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# The 2022 State of Remote Support Market Trends

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## CONTENTS

Research Objectives and Methodology	<b>3</b>
Executive Summary	<b>4</b>
Highlighted Findings	<b>5</b>
The Remote Support Landscape	<b>6</b>
Remote Sessions Offer a Superior Way to Support Distributed Workers	<b>11</b>
Validating the ROI of Remote Session Technology Investments	<b>16</b>
How Splashtop Can Help	<b>21</b>
Demographics	<b>22</b>





## Research Objectives and Methodology

### OBJECTIVES

This eBook discusses remote support market trends. When you read this eBook, you will see data showing:

- How supporting users in geographically dispersed locations has become the dominant support model employed by organizations and how this shift, along with macro trends like the Great Resignation<sup>1</sup> and increased device choice, has introduced new complexities for help desk teams to navigate.
- The degree to which organizations prefer remote session technology to deliver remote support over alternatives and why (both in the context of IT efficiency and end-user experience).
- That increased investment in remote session technology is directly correlated to improved business outcomes, like accessing broader talent pools, improving end-user satisfaction, and increasing help desk staff throughput.

### METHODOLOGY

In the first quarter of 2022, ESG conducted a double-blind survey<sup>2</sup> of 200 IT decision makers in North America responsible for help desk support at their organization. Organizations represented spanned midmarket (i.e., those with 250 to 999 employees), midsize enterprises (i.e., those with 1,000 to 4,999 employees), and large enterprises (i.e., those with 5,000+ employees), and the sample was composed of a horizontal mix of industry verticals.

<sup>1</sup>A macroeconomic trend where staff are resigning or changing careers at a pace above historical norms.

<sup>2</sup> Respondents were anonymous and not informed ESG was conducting the survey or that it was commissioned by Splashtop.

# Executive Summary

IT support has forever changed. The days of walking your computer to the IT department for repair have been replaced by the need to have support from anywhere on any device.

While most organizations report that remote support was dominant prior to COVID-19, the pandemic has increased the need to deliver remote support for most organizations. And, as distributed work becomes the standard for many organizations, remote support is now seen as critical with 99% of organizations saying that “support at distance” is required for half or more of tickets. In addition, 96% say that remote support will continue to dominate workloads for the foreseeable future.

According to our research, remote sessions are seen as the superior way to deliver remote support and the best way to improve the end-user experience. However, there are a host of new challenges being presented to the IT help desk driven by technical and communication challenges, device diversity, and the Great Resignation.



## Highlighted Findings



There is almost unanimous (96%) agreement that **remote support will remain the dominant help desk support model.**



**94% of organizations have experienced challenges** in their support operations related to the Great Resignation, including challenges maintaining support goals and unsustainable stress levels that are compounded by increased workloads.



**With 94% of organizations allowing, or requiring, personal device usage for work,** support teams must be able to navigate an extremely diverse device environment.



### 7 OUT OF 10

respondents report **investments in remote session technologies improve support KPIs** and broaden organizations' potential talent pools.

- Specific support KPIs improved via investments in remote session technologies often include reductions in handle time (66%), increases in throughput (59%), and accelerated total resolution times (56%).
- Organizations that have significantly increased funding for remote session solutions are 2.1x more likely to rate those solutions as excellent.
- Organizations that have significantly increased funding for remote session solutions achieve 59% higher help desk staff throughput.

**Augmented reality (AR) technology holds significant promise for remote support:**



42% of respondents with the ability to visualize end-users' environments through AR **say it has had dramatic impact on support operations.**

A photograph of two men in an office environment. The man in the foreground is wearing a headset and pointing at a computer monitor. The man in the background is leaning over the desk, looking at the screen. The scene is dimly lit, suggesting an office at night or in low light. The text 'The Remote Support Landscape' is overlaid on the left side of the image.

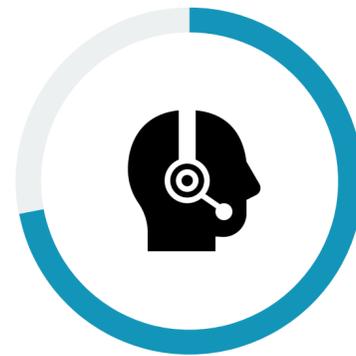
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# The Remote Support Landscape

## The need for remote support will remain dominant post pandemic

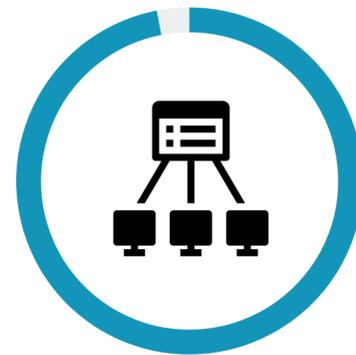
Poor performance, connectivity, authentication issues, hardware interoperability, failed updates, and application access can all lead to unplanned downtime and loss of employee productivity. Employees are no longer working from a predictable environment connected to the corporate network, and, as a result, IT must adapt to current work dynamics with a support model that extends seamlessly to end-users. IT organizations can no longer assume that they can physically troubleshoot help desk tickets in person, and employees don't always have the luxury of in-person IT support.

“Employees are no longer working from a predictable environment connected to the corporate network.”



72%

agree that the need to deliver remote support has increased.



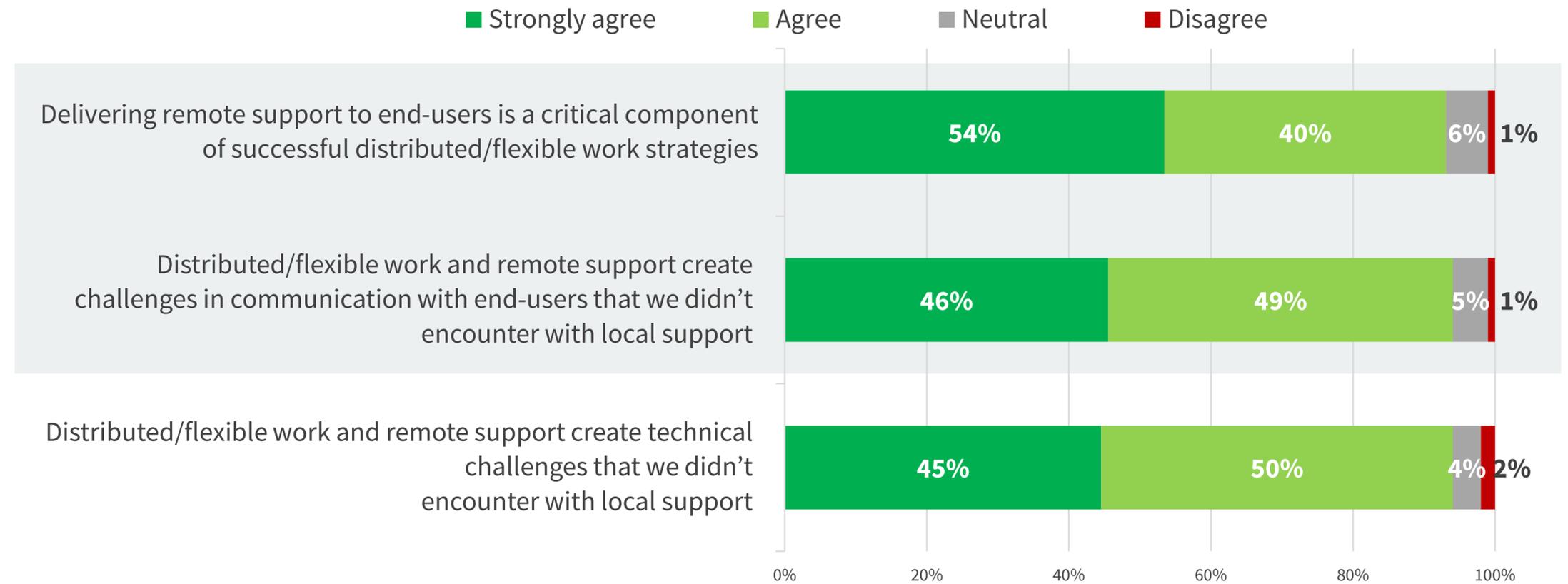
97%

agree that remote support will remain the dominant support model at their organization for the foreseeable future.

## Remote support is necessary, yet it also presents new challenges

While there is a defined need for remote support to optimize the flexible/hybrid work models, new communication and technical support challenges have similarly emerged. Hardware peripheral support, password resets, and patching and updating are common daily activities that can often be solved efficiently with the proper communication channels in place. IT professionals are having to adapt to these modern work locations to both support remote workers and provide support while they also may be working remotely.

| Distributed work makes remote support critical but also introduces challenges.



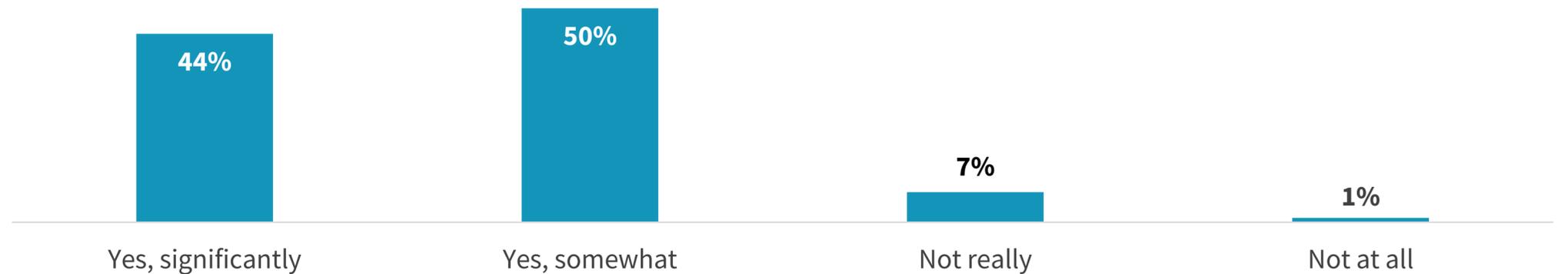
## The Great Resignation— help desk staffing challenges are real

Employee retention and hiring challenges amidst the Great Resignation have impacted 94% of organizations participating in the research. Respondents frequently reported their ability to maintain support goals have been hampered and that they are experiencing unsustainable stress levels compounded by increased workloads.

As a result, priorities are shifting toward renewed confidence in, and efficiency with, remote support tools to help solve staffing challenges that are leading to lower SLA adherence and employee strain for the majority of support teams.

“**Priorities are shifting** toward renewed confidence in, and efficiency with, remote support tools.”

| Has the Great Resignation impacted your help desk team?



| Challenges experienced related to staffing challenges introduced by the Great Resignation.



**67%**  
Our ability to meet established support goals has suffered



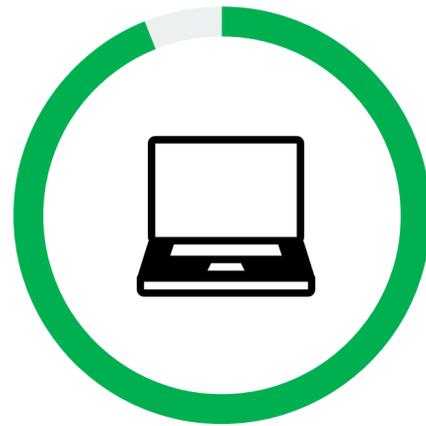
**29%**  
We've seen an uptick in the number of individuals reporting unsustainable levels of stress/burnout



**58%**  
Remaining staff's workload has increased

## BYOD's prevalence underscores the need for support solutions that can accommodate device diversity

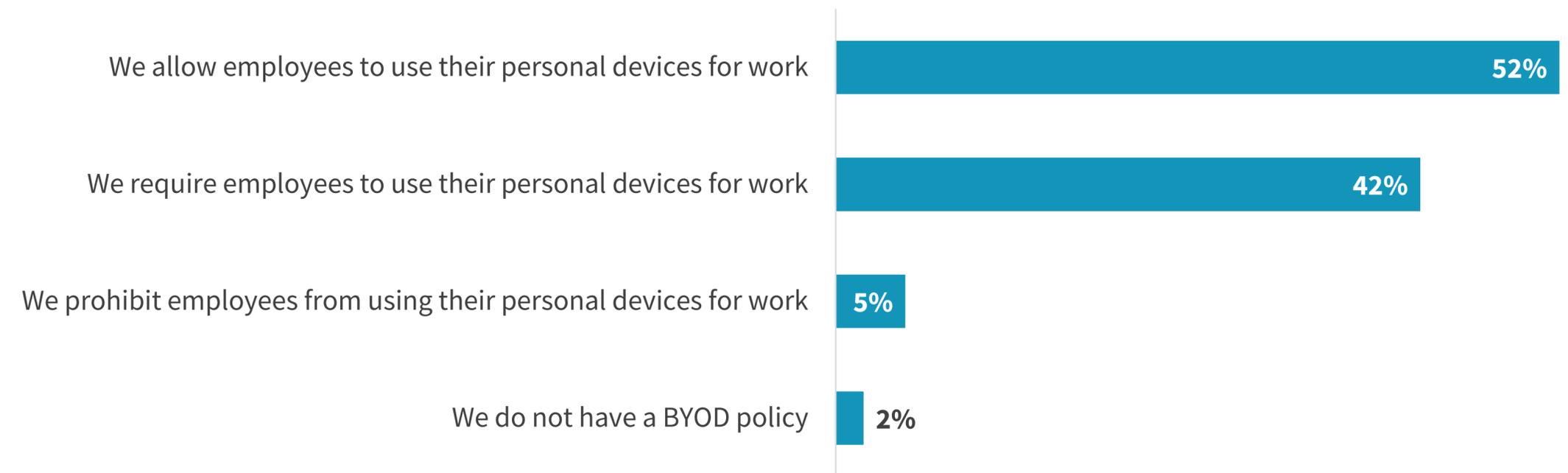
With 94% of organizations allowing, or requiring, personal device usage for work, support teams must be able to navigate an extremely diverse device environment. As a result, IT requires tools and processes that support heterogeneous device types, operating systems, and networks. Further complicating the current state of BYOD is the rapid state of hardware transformation as end-users surge to take advantage of technologies like 5G, enhanced performance, and ergonomics.



# 94%

of organizations are allowing, or requiring, **personal device usage for work.**

| Organizations' bring your own device (BYOD) policies.



A man in a dark suit and glasses is shown in profile, looking intently at a large array of computer monitors. He has his hand to his chin in a thoughtful pose. The monitors display various data visualizations, including code snippets, charts, and tables. The scene is dimly lit, with the primary light source being the screens themselves, creating a professional and focused atmosphere.

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# Remote Sessions Offer a Superior Way to Support Distributed Workers

## Remote sessions are seen as more efficient for IT teams and end-user experience

While there are many ways to support remote users, remote-access support is broadly seen as the most efficient method of support for help desk staff, as they can log in and directly see what the user is experiencing to resolve issues. This process can help streamline the help desk ticketing process, identify potential wider spread problems throughout the organization, and provide an ideal experience for the user.

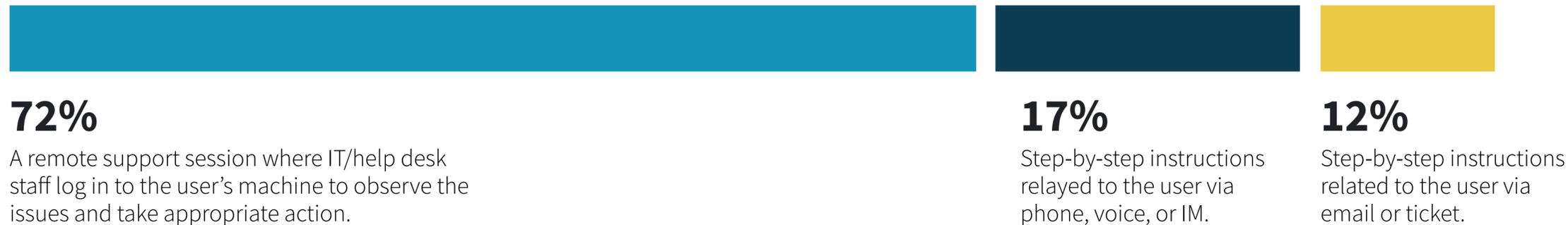
| What remote support delivery model delivers

### the highest level of help desk efficiency?



| What remote support delivery model delivers

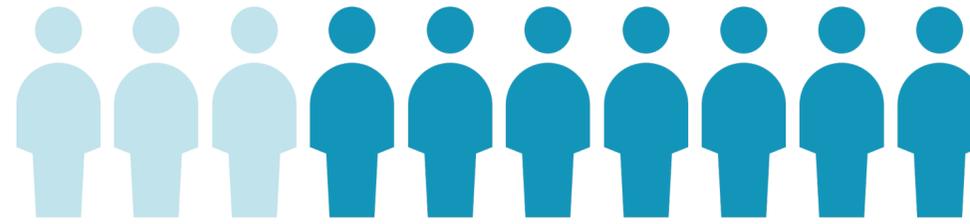
### the best end-user experience?



## Investments in remote session technologies improve support KPIs and broaden organizations' potential talent pools

7 out of 10 respondents report investments in remote session technologies services enable help desk staff to improve service KPIs and create an opportunity to broaden the organizations' potential talent pools.

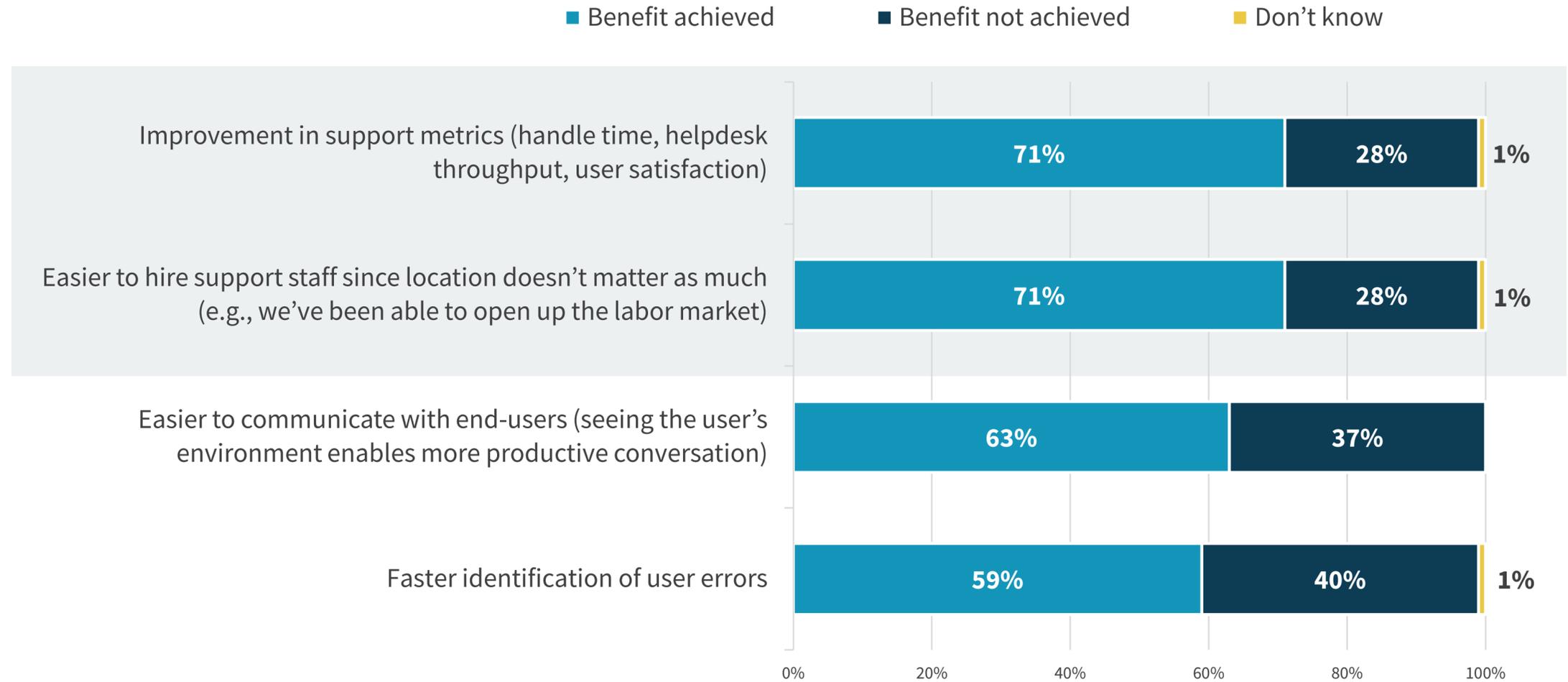
The fact that so many organizations are grappling with staff shortages tied to the Great Resignation (resulting in declining service levels) has been key for remote session technologies to help aggressive adopters solve these issues.



### 7 OUT OF 10

respondents report **investments in remote session technologies improve support KPIs** and broaden organizations' potential talent pools.

| Benefits achieved that are directly attributed to investments in remote session technologies.





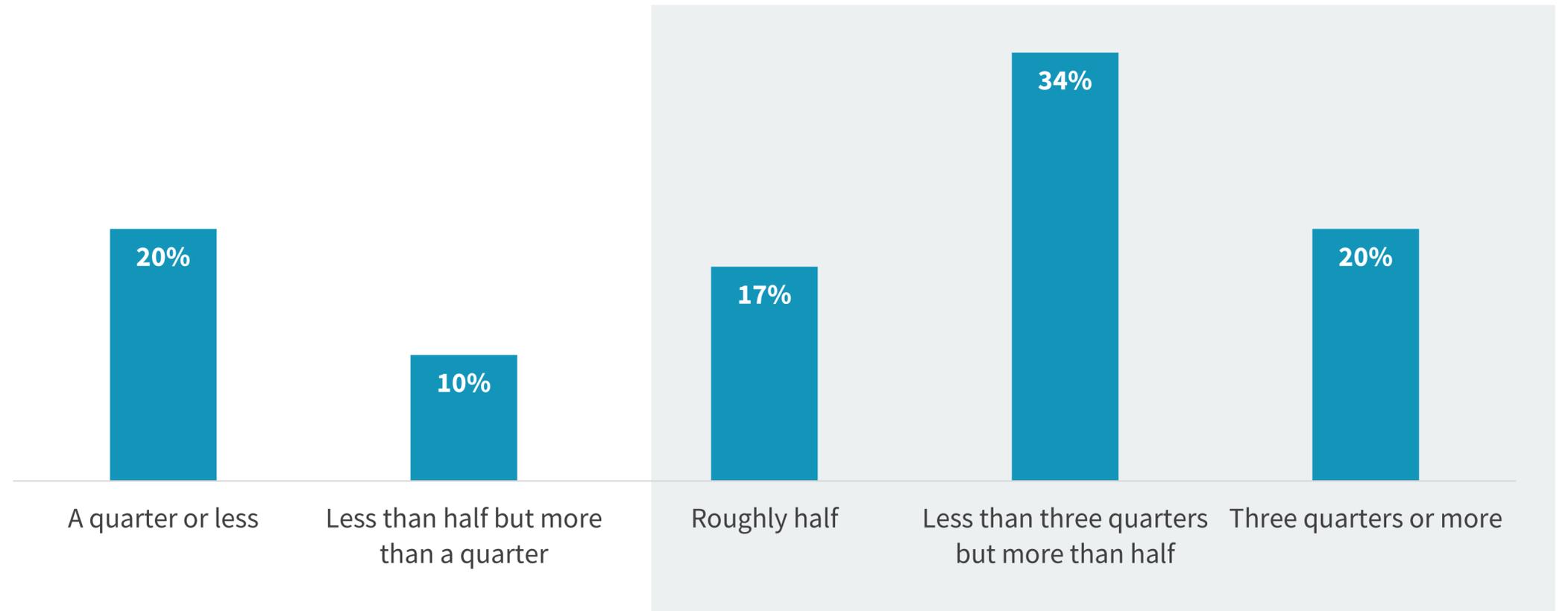
## 7 out of 10

respondents say half or more help desk tickets are ultimately ascribed to user error.

The majority of help desk tickets are associated with user error. Therefore, it is essential to have processes and technologies in place that can quickly identify, solve, and help the user learn from their errors. The ability to see firsthand what the user is doing enables IT staff to quickly understand the issue and collaborate directly with the user to promptly resolve the issue. This enhanced process helps train the user in real time, as well as identify other potential issues that may arise in the future.

“**The majority** of help desk tickets are associated with user error.”

| The proportion of all help desk tickets that are ultimately ascribed to user error.



## Support metrics are improved by the implementation of remote session technology investments

As noted, 71% of organizations have seen an improvement in support KPIs tied to the use of remote session technology investments. The areas in which organizations are recognizing direct results include reducing handle time, increasing throughput, and accelerating total resolution time.

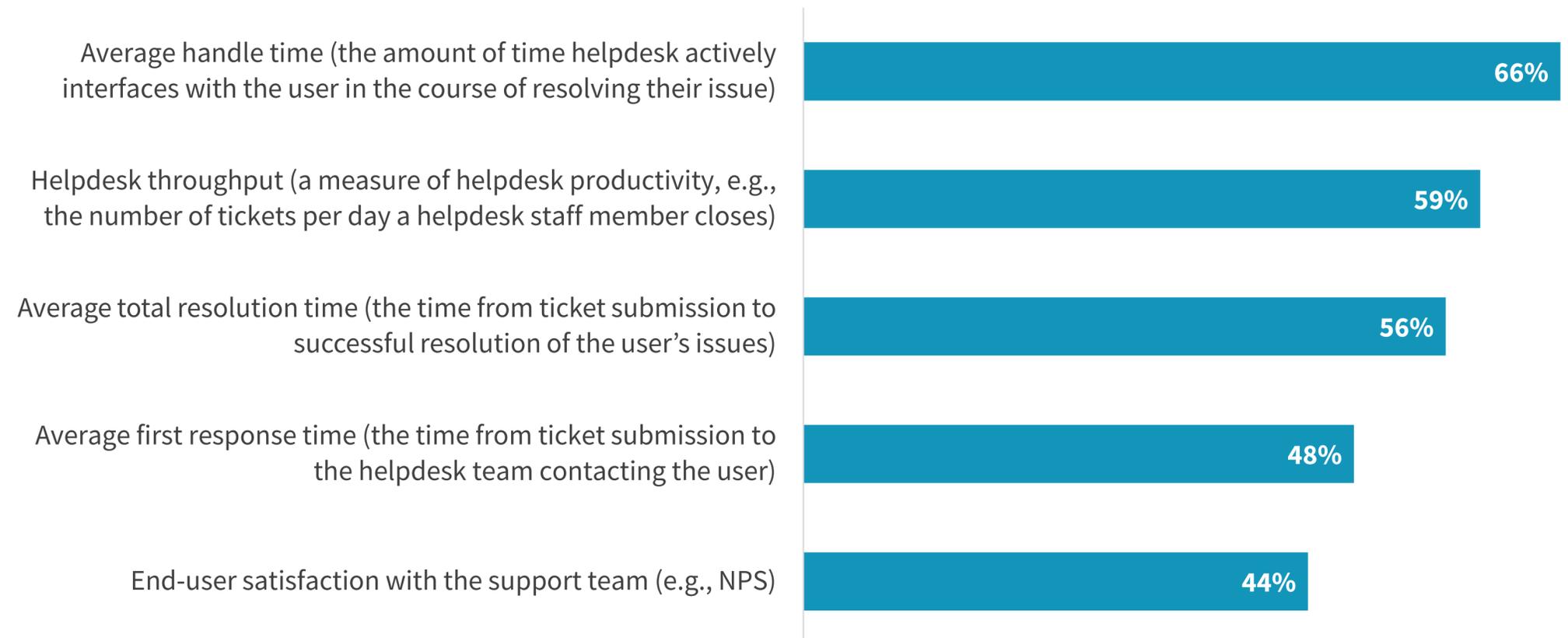
Given that there is a macro business focus on employee experience, communication, and collaboration, remote session tools are a key technology helping IT adapt support experiences to align to modern user requirements.



# 71%

of organizations have seen an improvement in support KPIs tied to the use of remote session technology investments.

| The specific support KPIs directly and measurably improved by investments in remote session technologies.





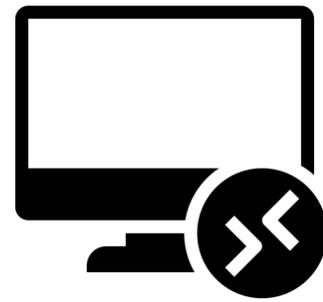
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# Validating the ROI of Remote Session Technology Investments

## Organizational satisfaction with remote session technology is correlated with investment

It's clear that investments in support tools used to conduct remote sessions are yielding measurable dividends. Organizations that have made a significant investment in support tools are 2.1x more likely to rate their remote session solutions as excellent.

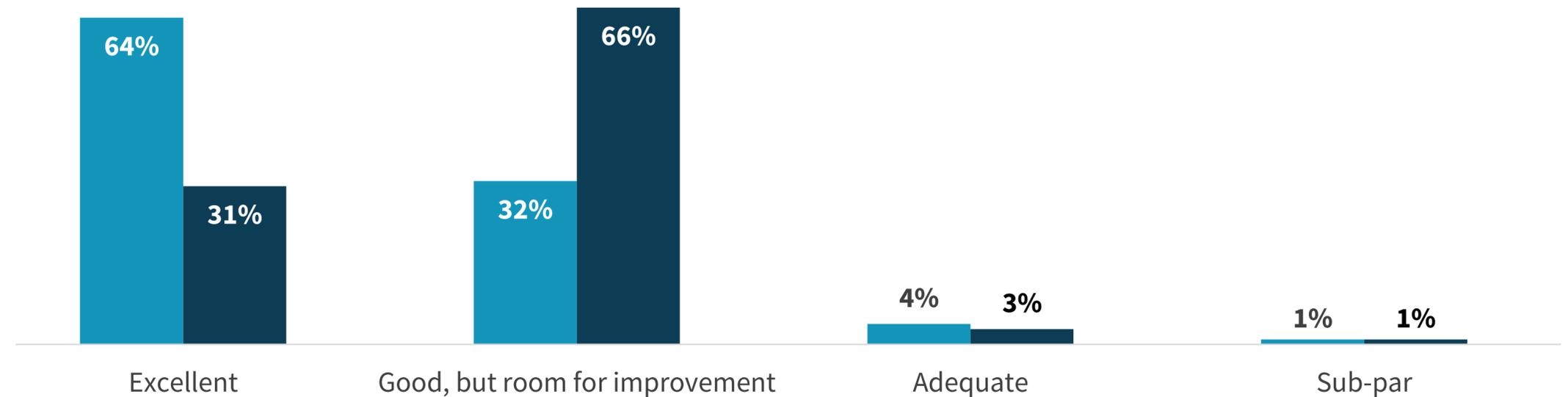
Considering the improvements in efficiency and end-user experience made possible via remote session tools, businesses should ensure they are appropriately prioritizing investments these solutions.



Organizations that have made a significant investment in support tools **are 2.1x more likely** to rate their remote session solutions as excellent.

Organizational satisfaction with remote session technologies in use, by organizational investment in remote session technologies.

- Organizations that have significantly increased recent investment (N=77)
- Organizations that have NOT significantly increased recent investment (N=120)

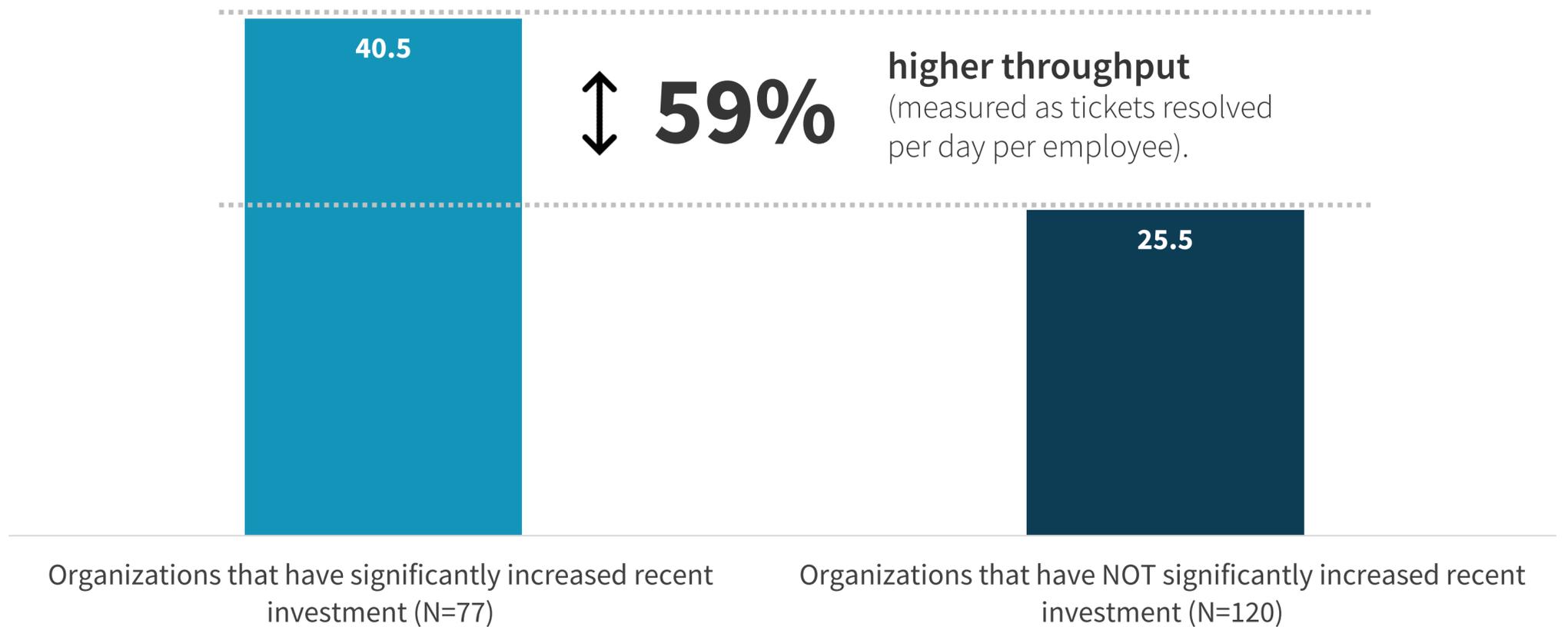


## Greater help desk throughput is correlated with investment

Organizations that have significantly increased funding in remote session technologies achieve 59% higher throughput (measured as tickets resolved per day per employee). The ability for the IT/help desk team to directly interact with the end-user is leading to fewer touch points with the user and enabling the support staff to quickly see the issue. Organizations that are not investing in this area risk inefficient back-and-forth communications that do not always clearly relay the issue at hand. Relying on static ticketing systems and help desk processes that are not inclusive of remote sessions extends time to resolution and limits the number of tickets an IT staff member can efficiently resolve.

“ Organizations that are not investing in this area **risk inefficient back-and-forth communications** that do not always clearly relay the issue at hand.”

Median help desk throughput (tickets resolved per day per help desk staff member), by organizational investment in remote session technology.

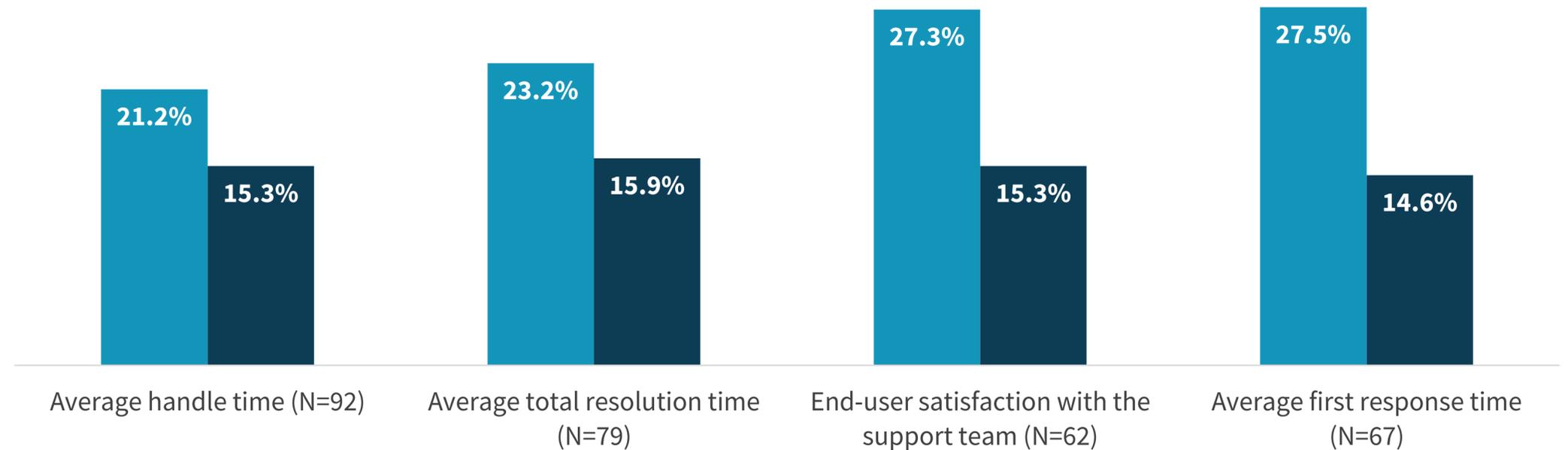


## Employee/end-user satisfaction is driving the urgency to invest in remote support

Organizations are recognizing improvements from multiple vectors that are having a positive impact on IT operational efficiency and end-user satisfaction. While some businesses have taken a static approach to support—with online reference material and hands-off support—the dynamic nature of the future of work is creating an urgency to invest in remote support solutions, which directly connect IT to the end-user for efficient support across a variety of endpoint hardware devices, operating systems, and applications.

Average improvement seen in support KPIs, by investments in remote session technologies.

- Organizations that have significantly increased recent investment
- Organizations that have NOT significantly increased recent investment



## Augmented reality (AR) is game changing for many organizations

Our research also touched on the concept of layering augmented reality (AR) functionality into support technologies. That is, the ability to allow IT/help desk employees to start a session on a user's mobile device and use the camera to see and troubleshoot a device at the user's location.

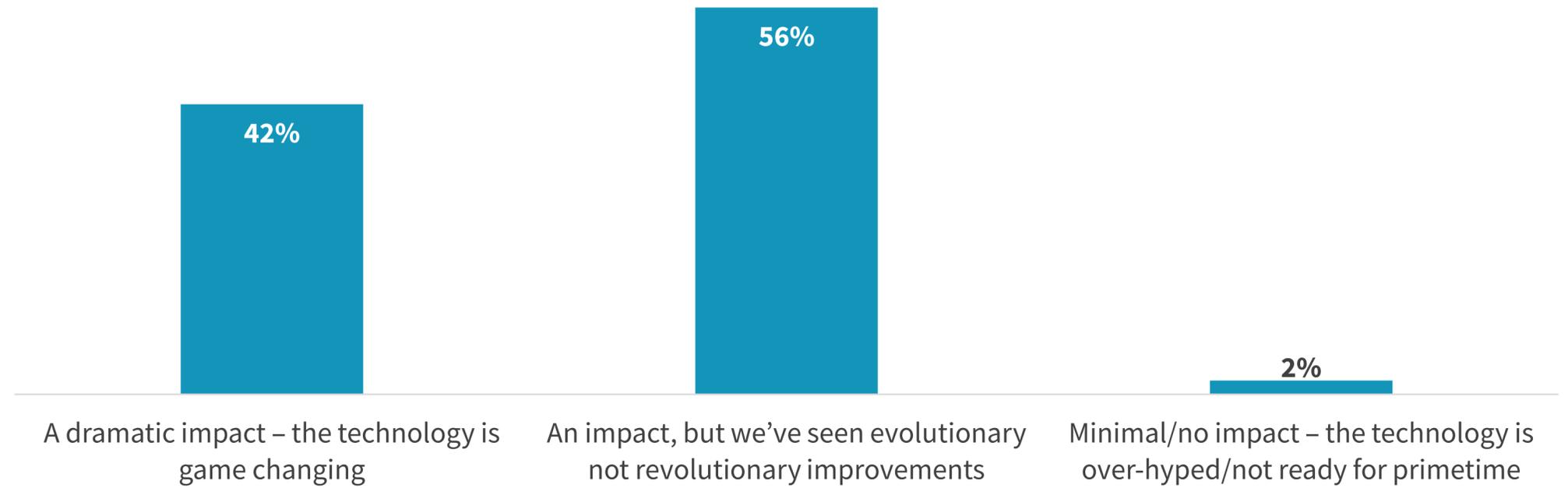
Among organizations with this capability in place, 42% say the ability to visualize end-users' environments with AR is having a dramatic impact on their ability to support end-users. Conversely, only 2% say they've seen a minimal impact or no impact at all. The ability for a support professional to leverage AR opens the door for not only enhanced support, but also for a longer tail of businesses opportunities. Immersive employee and customer experiences have the potential to provide net-new services, create new revenue streams, and differentiate offerings from the competition.



# 42%

say the ability to visualize end-users' environments with AR **is having a dramatic impact on their ability to support end-users.**

| The observed impact of AR technology on the help desk team's ability to better support end users.



## How Splashtop Can Help

IT support is more important than ever. Whether your teams are managing the IT needs of remote workers or those right down the hall, having secure remote access to your end-users' devices saves time and energy.

In order to navigate the current state of remote IT support, you need to focus on the needs of your end-users, the feedback loop between your end-users and IT support, and relieving the burdens placed on your IT help desk.

### **Splashtop Enterprise is an all-in-one secure remote access and support solution that helps you navigate it all. It includes:**

- Attended and unattended access.
- End-user remote access.
- Service desk support capabilities.
- Endpoint management and monitoring features.
- Integrations with single sign-on and ITSM systems.
- Flexible licensing.

### **Splashtop Enterprise helps:**

- Improve customer and/or employee satisfaction while cutting IT support cost and delays with faster time to resolution (TTR).
- IT technicians who need to provide on-demand attended remote support to computers and all mobile devices not managed by them.
- IT teams who need to remotely manage computers and provide support even without an end-user present.

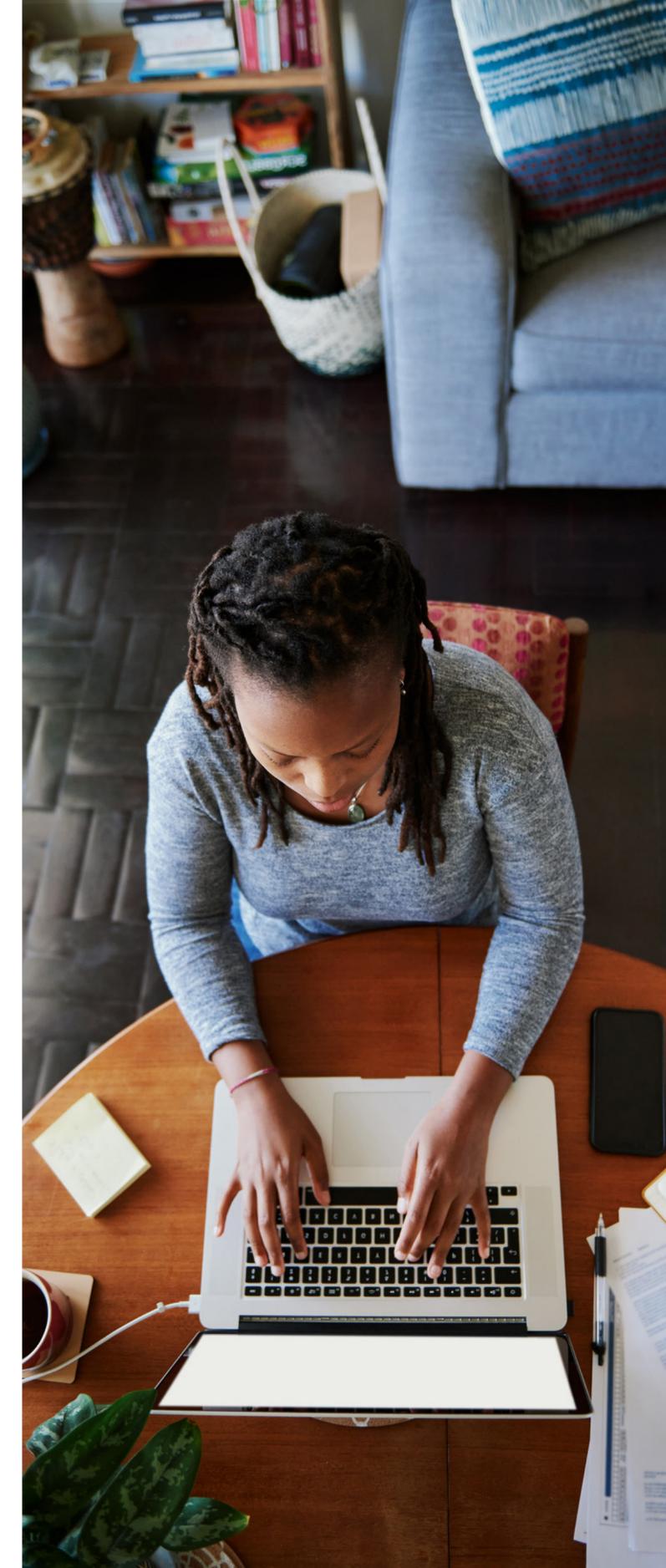
### **Help desk/service teams can:**

- Organize support teams by expertise.
- Define routing and escalation paths.
- Enable easy collaboration to achieve maximum efficiency.

Splashtop's Secure Remote Access and Support delivers an in-person experience users need with security IT can trust. Get high performance with 4k quality at 60fps, advanced security features and compliance, one application for access and support across operating systems, and instant global support with direct access to an expert.



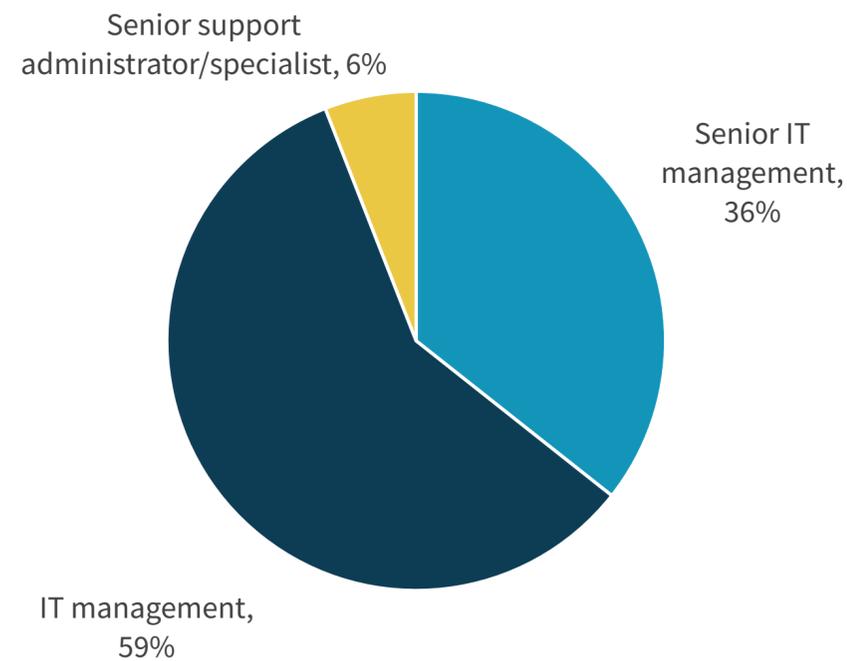
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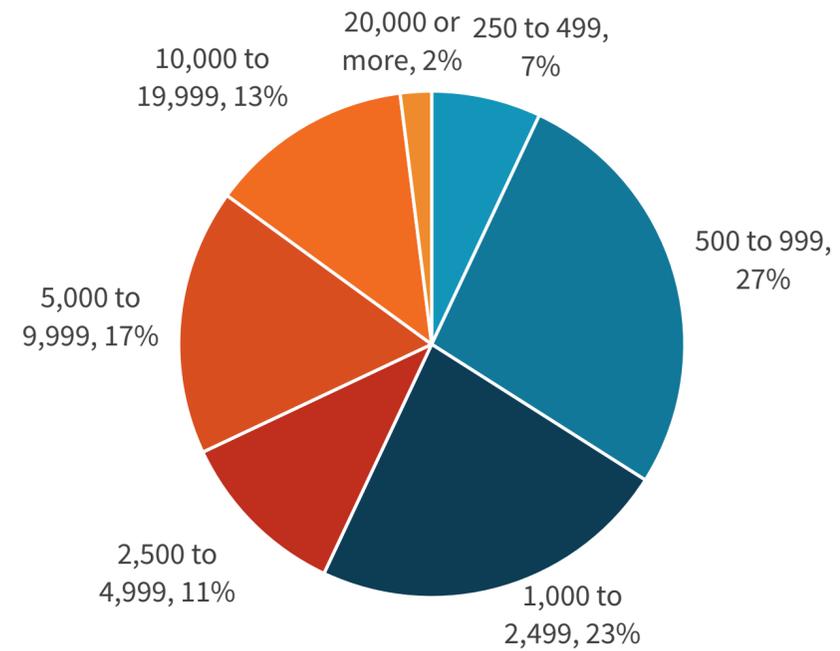
## Demographics

The data in this report was derived from a survey fielded between January 24 and January 27, 2022. These figures detail the demographics of respondents to the survey. Totals in figures and tables throughout this report may not add up to 100% due to rounding. The margin of error for a sample size of 200 at the 95% confidence level is + or - 7 percentage points.

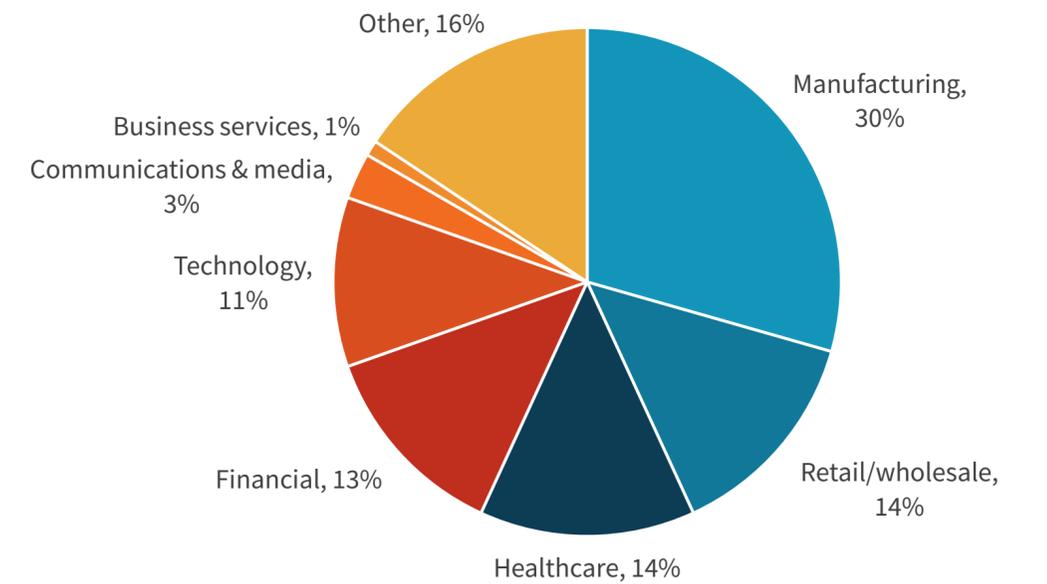
**RESPONDENTS BY JOB TITLE**



**RESPONDENTS BY COMPANY SIZE**



**RESPONDENTS BY INDUSTRY**



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