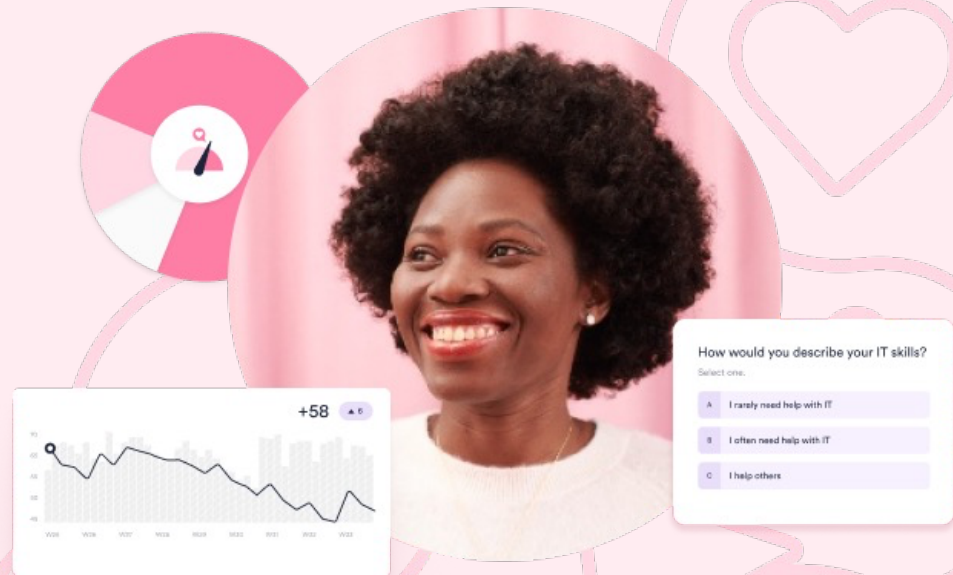


Global IT Experience Benchmark Report

Insights from 2,275,520 responses
collected in more than 130+ countries.



A brief look back in time

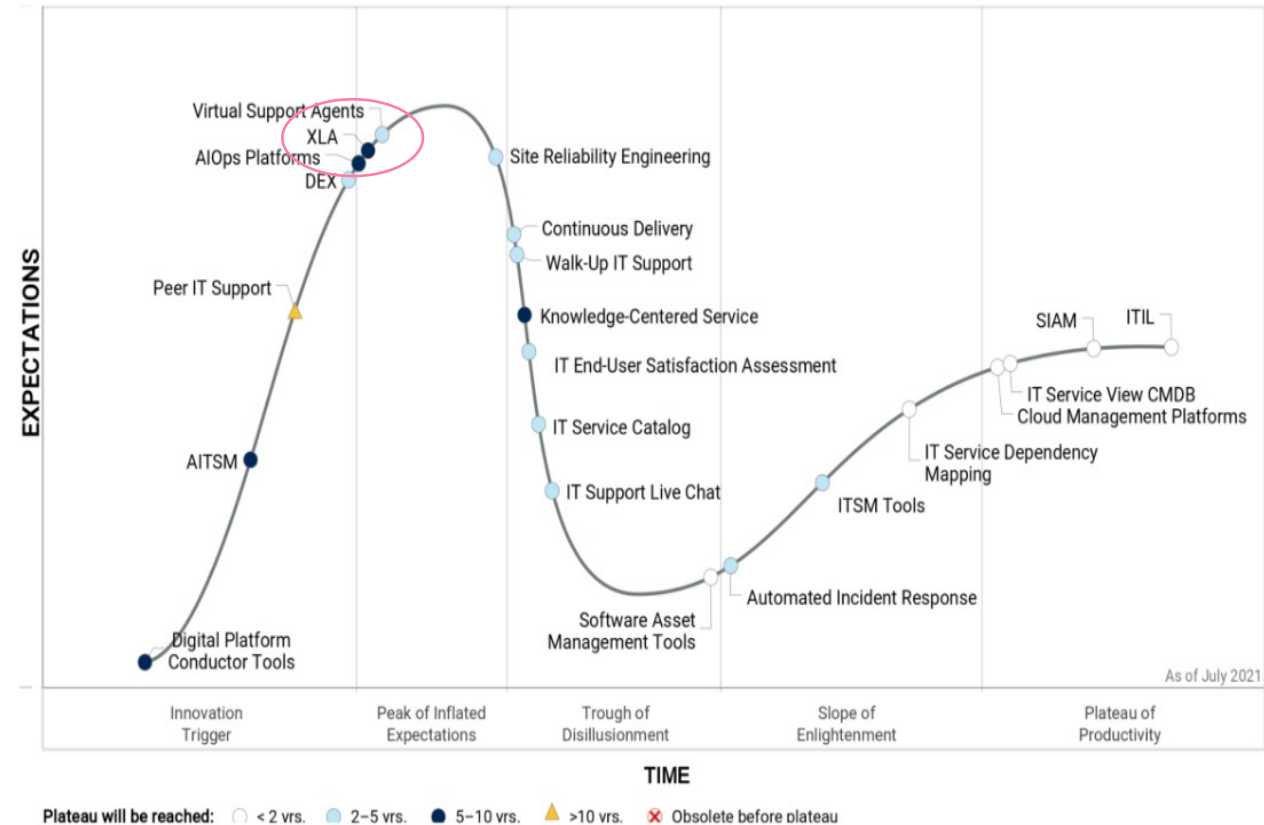


What Gartner said about XLAs in 2021

Gartner predicted in 2021 that by 2025, 50% of IT organizations will have established a digital employee experience strategy, team, and management tool, up from less than 5% in 2021.

XLAs were at the “Peak of Inflated Expectations”

What is the situation now that we are in 2025?



What Gartner said in 2024

Overview

Key Findings

- In most deals, XLAs and business outcomes are not stitched together, significantly diminishing the business impact of delivering a better employee experience. Additionally, providers often disguise legacy SLAs as XLAs for clients, driving the wrong perception about the effectiveness of XLAs.
- Clients often lack proper understanding of what an XLA is and therefore are unable to articulate their requirements properly, leading to uncertainties and dissatisfactions related to implementation.
- Effective implementation of XLAs requires a high level of integration of different tools and platforms between the provider and the client.

Establishing XLAs When Engaging With IT Service Providers
Published 8 August 2023 - ID G00785663
By Analyst(s): DD Mishra



You are both a consumer and producer of IT

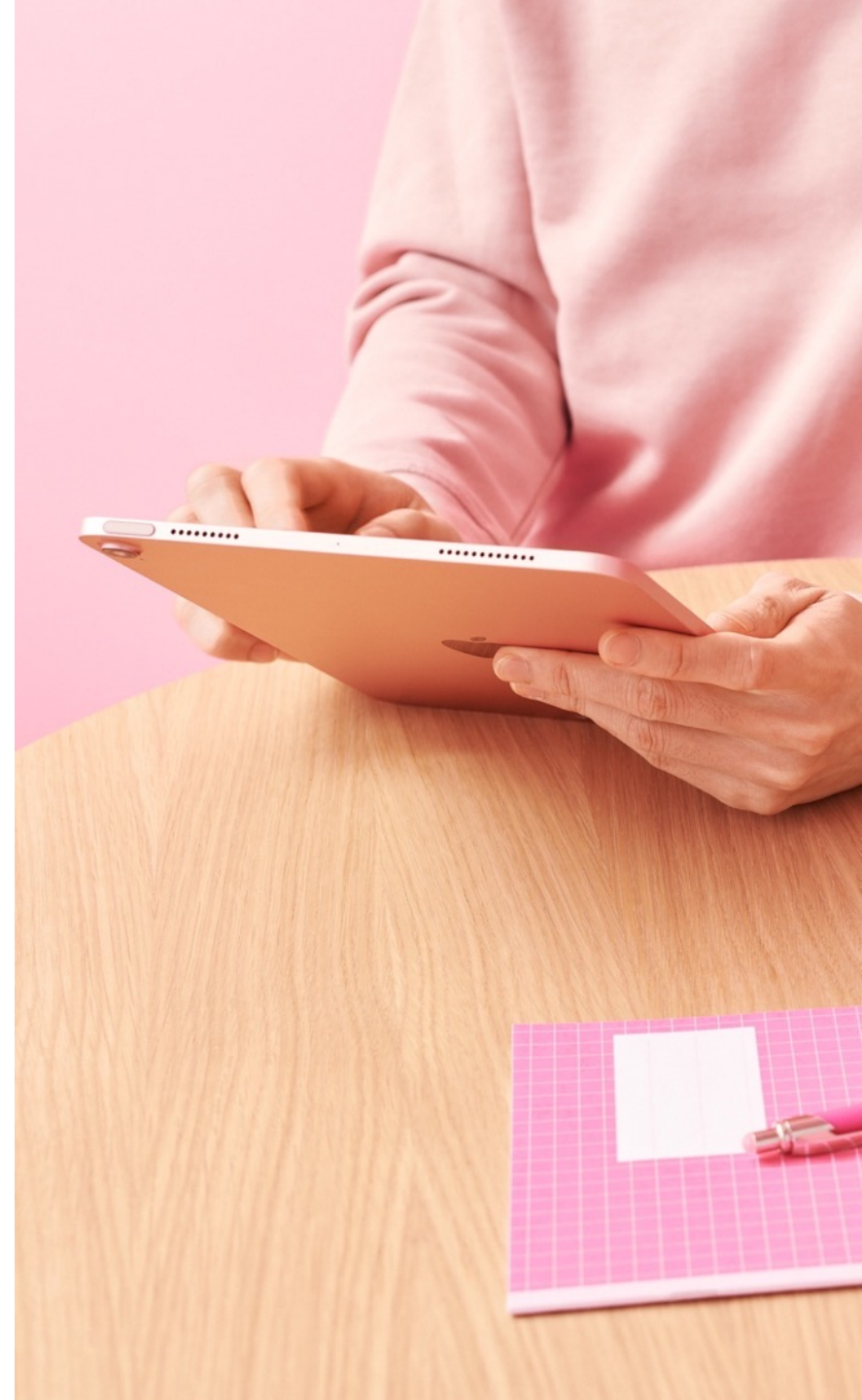
“

As a consumer of IT, an employee...
how would you rate your experience with IT?

“

Why did you give the rating that you gave?

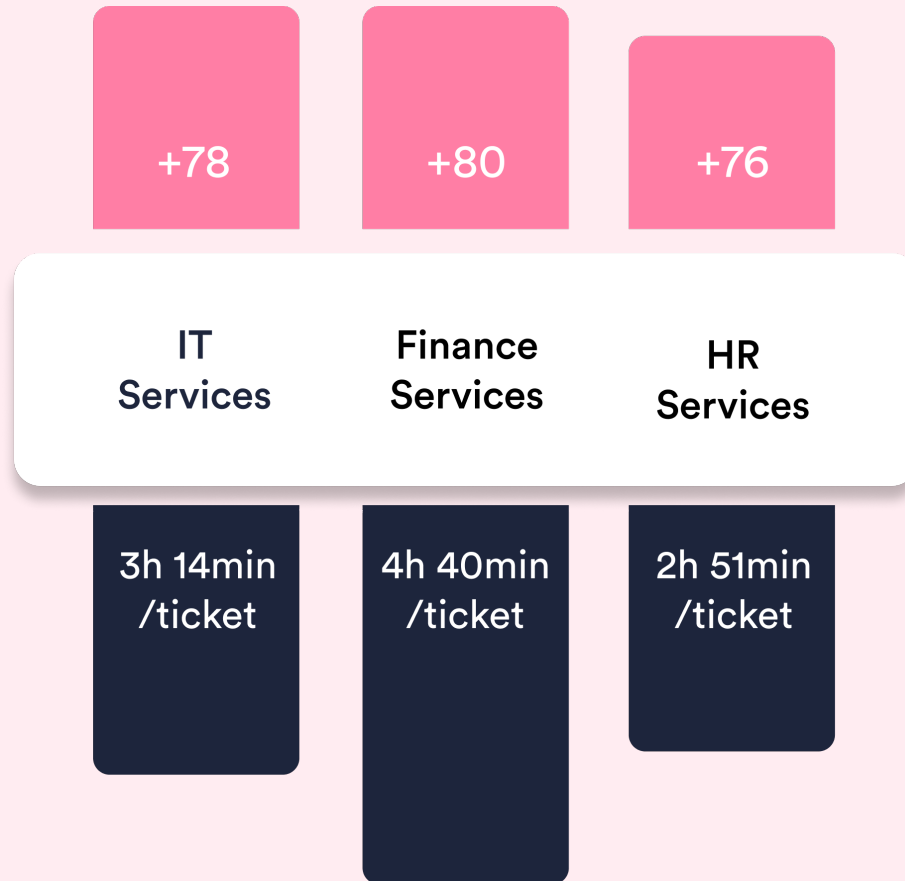
Based on what criteria?



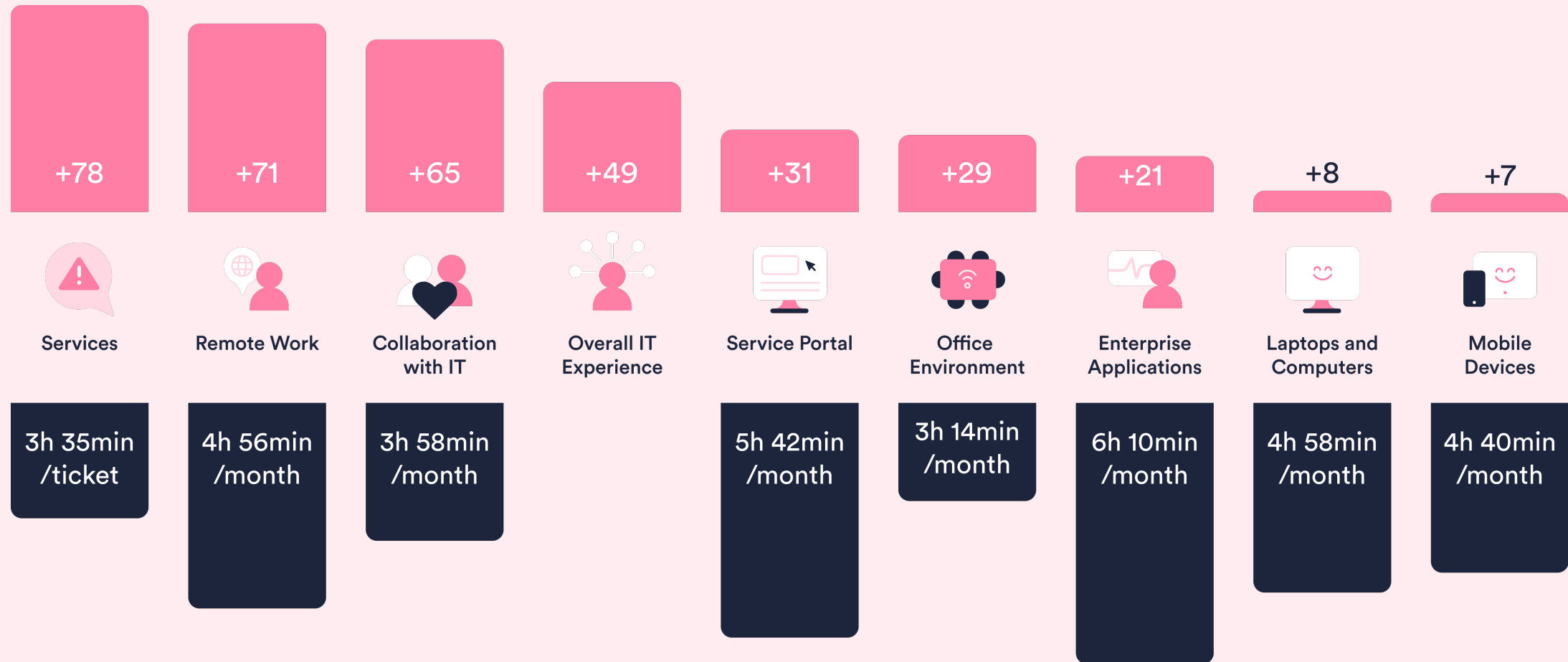
**It is important to
have a shared
definition of
experience and
comparable data**



Happiness with ticket-based support across Enterprise Services is similar, but there are differences in lost time



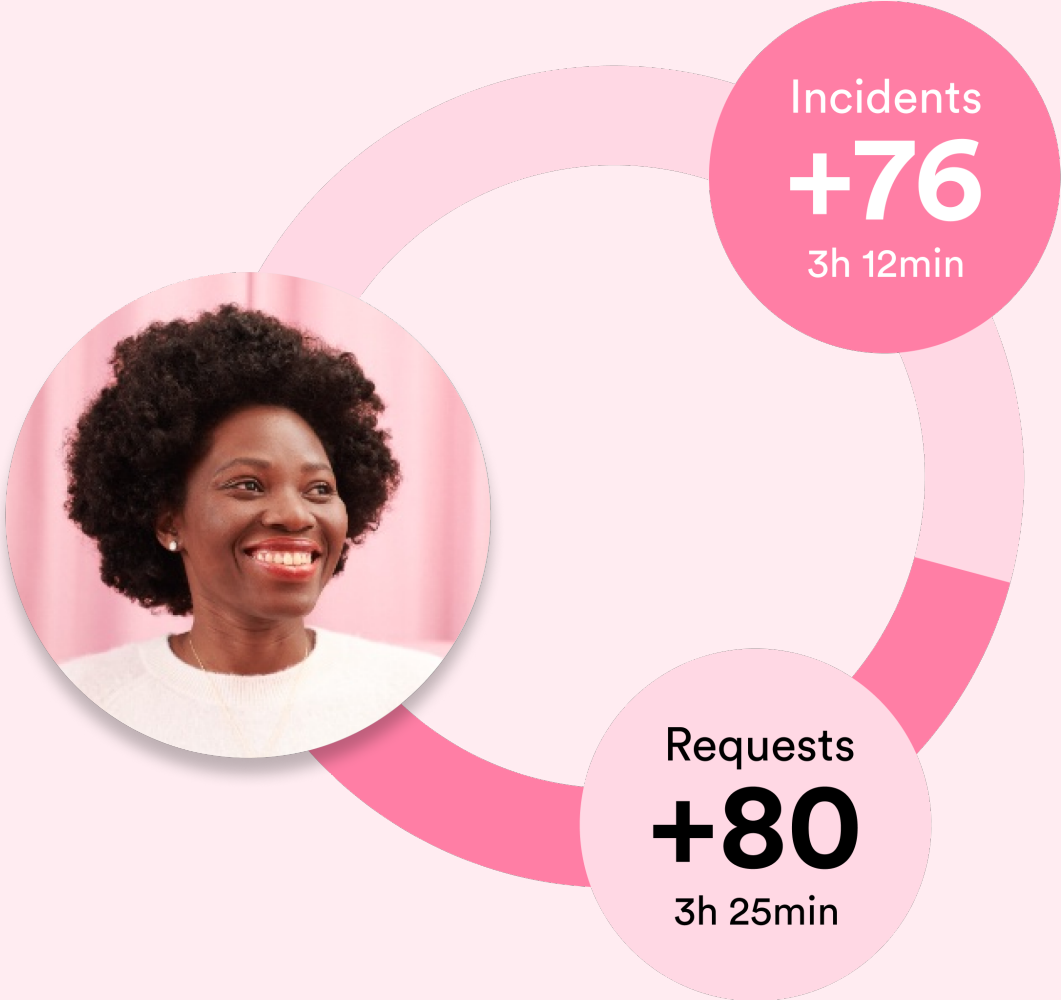
HappySignals Global IT Experience Benchmark



When asked where IT should focus
47% of employees point to IT support,
more than any other area.



Average Happiness and Lost Time with ticket-based IT



80% of the total lost time comes from 13% of tickets



The Average Lost Time Is Not The Typical Lost Time

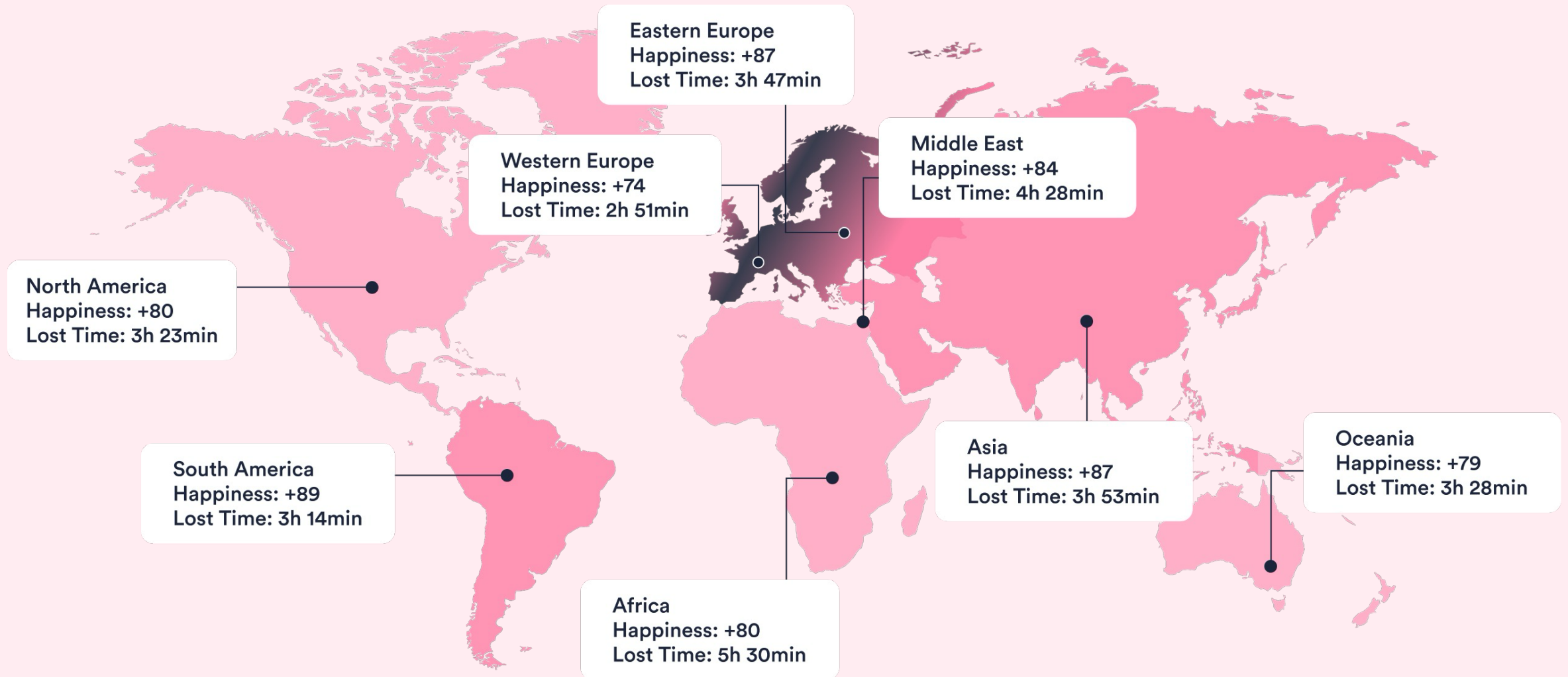
Automation candidates

69% of tickets

- Low total impact on end-user productivity
- Consumes agent work time
- Often easy tickets like password resets



Cultural differences impact regional happiness with IT



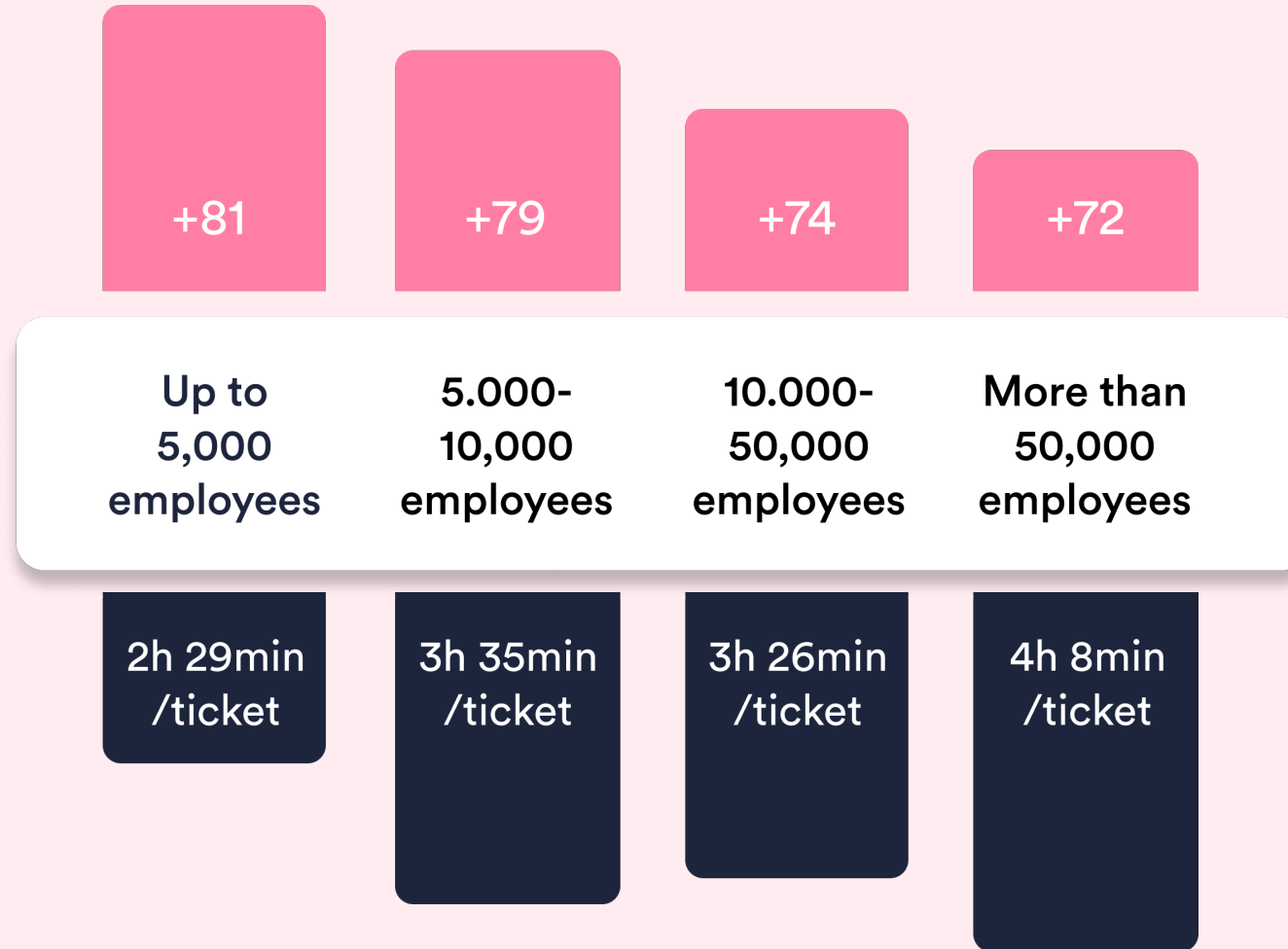
Happiness and Lost time across different industries

Finance & Insurance	+87	1h 34min
Publishing	+85	1h 55min
Fast Moving Consumer Goods (FMCG)	+82	3h 24min
Public Sector	+80	2h 9min
Technology	+78	2h 52min
Energy & Utilities	+77	3h 26min
Healthcare & Pharmaceuticals	+75	3h 54min
Manufacturing	+75	3h 38min
IT Services	+70	3h 30min
Retail	+58	5h 4min

Internal IT support has better scores than outsourced IT



The smallest enterprises have the highest happiness



User personas...



King Charles III

Male

Born in 1948

Raised in the UK

Married twice

Lives in a castle

Wealthy and famous



Ozzy Osbourne

Male

Born in 1948

Raised in the UK

Married twice

Lives in a castle

Wealthy and famous

500 people interviewed in 2019 by professional psychologists involved in the research design

Two Questions. Four Profiles.

How would you describe your IT skills?

- ☐ I often need help with IT
- ☐ I rarely need help with IT
- ☐ I help others

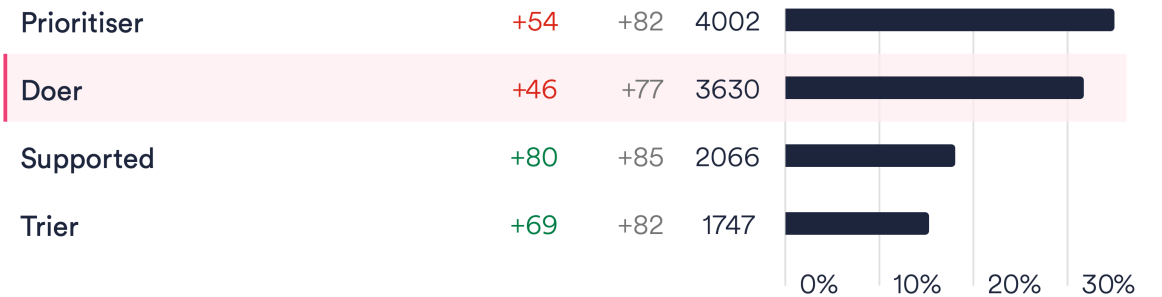
When I have a problem with my IT tools, I most likely

- ☐ Try to solve the problem by myself
- ☐ Just contact support
- ☐ Ask a colleague

IT Support Profiles

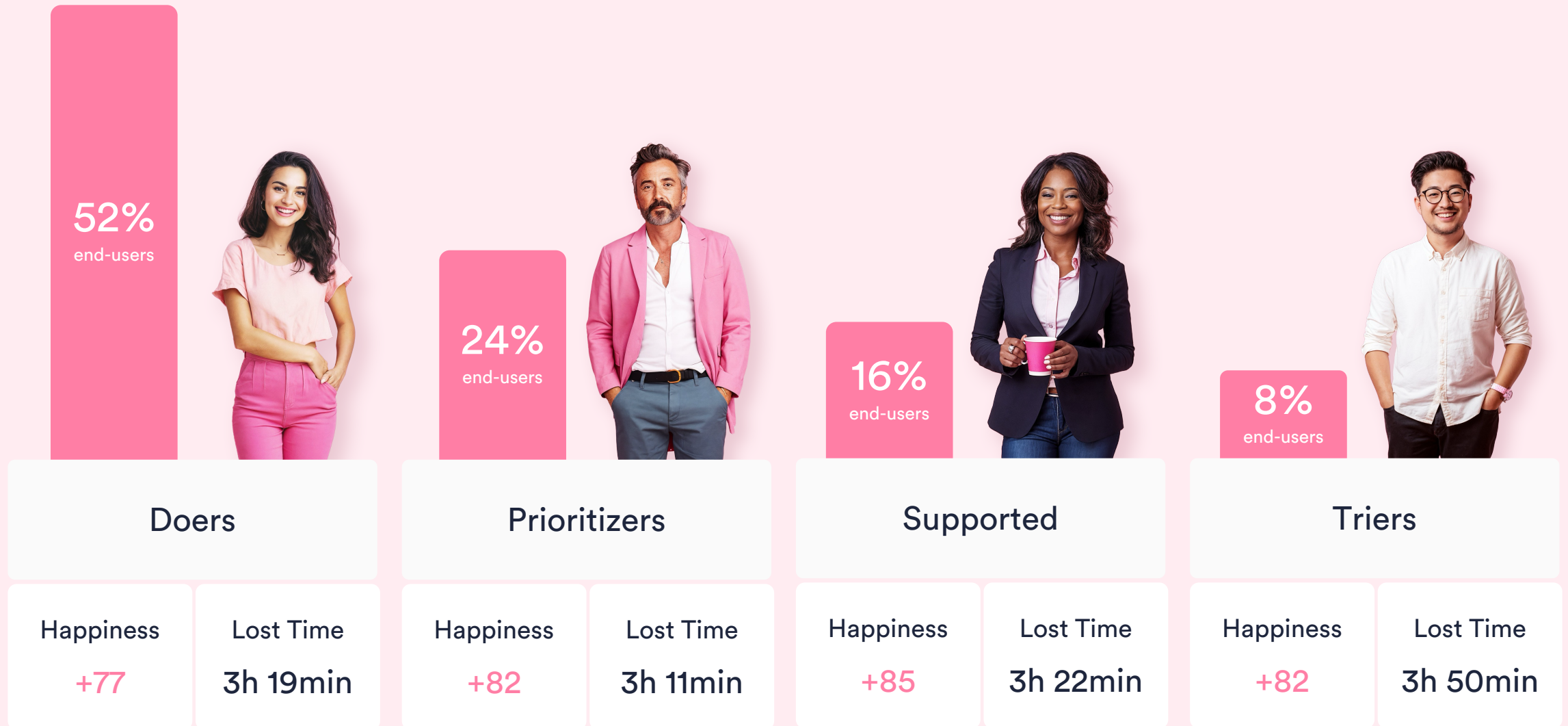
HappySignals

Total amount 11445



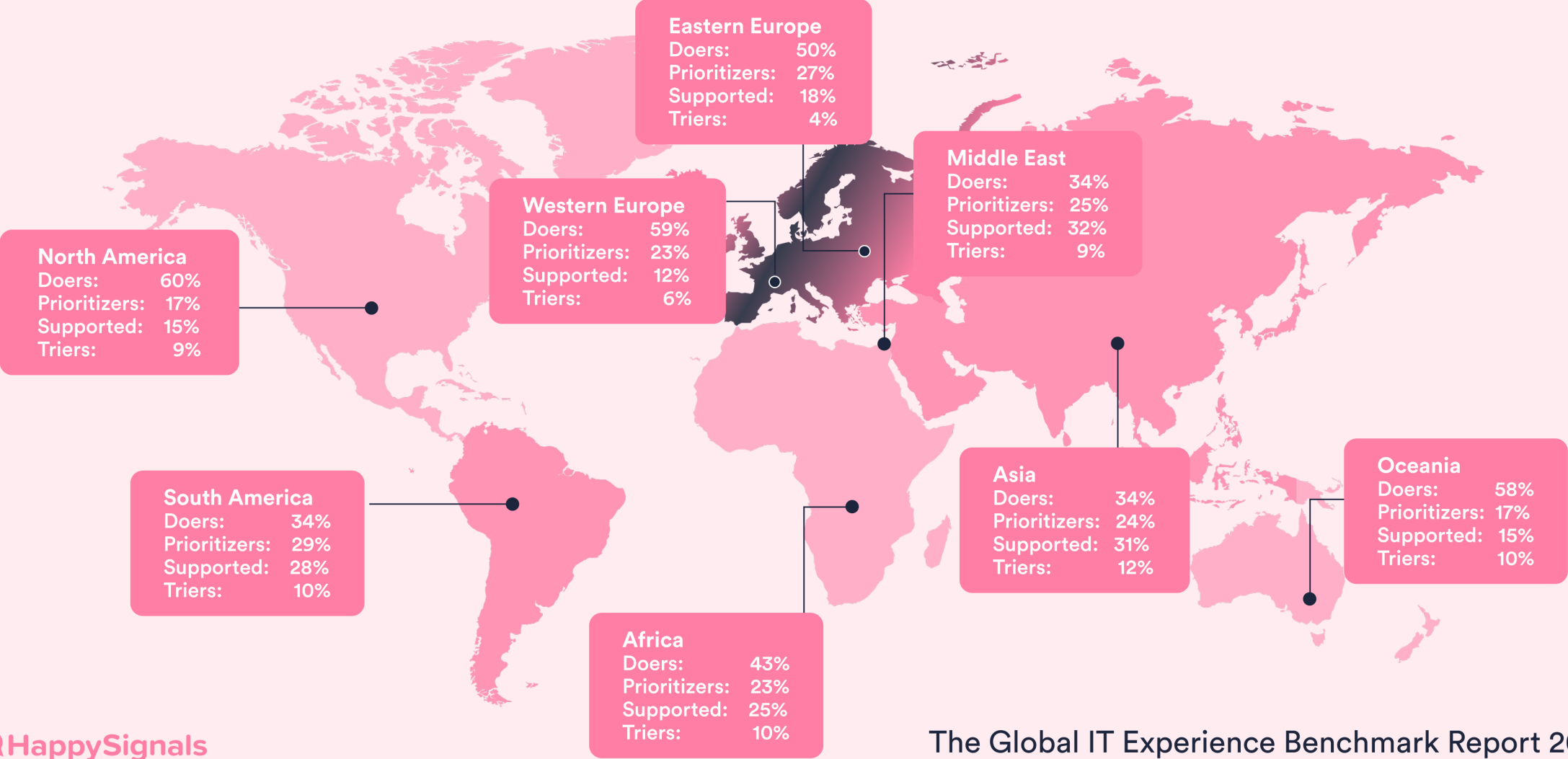


IT Support Profiles



Regional Differences In Support Profile Distribution

Based on 3,099,300 responses between 2019-2025



Other Benchmark Findings if you are interested

