data tells a compelling story about what drives efficiency. Highly efficient organizations managing hundreds of tickets for thousands of employees demonstrate the effect of leveraging automation and strategic processes. This could potentially explain an impressive resolution time of under an hour per ticket. In contrast, some customers in our dataset handle over 10,000 tickets per month. This staggering statistic reveals the challenges of scalability and the critical role of efficient practices in managing high volumes.

And while it often seems like the quickest solution to high ticket resolution times, this data clearly shows that simply adding more agents isn't the answer. Real improvements come from **integrating the right technologies** and **continuously refining processes** through robust SLA management—a critical tool that helps monitor, track, and address inefficiencies effectively.

THE ROLE OF STRATEGIC TOOLS AND PROCESSES

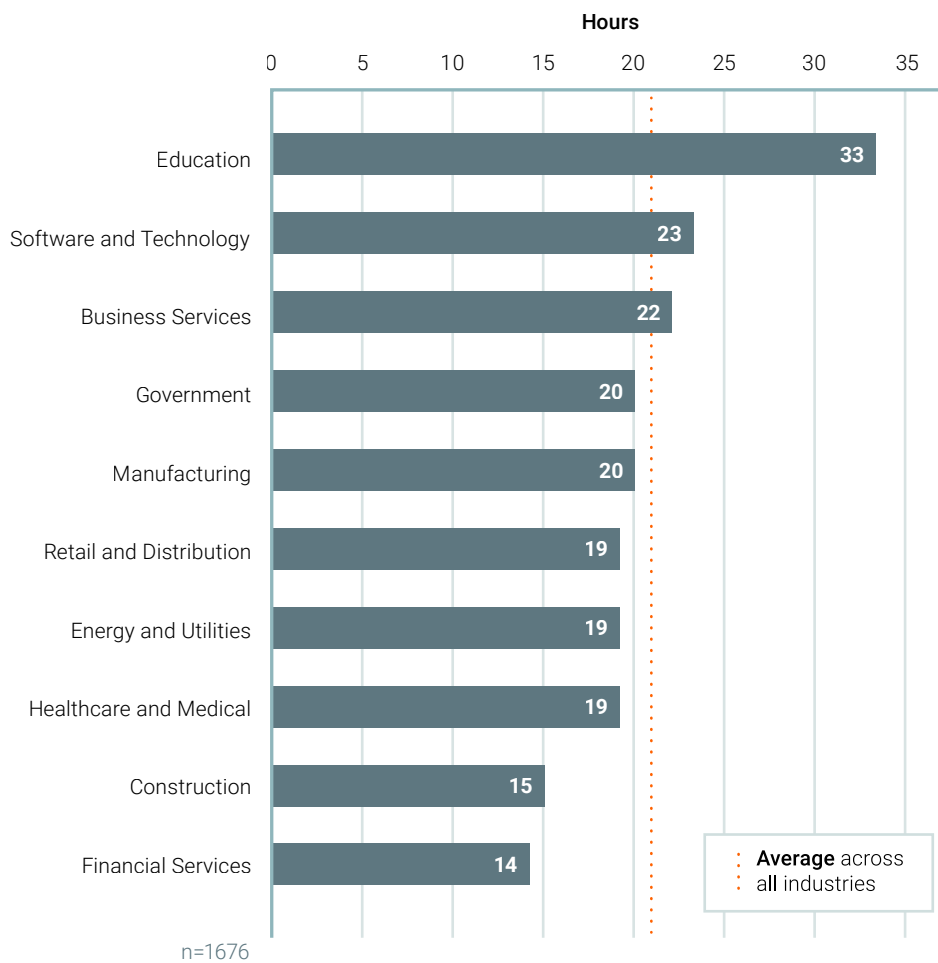
The average organization in our dataset handles roughly **750 incidents per month**, but volume alone doesn't capture the full picture. High performers differentiate themselves through the strategic use of tools and processes, such as automation, self-service portals, knowledge base articles, and asset management. Throughout this report, we'll highlight how various industries stack up against these benchmarks and explore the key tools and strategies that enable significant efficiency gains.



Beyond speed: Sustainable practices for lasting impact

Ultimately, the findings indicate that efficiency isn't just about reducing ticket resolution times; it's about **implementing sustainable practices** that deliver both measurable data benefits and softer gains, such as reduced staffing needs, lower costs, and greater employee empowerment through self-service. By knowing where your organization stands in comparison to others, you can identify gaps and opportunities, guiding you toward the strategies and tools needed to reach your desired level of performance. Understanding your current position is the first step to getting where you need to be.

Average Incident Resolution Time per Industry (with 50+ datapoints)



The Power of SLA Management in ITSM Efficiency

Identifying where your organization stands is just the first step; the real challenge lies in closing the gap between current performance and optimal efficiency. In IT Service Management (ITSM), Service Level Agreement (SLA) management is crucial for understanding your service desk's baseline and implementing the improvements needed to achieve faster resolution times.

Our data shows that customers who utilize SLAs resolve tickets 2 hours faster on average. This isn't just a minor improvement—it's a significant time-saving mechanism that directly impacts overall efficiency. By setting clear performance expectations and continuously tracking against these targets, SLAs help organizations streamline their processes, reduce delays, and drive down resolution times.

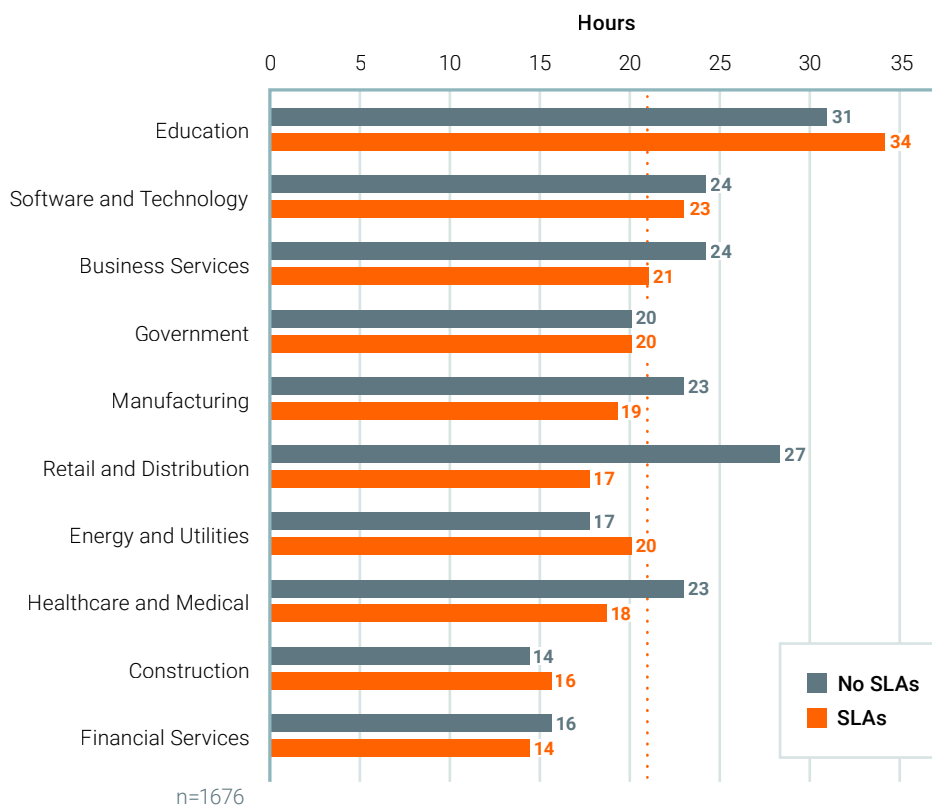
SLAs are more than performance benchmarks; they are essential tools for transforming service desk operations. They provide the visibility needed to identify where inefficiencies lie—whether in response times, escalation procedures, or other aspects of service delivery. With this insight, organizations can make precise, data-driven adjustments that not only meet but exceed service expectations.



Companies that have implemented SLAs resolve tickets **two hours faster** on average.

n=2009

Average Incident Resolution Time per Industry With and Without SLAs





The importance of meeting SLAs

But why is meeting SLAs important for your organization? The importance lies in its impact on both operational efficiency and customer satisfaction:

1. Operational efficiency

SLAs set critical benchmarks for service levels. Missing an SLA can lead to penalties, strained relationships, and lost trust. Automation helps ensure routine tasks are completed consistently and on time, reducing the likelihood of missed SLAs and improving overall efficiency.

2. Customer satisfaction

Consistently meeting SLAs builds trust and demonstrates a commitment to quality service. Automation helps maintain these standards by reducing delays and errors, leading to stronger, more positive customer relationships.

3. Resource optimization

Automation allows IT teams to focus on more strategic tasks. Reducing SLA misses can help prevent issues from escalating unnecessarily, optimize resource allocation, and enable teams to tackle more significant challenges.

4. Reputation and competitive advantage

Exceeding SLAs can help enhance an organization's market reputation, signaling reliability and high-quality service—a key competitive advantage, especially in industries where service quality matters.

5. Continual improvement

SLAs drive continuous improvement by setting new targets and raising service delivery standards. This focus on improvement helps organizations avoid stagnation and outpace competitors.

The first step is to measure your performance and obtain a baseline. Whether you use SLA management to do this or simply pull reports on average resolution times, knowing where you're starting from gives you a direction.

So, once you know where you are... where do you go from there? How do you help your team become more efficient?



Advancing with the SolarWinds ITSM Maturity Model

To further support organizations on their journey to optimal efficiency, the [SolarWinds ITSM Maturity Model](#) provides a structured framework for assessing current ITSM practices and identifying areas for improvement. The Maturity Model guides organizations through stages of growth, showing how to evolve from basic, reactive service operations to a highly efficient, proactive, and optimized state.

By utilizing the Maturity Model, organizations can not only evaluate their current level of ITSM maturity but also gain insights into the specific steps needed to advance. This model emphasizes the importance of integrating SLA

management with other efficiency drivers like automation, self-service portals, and knowledge management. Together, these elements create a comprehensive approach to achieving significant, measurable improvements in service desk performance.

SLA management, when combined with the Maturity Model's guidance, equips organizations with the tools and insights needed to not only understand their current position but also chart a clear path forward toward greater efficiency and effectiveness in ITSM.

More headcount? Think again.

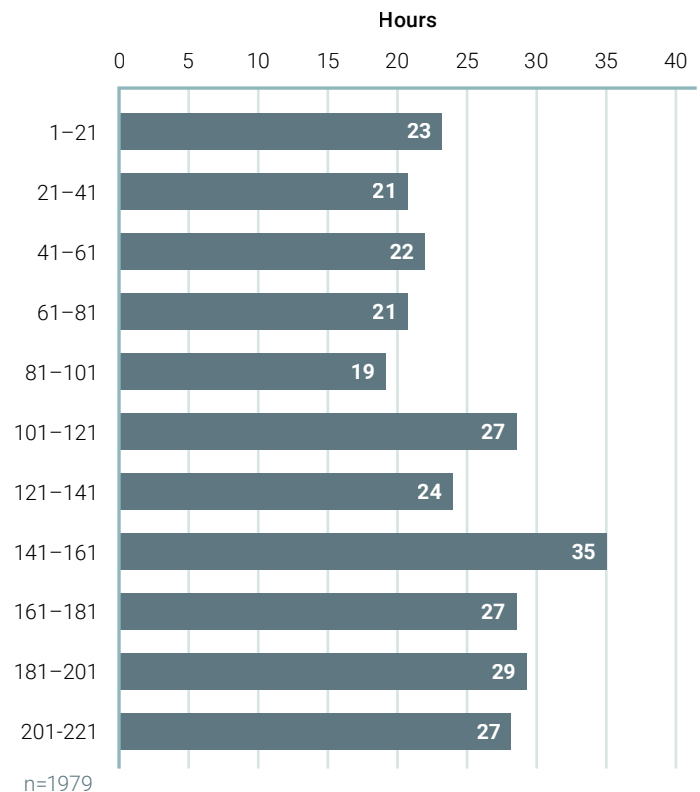
CHALLENGING OUR ASSUMPTIONS

In our pursuit of efficiency, we often lean on familiar strategies: increasing headcount or adjusting workloads. But what if the answer isn't as straightforward as we thought? As we dug into the data, we encountered some surprising—and potentially counterintuitive—findings that challenge conventional wisdom about IT service management.

Reevaluating initial hypotheses

When we began this analysis, we started with a few hypotheses that seemed logical: more automation rules should naturally lead to greater efficiency, and adding additional agents to reduce the number of tickets per agent should lower overall resolution times. However, the data told a different story in some areas. These insights not only prompted us to reevaluate our assumptions but also opened up new avenues for exploration with our customers and the broader ITSM community. It turns out that increasing or decreasing the ratio of service desk agents to employees **has little effect** on the average resolution time of incidents.

Average Incident Resolution Time
for Number of Requesters per Agent





Surprising findings: Agent ratio vs. resolution time

Bet you didn't see this coming! Our data reveals that the ratio of incidents to agents has an inverse relationship with average resolution time. In other words, the more incidents each agent handles, the faster they tend to resolve them. This finding contradicts the conventional belief that fewer tickets per agent would naturally lead to quicker resolutions. It seems natural that an agent handling 20 incidents a month would be able to get through them all rather quickly, given they have time to focus on each ticket. They would certainly appear to have an advantage over an agent handling 100 tickets a month, who would have a pileup of tickets waiting to be addressed.

Admittedly, we need to dive deeper into this data to fully understand the underlying factors. Our leading theory is that as more users adopt and submit tickets to the service desk, the total volume increases, pushing agents to become more efficient out of necessity. This could reflect a form of maturity achieved through high exposure and the need to streamline processes under pressure.

These insights challenge the idea that simply managing workloads by increasing headcount is the optimal solution. Instead, it points toward a broader strategy of enhancing efficiency through refined processes, better tools, and a deeper understanding of what truly drives performance in a high-demand environment.

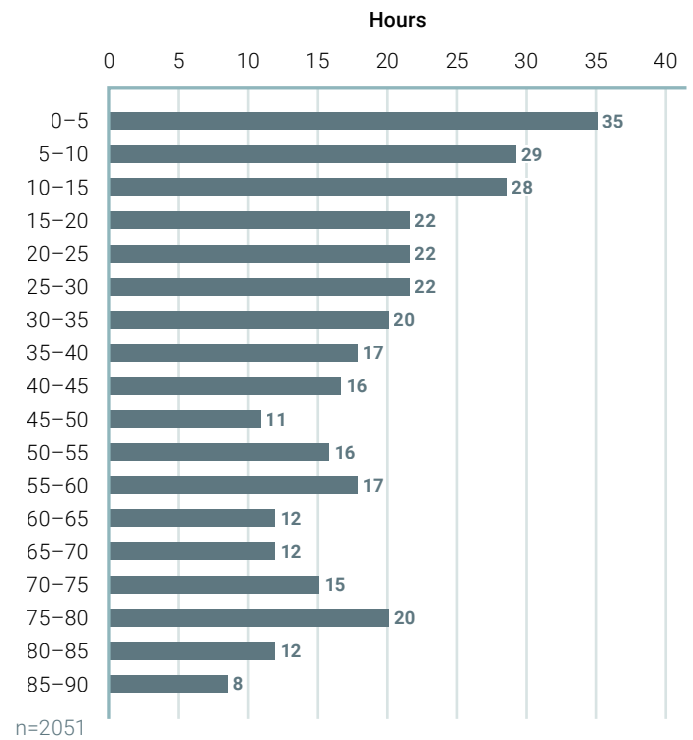
THE STRATEGIC TAKEAWAY

These insights highlight the importance of adopting a strategic approach rather than relying on conventional tactics like simply adding more resources. The inverse relationship between incidents per agent and resolution times suggests that efficiency can often be driven by necessity, pushing teams to find ways to streamline processes when faced with high demand.

This finding reinforces the need to optimize the processes and tools in place, such as automation, self-service portals, and knowledge-based content, to empower agents to handle larger volumes without sacrificing service quality. It's a reminder that strategic investments in these areas can foster resilience and adaptability, helping service desks perform efficiently even as workloads grow.

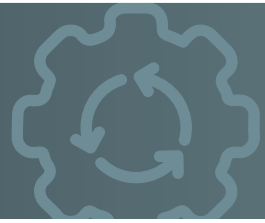
As we continue to explore what drives true efficiency, we're eager to engage with the industry to refine these insights further. If you have theories or experiences that align with these findings, we encourage you to share them as we work together to advance ITSM strategies that go beyond conventional thinking.

Average Incident Resolution Time for Number of Incidents per Agent per Month





Smart ITSM Solutions Drive Efficiency



Achieving optimal efficiency in IT service management requires more than just reactive measures; it involves strategic investments in the right technologies and processes. Automation, self-service portals, and knowledge base articles stand out as key solutions that empower service desks to reduce ticket resolution times, streamline operations, and enhance overall service quality.

These tools do more than handle repetitive tasks—they transform the way service desks operate by shifting the focus from manual interventions to proactive, user-driven solutions. Automation eliminates time-consuming processes, self-service portals enable users to resolve issues independently, and knowledge-based articles provide both users and agents with the information they need to address problems swiftly and accurately.

In this section, we'll explore how these three pillars of efficiency contribute to a more effective ITSM strategy, driving tangible improvements in resolution times while also delivering softer benefits like reduced workload for agents, cost savings, and increased user satisfaction. By integrating these elements into your service desk, your organization can move from a reactive stance to a forward-looking, strategic approach that not only meets but exceeds service expectations.

The power of automation: Maximizing your team's potential

One of the greatest drains on time, efficiency, and resources in any IT environment is **the burden of mundane, repetitive tasks**. These tasks are not just time-consuming—they're opportunities lost. Automation offers a powerful solution by taking over these tasks, allowing IT teams to focus on higher-value work that truly moves the needle.

Automation reduces the manual workload on service desk agents, minimizing the risk of human error and helping ensure that routine tasks are completed consistently and accurately. It also allows your IT team to scale operations seamlessly, handling an increased volume of requests without compromising service quality.

Beyond time savings, automation frees up valuable resources, enabling your team to focus on strategic initiatives that drive long-term success. Whether it's developing new capabilities, improving customer satisfaction, or proactively managing IT infrastructure, automation empowers your organization to do more with less—delivering greater value to both your team and your customers.



AUTOMATION REDUCES TICKET RESOLUTION TIME

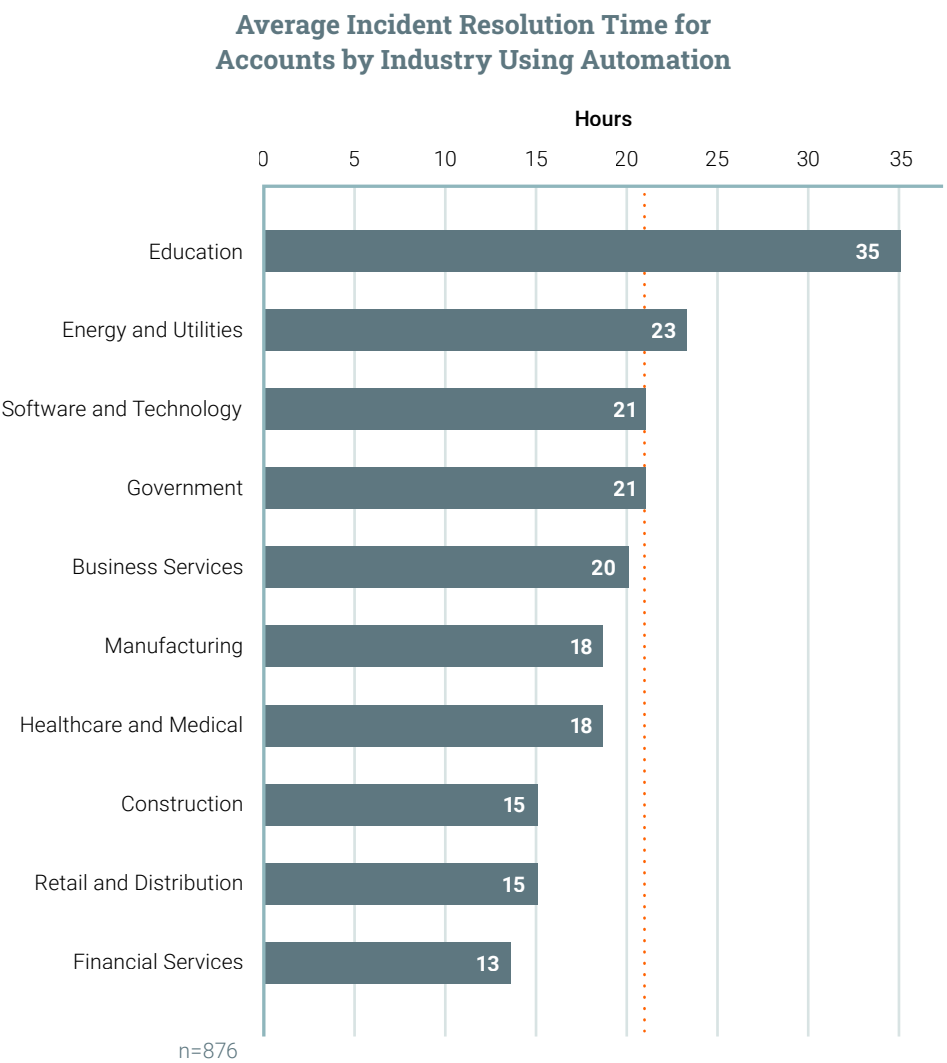
Our data paints a compelling picture: Customers who leverage automation rules save over **3 hours on average per ticket**. That’s not just a statistic—it’s a game-changer. Imagine the cumulative impact of those hours across your entire service desk. More time saved means more time earned to resolve complex issues, innovate, and improve service quality.

This significant time savings highlights how automation directly contributes to increased efficiency. Industries that have embraced automation are seeing these benefits in real time, with faster resolutions that free up resources for more strategic tasks.



Companies that use automation see an average reduction of incident resolution time of **three hours**.

n=2371



AUTOMATION IMPROVES SLA OUTCOMES

Automation doesn't just save time—it **improves outcomes**. When automation rules are in place, the percentage of SLA misses (the ratio of SLA misses to total tickets submitted) significantly decreases. In fact, companies that use automation cut the number of SLA misses in half, underscoring the critical role automation plays in meeting service level agreements and maintaining customer satisfaction.

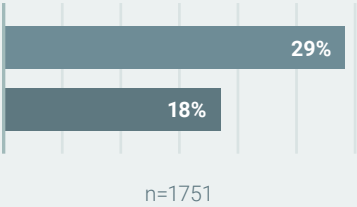
The reduction in the ratio of SLA misses to the number of tickets directly impacts operational efficiency and customer satisfaction, illustrating how automation not only speeds up processes but can support higher standards of service.

INDUSTRY AUTOMATION AND SLA MISSES

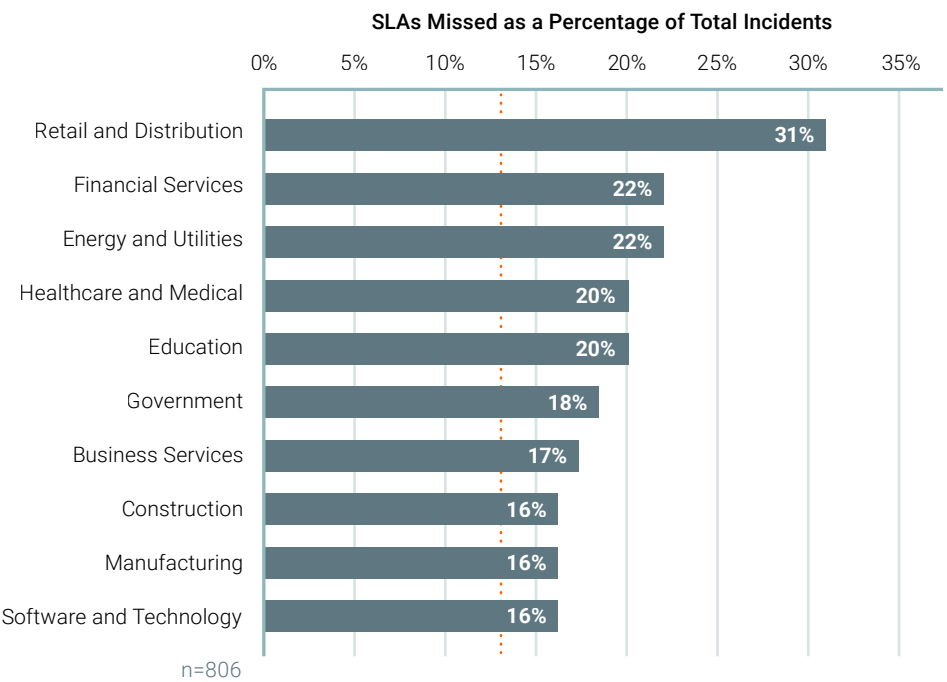
Our data reveals a clear trend: Industries adopting higher levels of automation **experience fewer missed SLAs**. This strong correlation emphasizes the critical role automation plays in improving ITSM outcomes. By streamlining processes and reducing manual errors, automation not only speeds up resolution times but also helps ensure service level agreements are consistently met, enhancing overall service quality.

This industry comparison shows how automation can significantly reduce SLA misses, offering valuable insights into which sectors are leading the way and which could benefit from further integrating automation into their ITSM practices. By understanding how your industry stacks up, you can better assess your current automation strategies and identify opportunities for improvement to ensure your organization consistently meets or exceeds its SLA targets.

Companies that use automations miss SLAs at a rate **11% lower**.



SLAs Missed by Companies using Automations by Industry





Empowering users, accelerating resolutions: The impact of self-service portals

Self-service portals have become an essential component of modern IT service management, enabling organizations to **streamline support processes** and **improve the overall user experience**. By providing a platform where employees can find solutions to common issues and submit tickets directly, self-service portals empower users to take control of their IT needs, freeing up valuable time for service desk agents to focus on more complex tasks. The result is a more efficient and responsive IT environment benefiting users and IT teams.

SELF-SERVICE PORTALS DRIVE FASTER TICKET RESOLUTION TIMES

Customers who deploy a self-service portal **experience a notable reduction** in ticket resolution times—by just over 2 hours per ticket, on average. This significant time savings highlights the quantitative value that self-service portals bring to an organization. By enabling employees to directly submit tickets with detailed information and access knowledge articles to resolve issues themselves, these portals reduce the back-and-forth communication that often delays resolution. The streamlined process means that agents receive more complete and accurate information upfront, allowing them to resolve incidents more quickly and efficiently.

The impact is clear: Self-service portals not only enhance the user experience by providing immediate assistance but also accelerate the resolution process, contributing to overall service desk efficiency. By empowering users and optimizing the way incidents are reported and managed, self-service portals play a crucial role in reducing the burden on service desk agents and improving service delivery across the board.



Companies that
use self-service portals
see over **two hours**
in reduced incident
resolution times.*

n= 2371

* This specific datapoint is heavily skewed because over 95% of customers implement a service portal, but those that do not, do see a higher resolution time on average.



INDUSTRY PERFORMANCE AND MATURITY: SELF-SERVICE PORTALS

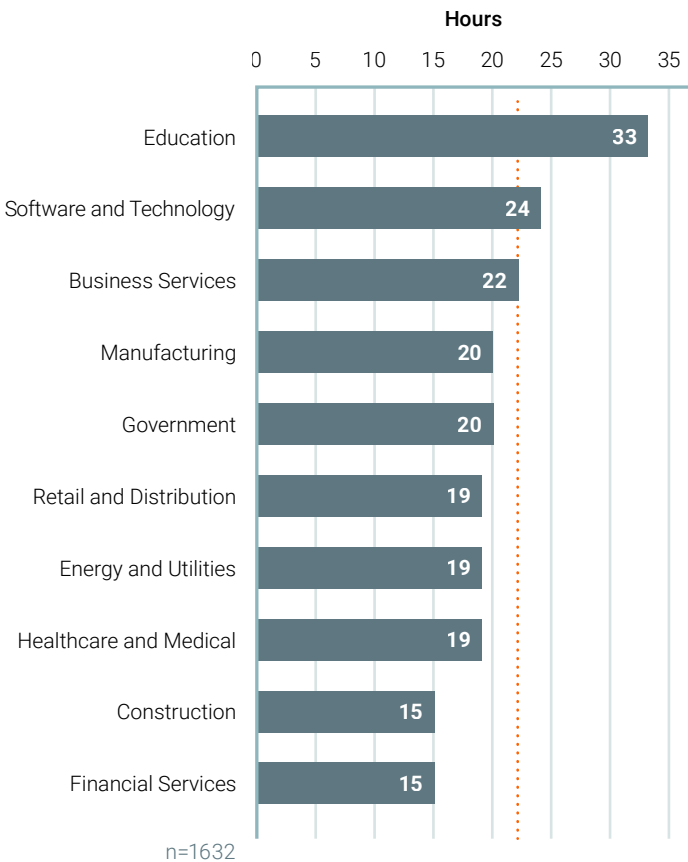
Self-service portals are a powerful tool for improving ticket resolution times, but the effectiveness of these portals can vary across industries. Our data shows that while some industries are reaping significant benefits, others may have room for improvement. By comparing the performance of top industries, we can identify which sectors are leading the way and which might need to optimize their use of self-service portals.

Several key factors are driving the varying levels of success across industries:

- 1. Centralized communication:** Self-service portals centralize communication, enabling stronger collaboration between employees and agents. This streamlines interactions, reducing the back-and-forth that often delays resolutions and providing agents with the information they need to resolve incidents more efficiently.
- 2. Organizational maturity:** The implementation of a self-service portal often indicates a higher level of organizational maturity. Organizations that deploy these portals typically integrate other efficiency-boosting methods, such as automation and workflows. This combination leads to faster resolution times, improved SLA compliance, and a more proactive IT environment.
- 3. User empowerment:** Self-service portals empower users to resolve issues independently, reducing the volume of tickets submitted and enabling agents to focus on more complex issues. This not only speeds up resolutions but also fosters a culture of self-reliance and continuous improvement within the organization.

Understanding where your organization stands in comparison to others can provide valuable insights into how to enhance the effectiveness of your self-service portal. The [SolarWinds ITSM Maturity Model](#) can help you assess your current practices, identify areas for improvement, and develop a strategy to optimize your ITSM tools, including self-service portals. By leveraging these insights, you can help ensure that your organization is maximizing the potential of self-service portals to drive efficiency and improve service delivery.

Average Incident Resolution Time for Customers Using Self Service Portal by Industry



SELF-SERVICE PORTALS DRASTICALLY ACCELERATE SERVICE REQUEST RESOLUTION TIME

Deploying a self-service portal significantly accelerates service request resolution times by prompting requestors to provide detailed information upfront. This helps ensure that service desk agents have everything they need to begin processing requests immediately, reducing delays and potential errors.

Traditional channels like email, phone, or in-person requests often require agents to spend valuable time gathering necessary details, slowing down the resolution process. This back-and-forth can introduce miscommunication, further prolonging the time needed to fulfill requests.

Our data shows that organizations leveraging self-service portals can save up to a full day per service request. This isn't just a minor improvement—it's a fundamental shift in how service requests are managed. With all the information readily available from the start, agents can focus on resolving issues quickly and accurately.

By streamlining the resolution process, self-service portals contribute to a more efficient and responsive IT environment. This efficiency boost enables IT teams to handle higher volumes of requests without compromising quality, ultimately improving user satisfaction across the organization.

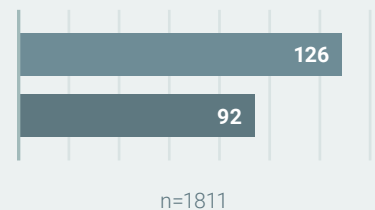
Implementing a self-service portal isn't merely a convenience; it's a strategic advantage that transforms service requests from reactive, time-consuming tasks into proactive, streamlined operations. By empowering users to provide the right information upfront, organizations can achieve faster resolutions, better outcomes, and a more agile service desk.

Knowledge management: Driving faster resolution times

Implementing knowledge base (KB) articles is a proven strategy for reducing average resolution times, making them a crucial asset for both users and service desk agents. By providing immediate access to information, KB articles empower users to resolve issues independently, significantly reducing the number of tickets submitted—a concept known as ticket deflection. Additionally, KB articles allow agents to provide complete resolution guidance, with a simple click of a button, by adding a KB article to a ticket.



Companies that use self-service portals see an average service request resolution time reduction of **34 hours**.*



* This specific datapoint is heavily skewed because over 95% of customers implement a service portal, but those that do not, do see a higher resolution time on average.

Our data shows that companies leveraging KB articles are **resolving incidents an average of 6 hours faster** than those that don't. This time savings is not just about efficiency; it also reflects the power of knowledge management in optimizing service desk performance. For agents, KB articles streamline the resolution process by providing ready-made solutions to common issues, eliminating the need for repetitive manual responses. An average of six hours per incident adds up to an exponential amount of time saved on a daily, monthly, and annual basis—time that can be directed towards more complex tickets.

TICKET DEFLECTION AS A RESULT OF KNOWLEDGE BASE (KB) ARTICLES

One of the most impactful but less quantifiable benefits of KB articles is the **reduction in the number of tickets** because of tickets that never need to be opened. When users can resolve their own issues with the help of a well-maintained knowledge base, it deflects potential tickets, creating significant advantages for both customers and service desk agents.



For customers:

Ticket deflection through KB articles offers immediate, self-service solutions to common issues, saving users the time and frustration of submitting tickets and waiting for responses. This instant access to information empowers customers to solve problems on their own terms, leading to a quicker resolution and a more satisfying experience. Additionally, the ability to find answers independently fosters a sense of control and confidence in using IT services, helping enhance overall customer satisfaction and engagement.



For agents:

The reduction in ticket volume allows service desk agents to focus on more complex and high-priority issues, rather than spending time on routine inquiries. This shift improves the efficiency of the service desk and enhances the quality of work for agents. By concentrating on challenging tasks that require their expertise, agents can contribute more strategically to the organization's goals, leading to greater job satisfaction and professional development. Moreover, with fewer tickets to handle, agents experience less burnout and stress, resulting in a more motivated and productive team.

By streamlining access to critical information and enabling both users and agents to resolve issues more efficiently, knowledge management drives faster resolution times and enhances overall service desk performance.



Companies that use KB articles see reduced resolution time by **six hours**.

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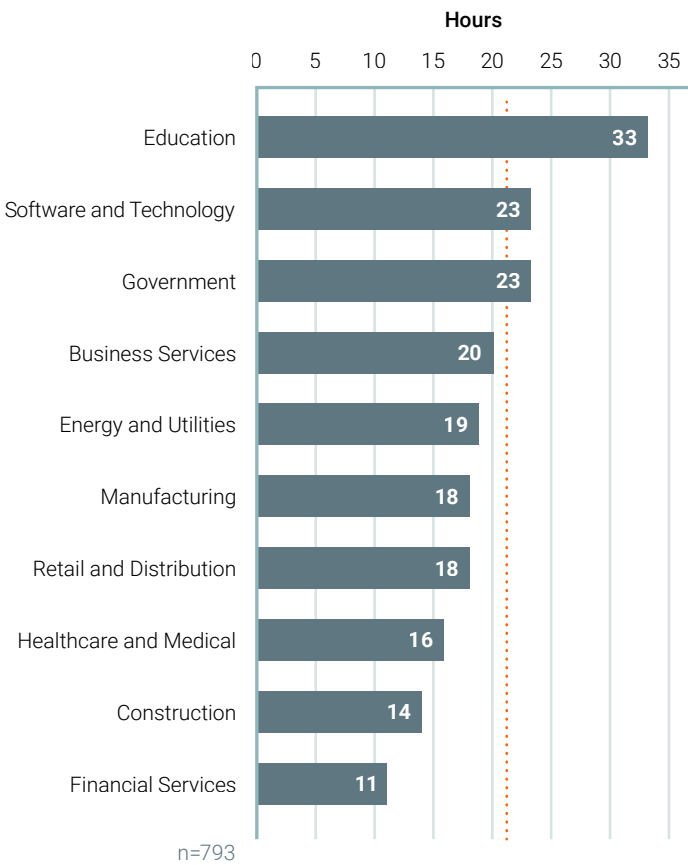
INDUSTRY PERFORMANCE AND MATURITY: UNDERSTANDING WHERE YOU STAND

When it comes to leveraging knowledge management, not all industries perform equally. Our data reveals that some industries are outperforming others in terms of resolution times, thanks to their effective use of KB articles. By comparing the performance of top industries, we can see which sectors are setting the standard and which ones may have room for improvement.

This industry comparison highlights the importance of understanding where your organization stands in relation to others. The [SolarWinds ITSM Maturity Model](#) can help organizations assess their current capabilities, identify gaps, and develop a roadmap for improvement. Knowing your position is the first step in advancing your ITSM practices, and knowledge management plays a key role in this journey.

For organizations looking to improve their resolution times, the integration of knowledge management with other tools—such as automation, self-service portals, and asset management—can drive significant efficiency gains. By leveraging the maturity model, you can help ensure that your service desk is not only meeting industry standards but also continuously evolving to meet the demands of your users.

Average Incident Resolution Time for Customers
Using Knowledge Base Articles by Industry



Asset management: Unlocking efficiency and reducing resolution times

Asset management is often seen as a fundamental aspect of IT operations, but its impact on ticket resolution times might surprise you. Our data reveals that companies using asset management tools experience a significant reduction in resolution times—saving an average of 6 hours per ticket compared to those without asset management. **This time savings makes asset management one of the most impactful tools in driving efficiency**, highlighting its importance in a comprehensive ITSM strategy and aligning closely with the [SolarWinds ITSM Maturity Model](#).



Companies using asset management see reduced resolution times by **six hours**.

n=2371

THE EFFICIENCY BOOST FROM ASSET MANAGEMENT

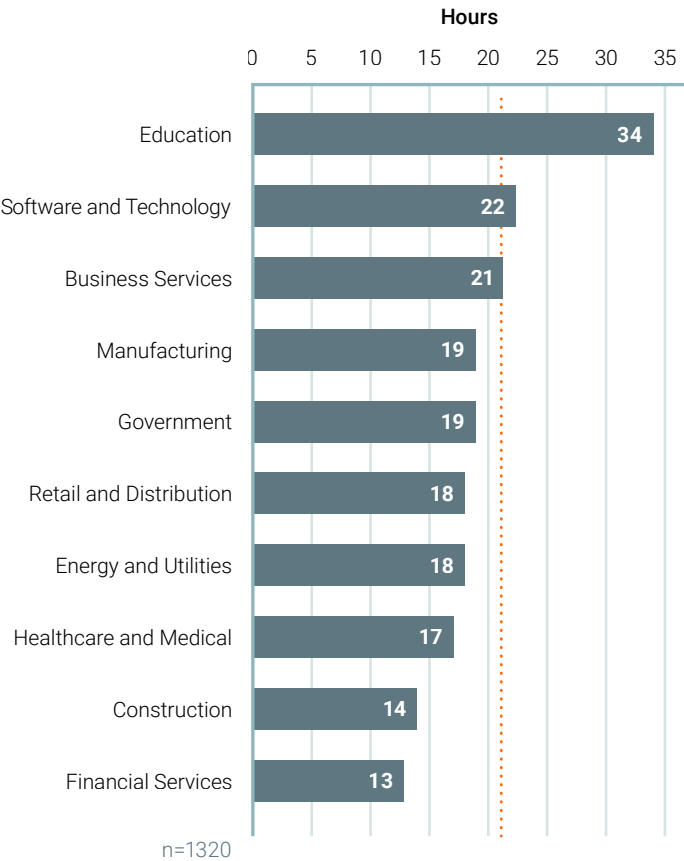
Asset management provides a centralized, real-time view of an organization’s IT assets, allowing service desk agents to quickly identify and address issues related to specific hardware or software. By having detailed information readily available, agents can diagnose and resolve problems more efficiently, without the need for back-and-forth communication to gather asset details. This streamlined process reduces resolution times and improves incident management accuracy and effectiveness.

Whether it’s tracking software licenses, monitoring hardware performance, or managing device configurations, having a robust asset management system in place helps ensure that agents have the information they need at their fingertips, leading to faster and more effective resolutions.

INDUSTRY INSIGHTS: THE CURIOUS CASE OF EDUCATION

While asset management generally leads to significant time savings across most industries, our data shows an interesting exception: the education sector. Surprisingly, organizations in the education industry see an increase in resolution times when using asset management tools. This anomaly is worth exploring further, as it might point to unique challenges faced by educational institutions.

Incident Resolution Time for Industries Using Asset Management





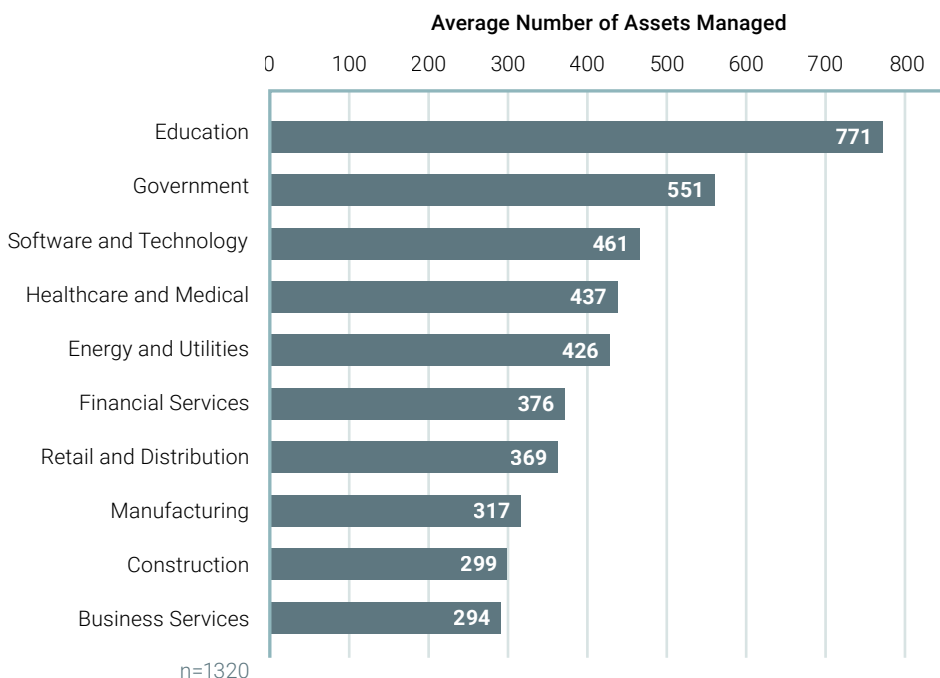
One possible explanation is that educational organizations, on average, manage a significantly higher number of assets compared to other industries. In education, many incidents may be directly related to asset issues, such as device malfunctions or software problems, which could account for the increased resolution times despite the use of asset management tools. The sheer volume and variety of assets managed in this sector might complicate incident resolution, leading to longer resolution times.

THE IMPORTANCE OF ASSET MANAGEMENT IN A MATURE ITSM STRATEGY

Despite the unique challenges observed in the education sector, asset management remains a critical component of a mature ITSM strategy. By **providing visibility** into the IT environment, asset management enables organizations to proactively manage their resources, prevent issues before they arise, and respond more quickly when incidents occur. For most industries, the implementation of asset management tools represents a major step forward in reducing resolution times and enhancing overall service desk performance.

As organizations continue to evolve and mature their ITSM practices, integrating asset management with other key tools—such as automation, self-service portals, and knowledge management—can drive even greater efficiency gains, helping ensure that the service desk operates at peak performance.

Average Number of Assets Managed by Industry



The Cumulative Impact: Maximizing Efficiency Through Integrated ITSM Strategies



Throughout this report, we've explored the individual benefits of implementing automation, self-service portals, knowledge management, and asset management within your ITSM strategy. Each of these tools plays a critical role in **driving down resolution times, enhancing service quality, and optimizing overall service desk performance**. But what happens when they are all used together?

Our data reveals that organizations leveraging all four of these tools—automation, self-service portals, knowledge management, and asset management—experience the most significant reduction in average resolution times, achieving an impressive 19 hours per ticket. This is a stark contrast to the 29-hour average resolution time observed in organizations that use none of these tools. While the sample size for those not using any tools is relatively small, the difference is still meaningful, demonstrating the power of an integrated ITSM approach.

The synergy of combined tools

The use of all four tools creates a synergistic effect that amplifies the benefits of each individual component. Automation streamlines repetitive tasks, self-service portals empower users to resolve issues independently, knowledge management provides quick access to information, and asset management helps ensure that agents have detailed insights into the IT environment. Together, these tools not only reduce resolution times but also create a more proactive, efficient, and user-friendly service desk.

MOVING BEYOND ISOLATED SOLUTIONS

While each tool on its own offers significant advantages, the greatest efficiency gains are realized when they are combined. This integrated approach enables service desks to operate at peak performance, addressing incidents more quickly and accurately while also freeing up resources for strategic initiatives. The data supports this: by implementing a comprehensive ITSM strategy that incorporates all four tools, organizations can drastically improve their service desk operations and deliver better outcomes for their users.

Key takeaway

The key takeaway from our analysis is clear: To maximize efficiency and reduce resolution times, organizations should aim to implement a fully integrated ITSM strategy that leverages the strengths of **automation, self-service portals, knowledge management, and asset management**. By doing so, you not only improve the day-to-day operations of your service desk but also position your organization for long-term success in an increasingly complex and demanding IT landscape.

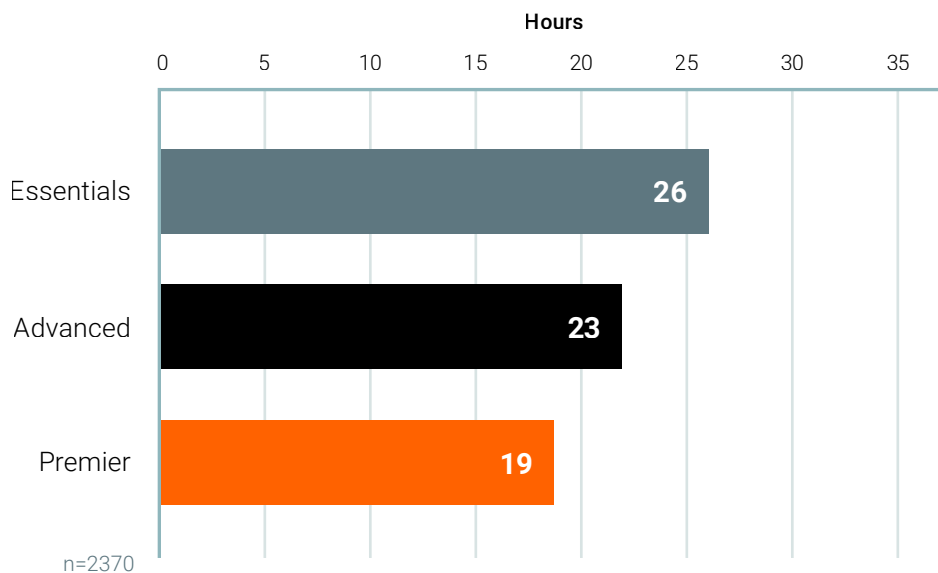
SolarWinds Service Desk: Optimizing ITSM with Advanced Features

SolarWinds® Service Desk offers a comprehensive, end-to-end ITSM solution designed to streamline and enhance every aspect of your service desk operations. Whether you're managing incidents, services, assets, knowledge, changes, or problems, SolarWinds Service Desk provides the tools and features you need to optimize efficiency and reduce resolution times.

Efficiency across plans

Our data shows a clear correlation between the level of service plan and the average resolution time:

Average Incident Resolution Time per SolarWinds Plan Tier



Customers on our Premier plan experience the fastest resolution times, thanks in part to additional time-saving features such as Runbooks and our new Generative AI capabilities (something we're excited to dive into more soon because the time savings from Generative AI alone are huge. Seriously, ask us about it). These advanced tools are specifically designed to automate and streamline complex processes, allowing your team to focus on higher-value tasks and resolve incidents more quickly.



Key features driving efficiency

SolarWinds Service Desk includes a range of **powerful features** that contribute to improved efficiency and faster resolution times:

1. Automation

Automate repetitive tasks and processes to minimize human error and free up your team to handle more complex issues.

2. Workflows

Create customized workflows that streamline service desk operations and help ensure that incidents are handled consistently and efficiently.

3. Generative AI

Leverage cutting-edge AI capabilities to provide intelligent recommendations, automate responses, and enhance decision-making processes.

4. Runbooks

Use pre-defined procedures for handling common incidents, reducing the time it takes to resolve issues and helping ensure consistency across the service desk.

5. Smart Suggestions

An AI-driven suggestion engine that provides end-users with recommended KB articles to help them resolve their own incidents before submitting a new ticket.

These features are integrated into our cloud-based platform, providing a flexible and scalable solution that can grow with your organization's needs. Whether you're just getting started with ITSM or looking to take your service desk to the next level, SolarWinds Service Desk delivers the tools and capabilities to help you succeed.

By choosing SolarWinds Service Desk, you're not just selecting a tool—you're investing in a complete ITSM solution designed to deliver measurable improvements in efficiency, service quality, and customer satisfaction. Our advanced features and flexible plans ensure that you can tailor the solution to meet your specific needs, driving better outcomes for your organization.

Try It Free →

30 days, full version



ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software built to enable customers to accelerate their digital transformation. Our solutions provide organizations worldwide—regardless of type, size, or complexity—with a comprehensive and unified view of today's modern, distributed, and hybrid network environments. We continuously engage with technology professionals—IT service and operations professionals, DevOps and SecOps professionals, and database administrators (DBAs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our [THWACK®](#) community, allow us to address customers' needs now, and in the future. Our focus on the user and our commitment to excellence in end-to-end hybrid IT management have established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at www.solarwinds.com.



For additional information, please contact SolarWinds at 866.530.8100 or email sales@solarwinds.com. To locate an international reseller near you, visit [SolarWinds Partner Page](#).

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