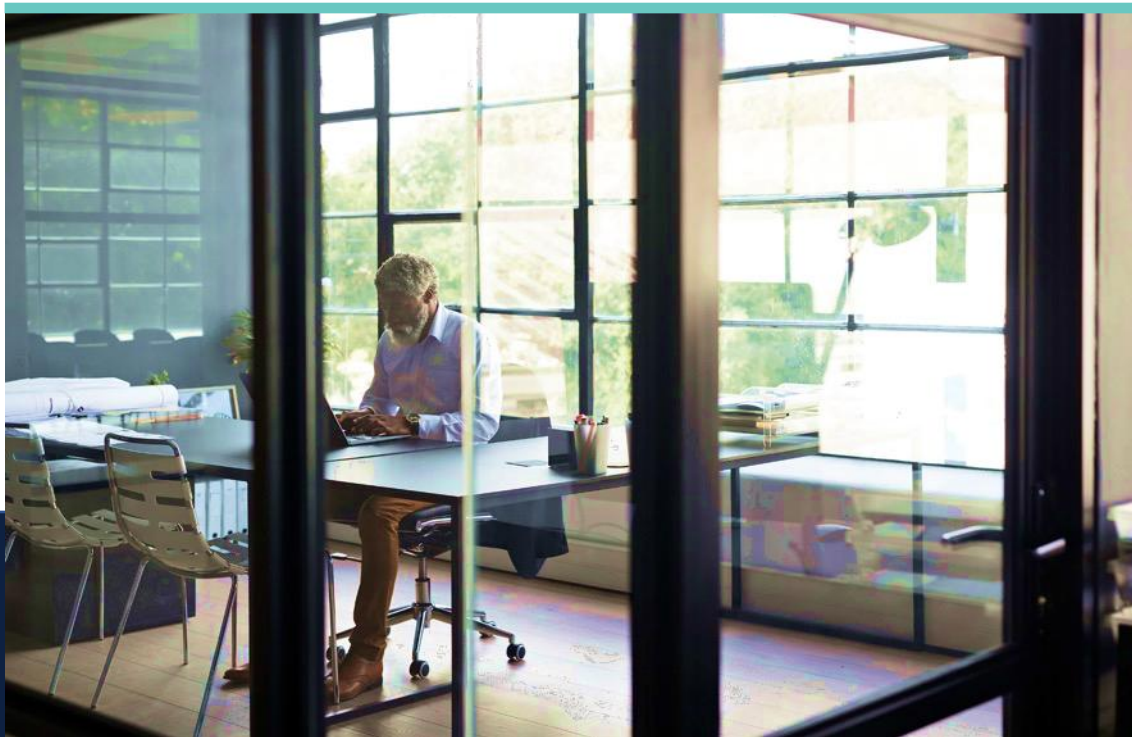


TRENDS IN IT

SUMMARY RESULTS



APRIL 2025

EXECUTIVE SUMMARY

- We surveyed information technology leaders across industries to understand how IT help desks are managing low-level ticket resolution and adopting AI and automation tools to improve employee support experiences.
- To better understand how organizations are modernizing IT support, we asked about team structures, workloads, and technology usage. Leaders reported large helpdesk teams, heavy manual involvement in routine tasks like updating tickets and onboarding, and a growing focus on automation to ease agent burdens and enhance employee experiences.
- Organizations see the value in AI investments, particularly to streamline ticketing and self-service, with decision-makers driving shifts toward automation, virtual agents, and faster, more efficient support delivery.

WHO DID WE SURVEY?



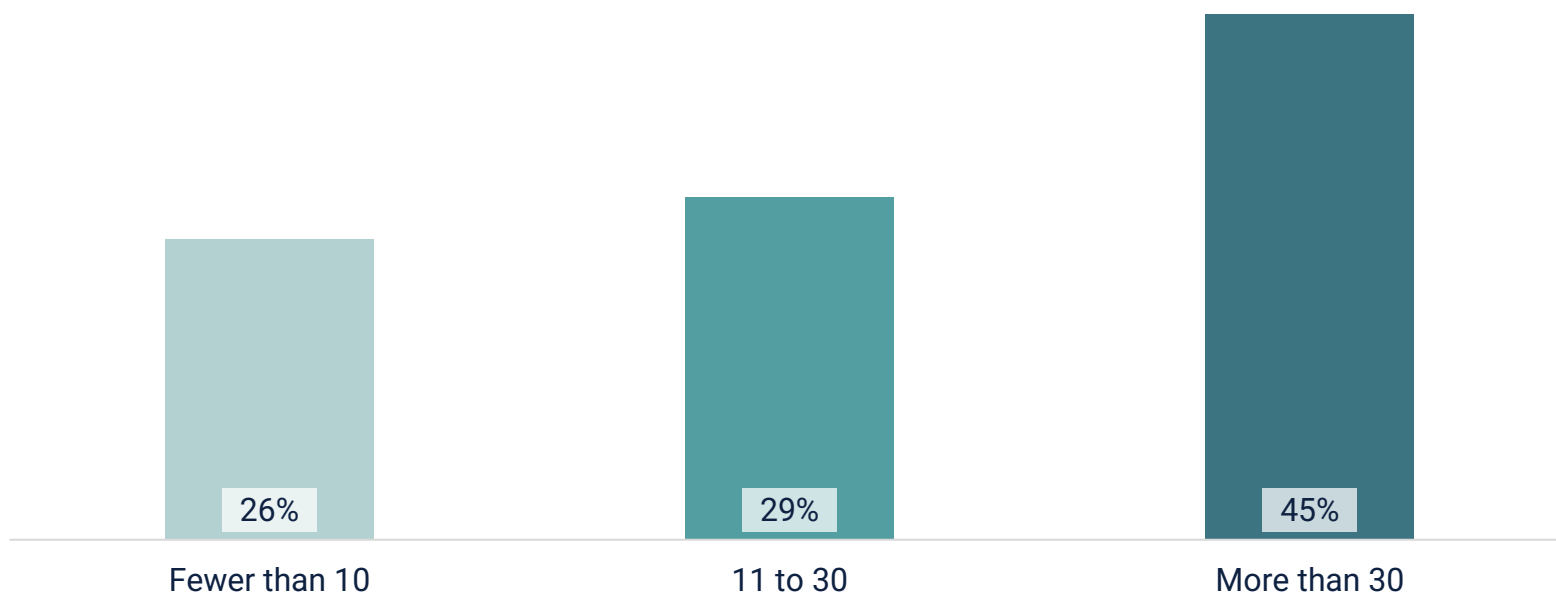
Between November 2024 and March 2025, Gatepoint Research invited selected executives to participate in a survey themed *Trends in IT*.

Candidates from several industries were invited via email and 338 executives have participated to date.

Management levels represented include: 28% who hold the title CxO or are VPs and 72% who are directors.

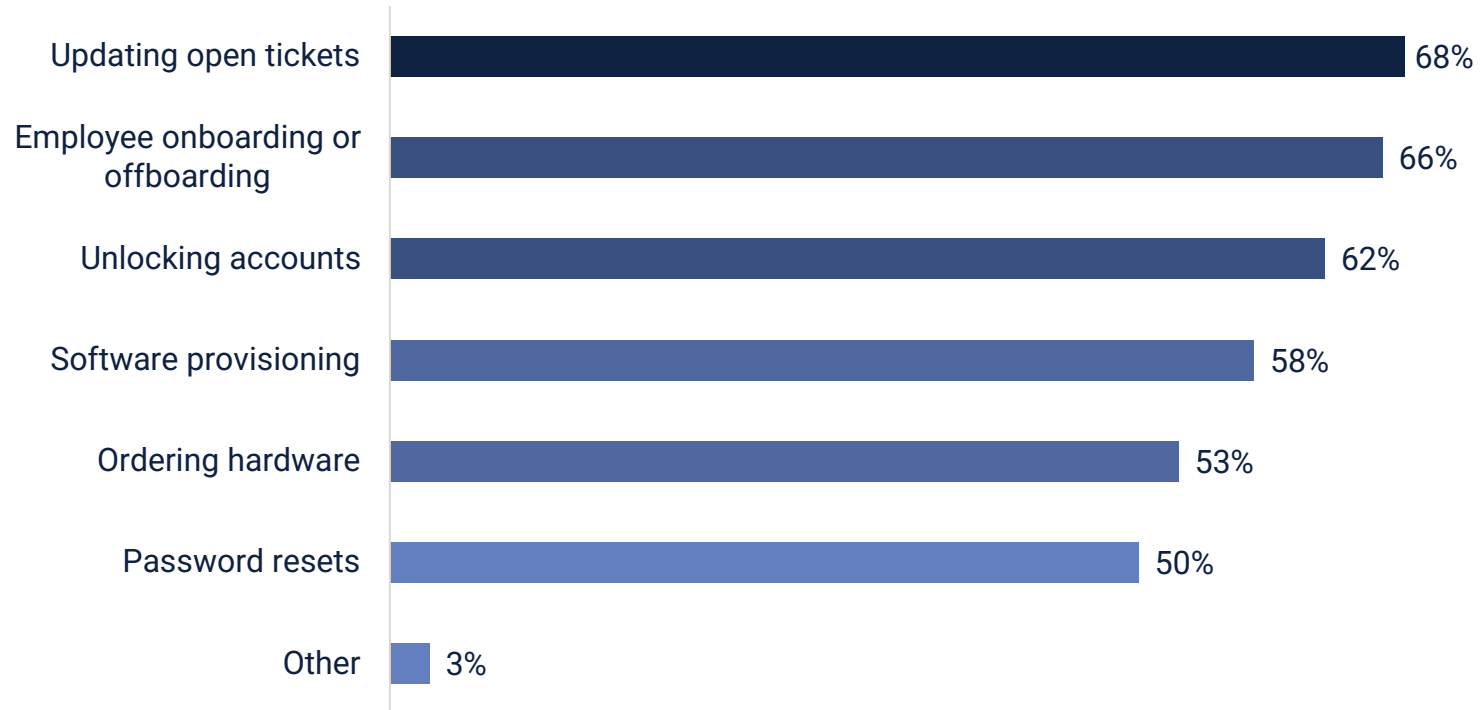
100% of responders participated voluntarily; none were engaged using telemarketing.

How many people are assigned to your IT helpdesk?



Surveyed organizations tend to have larger teams, with 45% reporting that more than 30 people are assigned to their IT helpdesk.

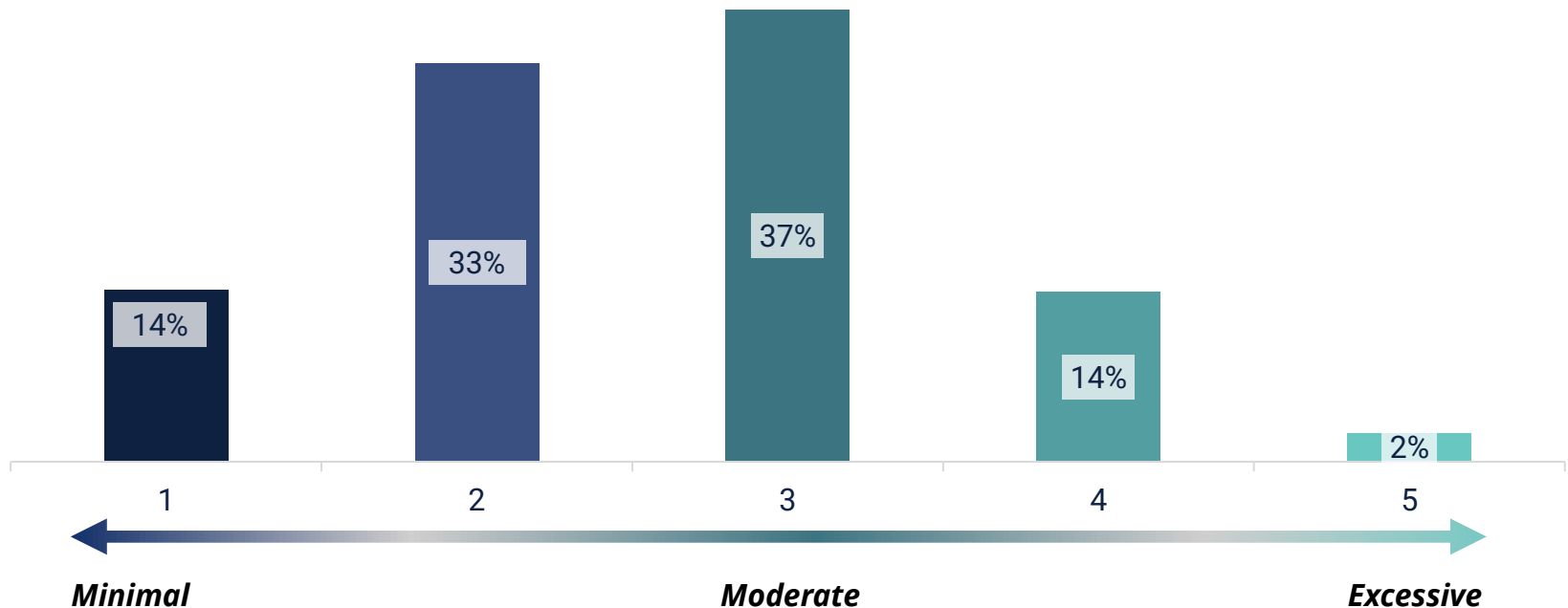
Which of these low-severity tickets require some level of agent involvement?



Manual support is still heavily needed for routine tasks. Half or more say that all of these low-severity tickets require agent involvement, with updating open tickets (68%) and employee onboarding/offboarding (66%) topping the list.

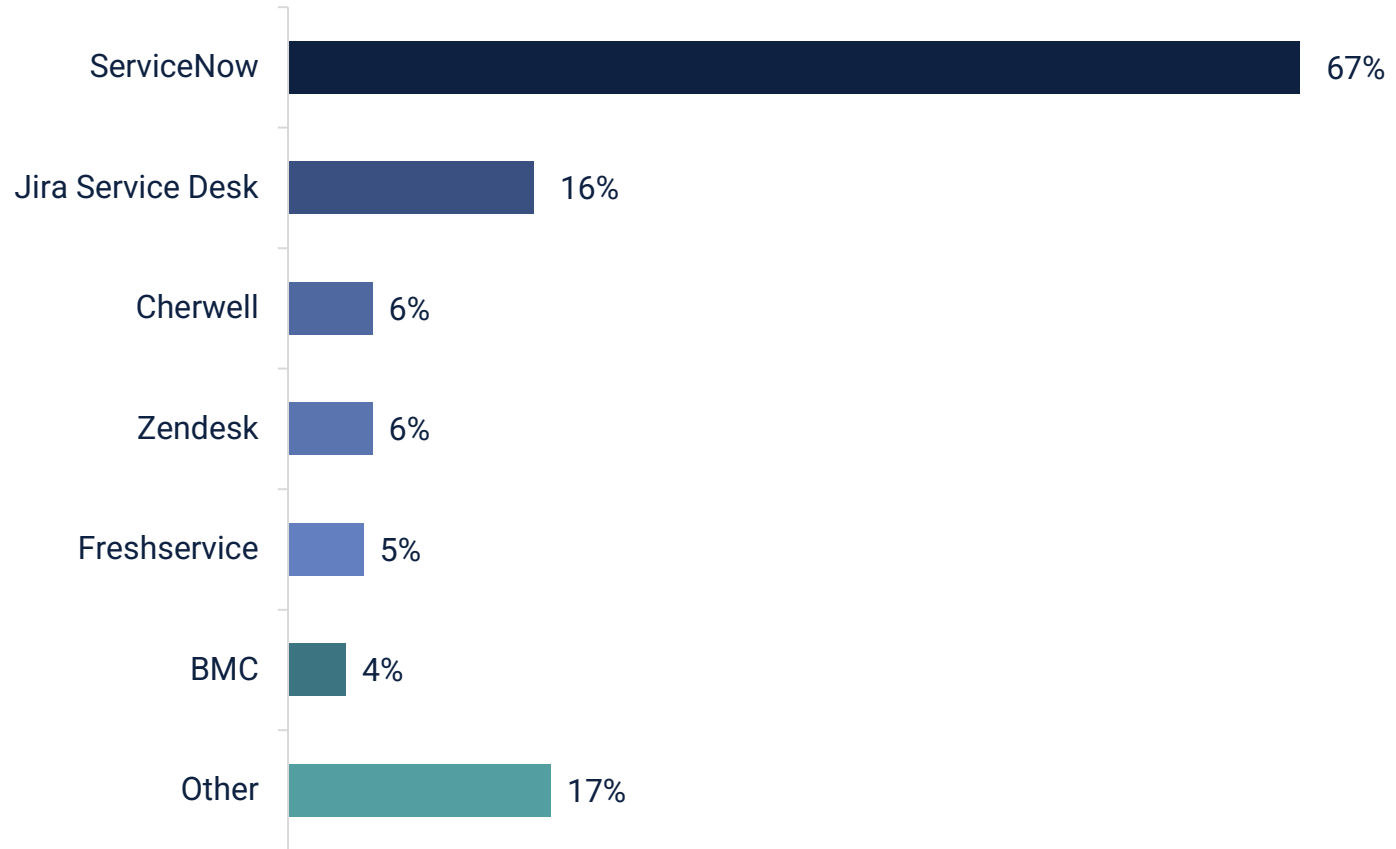
How would you rate the amount of time agents spend on low-level ticket resolution?

(Rate 1 to 5: 1= minimal amount of time, 3= moderate amount of time, 5 = excessive amount of time)



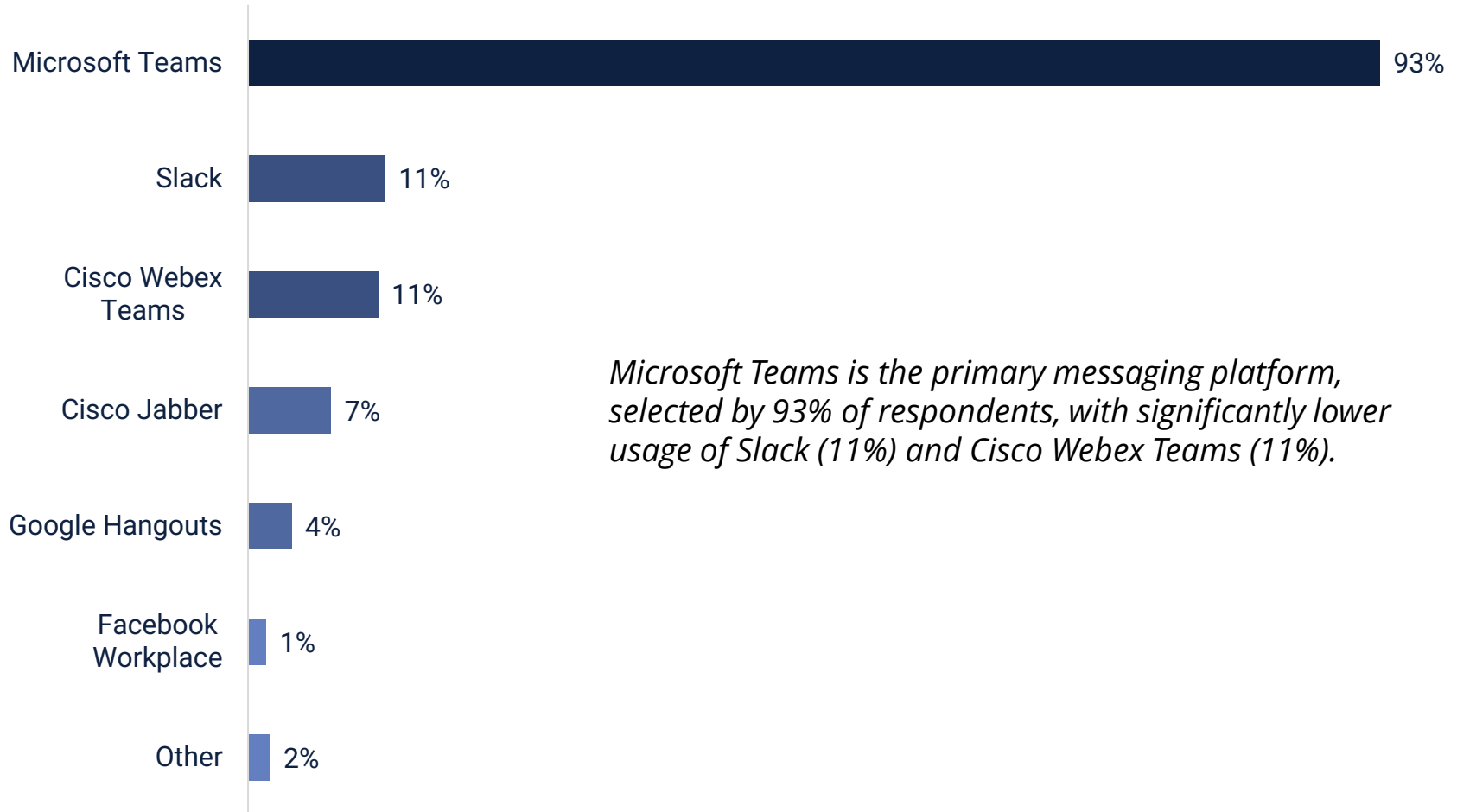
Most (70%) say their agents spend a moderate amount of time on low-level tickets, but 16% report it's a high or excessive burden.

What ITSM software do you currently use?

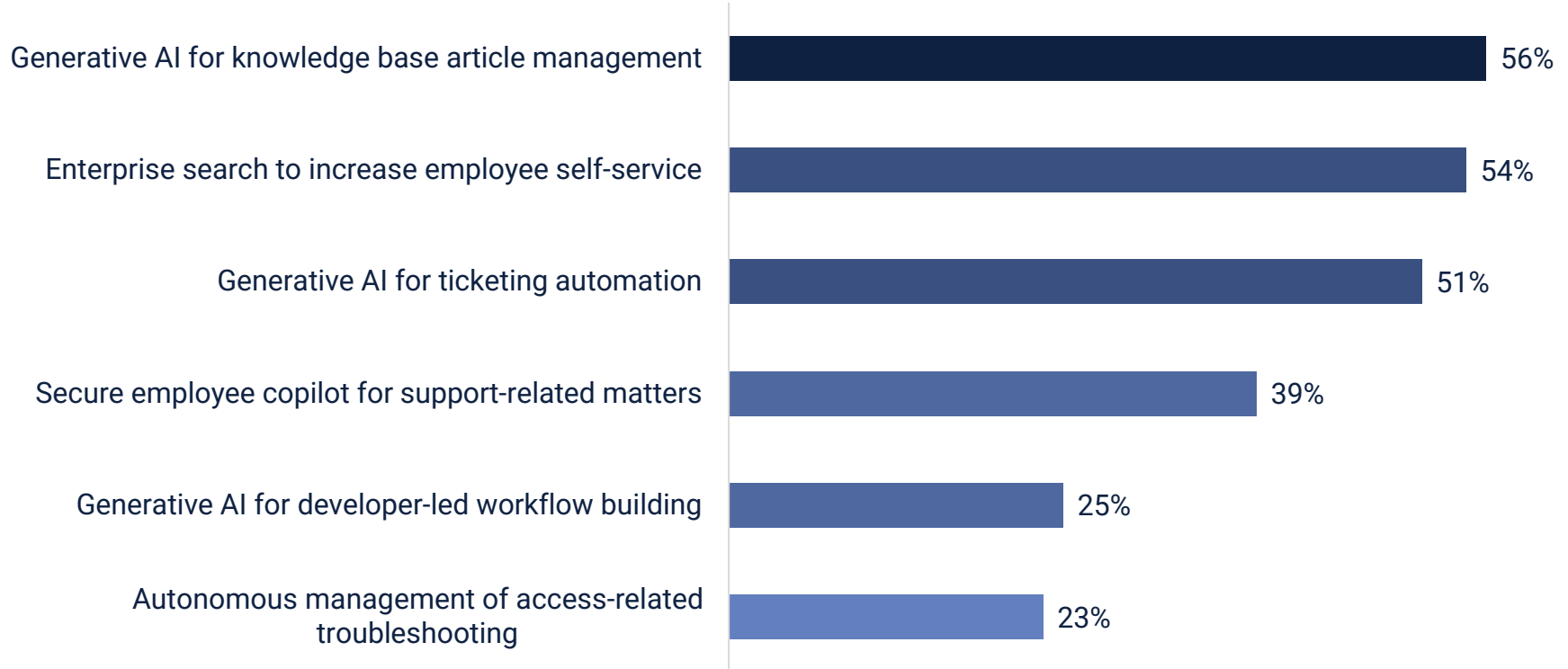


ServiceNow dominates the ITSM landscape with 67% of respondents reporting it as their software of choice, far outpacing the next closest option, Jira Service Desk (16%).

What platform/tools do you use for messaging?



Which of the below value-oriented AI adoptions are relevant to your organization?



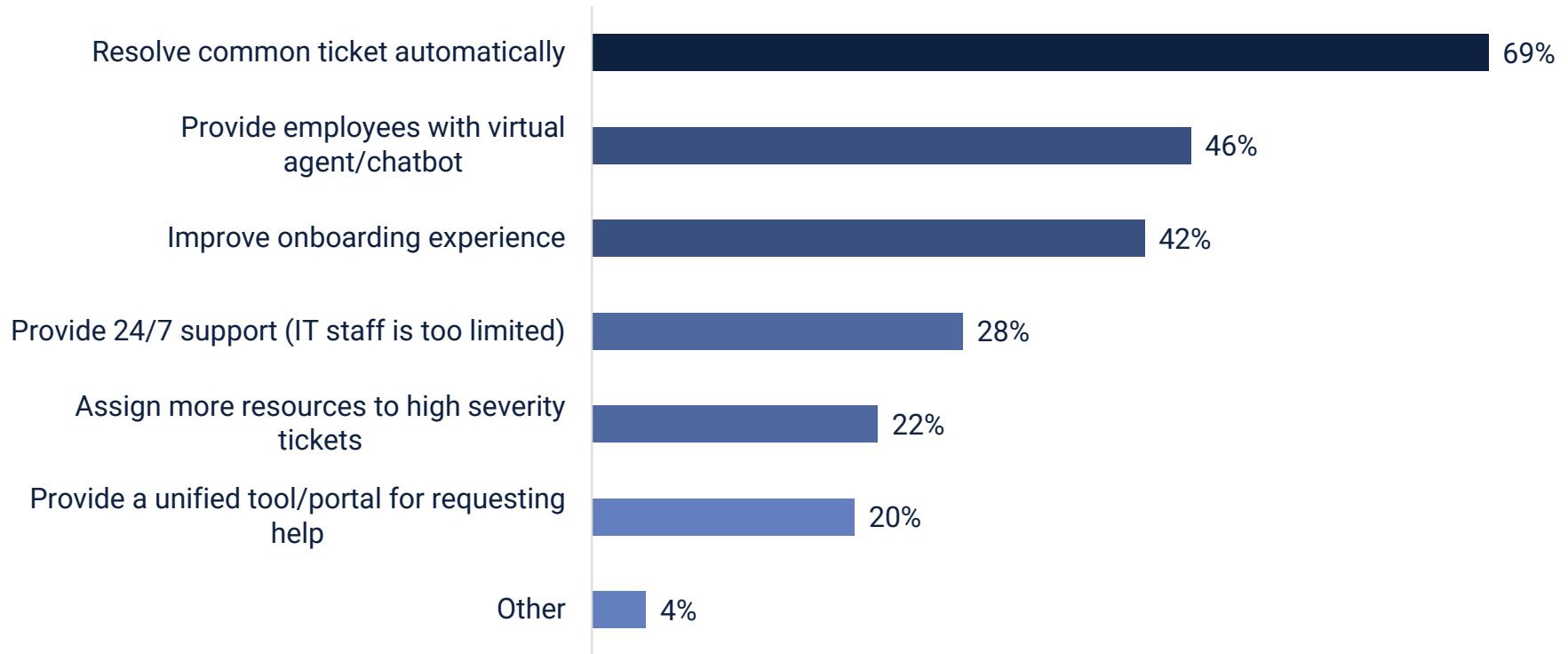
Respondents agree, AI adoption is relevant to their organizations, particularly for enhancing self-service and streamlining support operations: over half see strong value in generative AI for knowledge base management (56%), enterprise search for employee self-service (54%), and ticketing automation (51%).

Summary Results | April 2025

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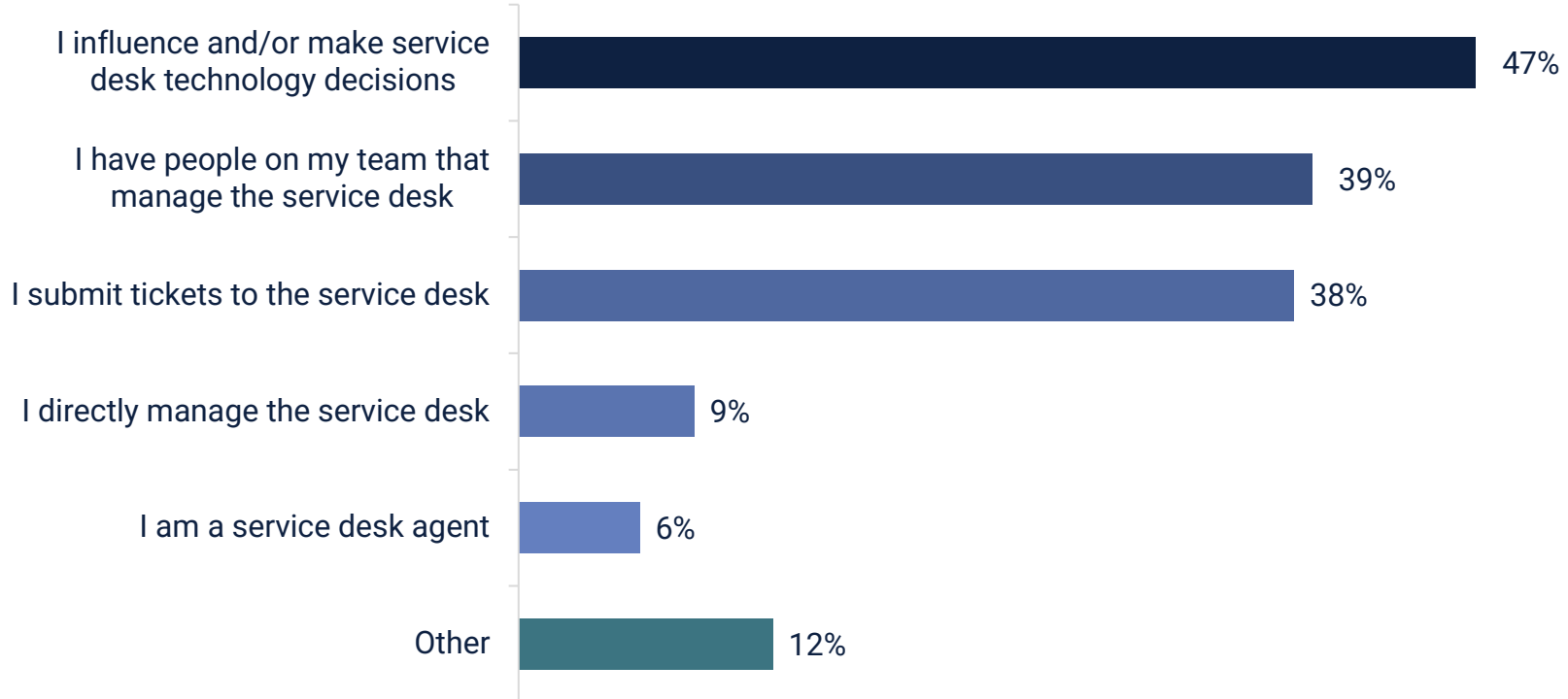
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What do you wish your help desk could do differently to provide a better employee contact experience?



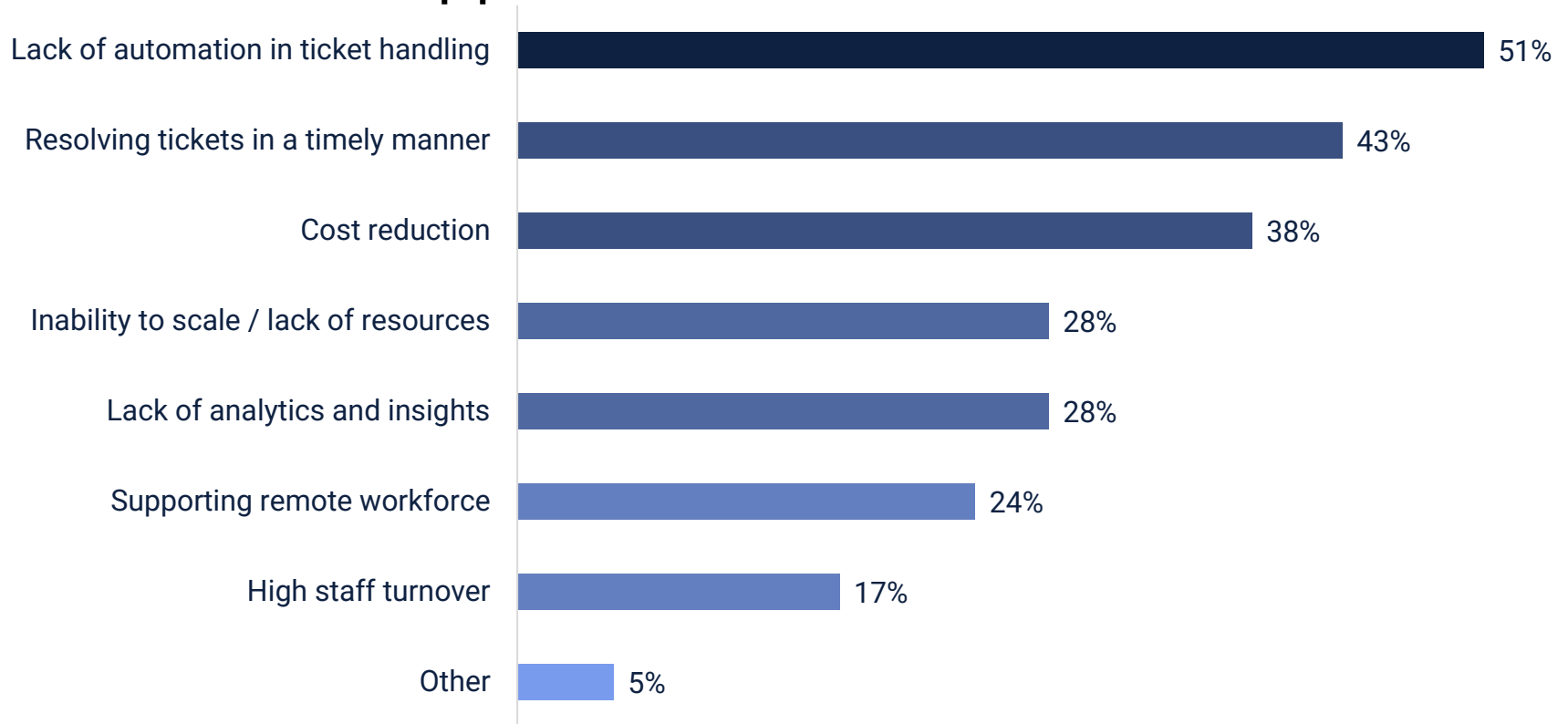
Automating the resolution of common tickets (69%) is the top priority for improving the employee contact experience, followed by deploying virtual agents or chatbots (46%) and improving onboarding processes (42%).

What is your role, relative to your organization's IT service desk?



Nearly half of respondents (47%) influence or make service desk technology decisions, while 39% manage teams that oversee the service desk and 38% submit tickets.

What best describes your biggest challenge when it comes to IT Support?



Surveyed organizations say that efficiency and speed are their top challenges when it comes to IT support. Lack of automation in ticket handling (51%) and timely ticket resolution (43%) top the list, followed by cost reduction (38%).



About the Company

Moveworks offers a universal AI Copilot for search and automation across all your business applications. The Moveworks Copilot, leveraged by industry leaders like Palo Alto Networks and Albemarle, is powered by an industry-leading reasoning engine that uses a combination of public and proprietary language models to understand employee queries, then build and execute multi-step plans that achieve them. It does this by linking into systems (like ITSM, HRIS, ERP, identity management, and more) with native and custom-built integrations that turn natural language into powerful automations for employees.

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