TENEO
OPENING MINDS

6 Facts that Will Make You Rethink End User Experience Monitoring

Consider these 6 facts as you determine how you will ensure excellent digital experience for all your users.

FACT #1

It takes 12 positive user experiences to make up for 1 unresolved negative experience [1].
Proactively monitoring the user experience is critical to resolving issues before they impact your users. End user experience monitoring benchmarks the performance for each individual user and proactively alerts on deviations.

FACT #2

90% of users reported they stopped using an app due to poor performance and 86% deleted or uninstalled at least one mobile app because of problems with its performance [2].
Acquiring new customers is far more expensive than satisfying existing ones. When apps are frequently updated, it's critical to validate the impact of changes on your users.
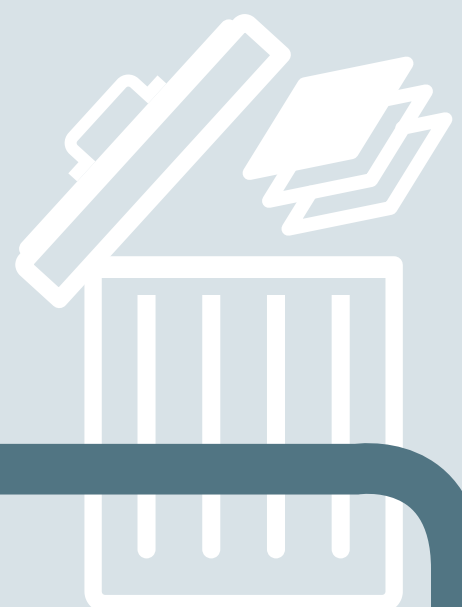
FACT #3

The global mobile workforce is set to increase to 1.87 billion people in 2022, accounting for 42.5% of the global workforce [3].
Mobility and BYOD provides flexibility for the workforce yet adds complexity for IT. IT is still responsible for delivering an excellent end user experience from anywhere, for all enterprise applications, on any type of device.

FACT #4

Employees expect cloud applications to perform the same or better than on-prem applications even though IT has less control [4].
Consumer apps have led to high performance expectations. Cloud vendor SLAs are tied to uptime and limited to what they control, yet internal IT departments are still responsible for the user experience. They need real-time data to collaborate with cloud vendors to resolve problems.

FACT #5

There are 6 service desk tickets per employee per year on average and 1/3 are escalated [5].
Proactive end user experience monitoring with automated remediation can improve user satisfaction and workforce productivity.

FACT #6

A service desk ticket resolved via self-service costs $2 compared to $22 for L1 resolution. When L2 is involved, total costs jump to $91 [6].
When tickets are escalated, costs escalate as well. The math clearly justifies investments in self-service to reduce costs significantly by reducing ticket volume and ticket handle time.

Get Started with End User Experience Monitoring

Unlike other monitoring solutions, Teneo's WFA: Visible service, powered by Aternity's end user experience monitoring, combines device health, application performance, and application usage to improve workforce productivity and user satisfaction.

61% of customers surveyed reduced the number of IT service desk tickets.

33% experienced more than 15% reduction in ticket volume.

Find out more about
WFA: Visible

SOURCES
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[5] https://www.thinkhdi.com/~/media/HDICorp/Files/Library-Archive/Insider%20Articles/cost-per-ticket-per-user.pdf
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Aternity