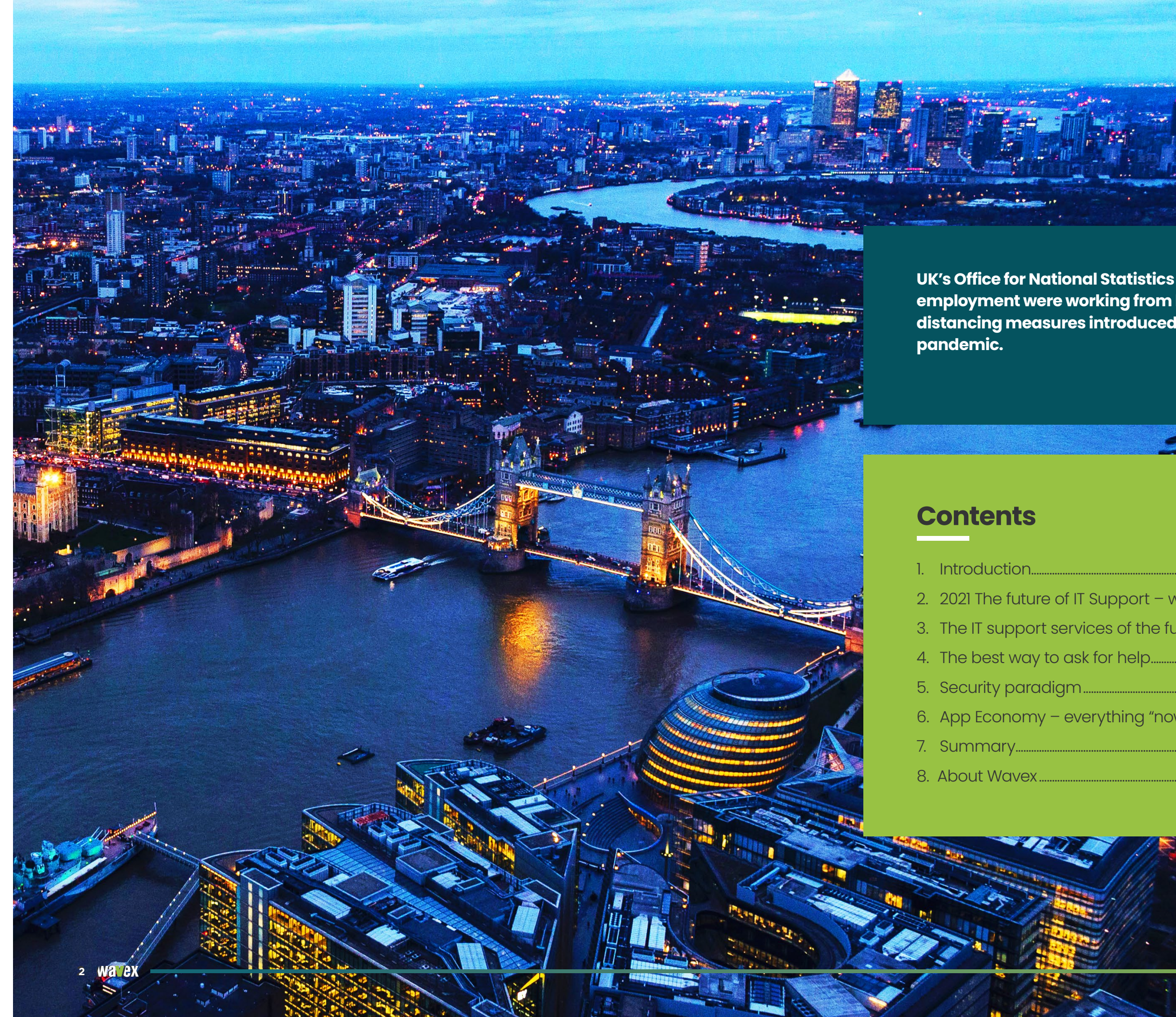




**wavex**

**2021**  
**The Future of IT**  
**Support**

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UK's Office for National Statistics showed 49.2% of adults in employment were working from home, as a result of the social distancing measures introduced in response to the coronavirus pandemic.



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# 2021 The Future of IT Support – will your firm be left behind?

The challenges we have all faced have changed the face of business forever however, these changes are not all negative.

Most organisations have truly embedded remote-working as opposed to providing options to work-from-home when needed. This is not simply the technology to provide a great experience for staff, but the internal processes – the one-2-one meetings, team meetings, organisations have adapted and overcome many of the initial challenges.

**UK's Office for National Statistics showed 49.2% of adults in employment were working from home, as a result of the social distancing measures introduced in response to the coronavirus pandemic.**



There are a range of benefits for organisations that truly embrace home-working: reduced pressure on office space, widened hiring catchment area, greater flexibility for staff, greater productivity from staff.

**40.9% of homeworkers reported that they were able to get as much work done in June 2020 as they were six months earlier.\***

\*Felstead, A and Reuschke, D (2020) Homeworking in the UK - before and during the 2020 lockdown

Although many of us are working from home through necessity, post-lockdown many organisations expect to have 50% of staff working from home at any one time.

**Nine out of ten (88.2%) of employees who worked at home during the lockdown would like to continue working at home in some capacity with around one in two employees (47.3%) wanting to work at home often or all of the time.\***

\*Felstead, A and Reuschke, D (2020) Homeworking in the UK - before and during the 2020 lockdown

► **So with distributed workforce, how are IT support services of the future going to fair?**

# The IT support services of the future

For many years some organisations have retained onsite IT teams to provide a convenient walk-up support service however, with many staff now working from home, remote support is the only way of supporting their IT needs.

This is driving a growing move to completely outsource the commoditised break-fix IT support services and there are significant commercial and operational advantages in doing so.

The right outsource model can provide 24/7 coverage to meet staff changing working habits while providing a wider breadth of support skills to cover the ballooning application digital workspace from Teams, to OneDrive, PowerBi, Outlook, the traditional Office Suite of applications, and many more.

**Reduce their IT budgets by 30%-50% while improving the end-user experience.**

And when this is done well, from a commercial prospect, organisations can readily reduce their IT budgets by **30%-50% while improving the end-user experience.**



# The best way to ask for help

A legacy support model is often built around a service-desk, where staff would phone to raise issues and ask for help.

Now, as staff seek to maintain their productivity, spending an hour on the phone with a support agent is not ideal. Staff now demand a range of support channels which they can use based upon their requirements.

For instance, online-chat is often an attractive alternative as the member of staff can continue working while providing instruction to the support agent. A model widely adopted by banks and other online services.

Mobile apps and online portals are a few of the other alternatives, all designed for a specific use case.

No one solution meets everyone's requirements – the phone alone is inefficient for simple requests, online chat is less effective for complex issues, portals can be too restrictive, mobile apps are useful when no other device is available. Therefore, all solutions are required to help maintain staff productivity and provide a modern IT experience.

# Security paradigm

What is of greater concern, SMEs are the biggest target, and most security breaches go 18 months before detection – not only are most SMEs unaware of their level of security, many have already been breached.

**One small business in the UK is successfully hacked every 19 seconds, according to Hiscox (this represents around 50% of SMEs).**

And because staff are one of the primary attack-vectors, staff must be aware of cyber-crime. This cannot be achieved through a circulated security PDF once a year, but requires a programme of education and testing to maintain staffs continued awareness of current threats.

Forward thinking organisations are embracing four main technologies (1) security training to maintain cyber-awareness (2) vulnerability management to understand their risks, and (3) endpoint security, and (4) advanced threat detection to highlight behaviours that are suggestive of a cyber-attack. And as we move beyond lockdown, these measures will become a pre-requisite for all organisations.

However, with flexibility often come risks. Security becomes more complex when managing a distributed workforce who are often using a range of devices and accessing sensitive information from home.

Organisations have no way of controlling staff's home networks which often range in sophistication and security capabilities.

No longer are a firewall and an anti-virus the solution to all security concerns. Hackers now rely upon sophisticated user-manipulation techniques and automation, to find security holes. Organisations and their staff are mostly unprepared.

## Is your organisation secure?

It is surprising that in 2021, most businesses, especially SMEs, have no idea if they are secure. They do not know what risks exist within their organisation and operate on the false premise that they have a firewall and anti-virus and have not yet been hacked, so must be secure.

# App Economy – everything “now”

The app economy has touched everyone. People can order anything from food to fashion from their phones or laptops. This level of convenience in people’s personal lives is impacting staff expectations in their business lives.

We have found a significant shift in staff expectations, support issues where a 4-hour window was acceptable has reduced to 1 hour. Staff want things “now”.

As a result of this, staff are asking for self-service technologies, so they can perform a range of IT requests themselves as and when needed. This helps reduce the burden of IT requests on the support function while improving the end-user experience and level of productivity as they no longer need to wait.

Is the SLA (service-level-agreement) dead? Today businesses want everything now and through a combination of self-service, the right support channels, appropriate device management, and remote support, it is possible to economically deliver these requirements.



## Summary



Outsourcing IT Support better meets the requirements of a remote workforce while delivering greater skills, flexibility and cost reduction.



Support channels need to be broadened to improve staff productivity.



Security is no longer a point-in-time solution, but a rolling program of analysis, training, testing and reporting.

## About Wavex

Founded in 1998, Wavex offers industry leading managed IT and security services, professional IT project delivery and expert IT advice to London-based SMEs. Wavex helps clients improve organisational and individual performance by leveraging well-managed IT infrastructure, backed up by expert IT support and advice, supporting them on their modernisation journey. As a Microsoft Gold partner, we utilise the best of Microsoft, complemented by our IT managed services and a range of unique systems we have built in-house which all seamlessly come together to significantly enhance the overall quality of our IT service offering. The professionalism of our people,

combined with the unique functionality of the Wavex platform, ensures that we deliver a fast, exceptionally reliable and unusually accountable service to our clients. Ours is a flexible approach. We can act as a client’s IT department or supplement an in-house IT function. In both cases, we aim to create long-term partnerships that add value through a combination of high-quality day-to-day support, expert project delivery and well considered strategic advice. Our focus is on providing businesses with the tools to improve efficiency while minimising risks and underpinning growth. We pride ourselves on enhancing user experience which is the driving force in all of our developments.

## Multiple Awards



## Affiliations & Certifications



Call us on **020 7030 3210** for a free consultation to discuss your specific organisational requirements today

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