HDI®

2017 TECHNICAL SUPPORT
Practices & Salary Report

TICKET MANAGEMENT

TECHNOLOGY

OPERATIONS

METRICS

STAFF AND STRUCTURE

SALARY

DEMOGRAPHICS

ABOUT THE REPORT

Technology

CLICK/TAP
▼ FOR SECTIONS

Technical support organizations rely on technology to provide successful end-user support. This section reveals the current practices and plans around technology used to provide technical support.

▼ Click/Tap Each Entry for Charts

- ○ Devices supported
- ○ Number of devices supported
- ○ Technologies used to provide support
- ○ Must-have technologies for providing successful support
- ○ Key factors motivating new technology implementations/upgrades
- ○ Alignment between technologies and specific methodologies/frameworks
- ○ Positions involved in selecting new technologies for the support center
- ○ Incident/ticket management solutions used to provide support
- ○ Individuals/teams responsible for providing remote support
- ○ Percentage of tickets resolved remotely
- ○ Remote support technologies used by support
- ○ Self-service (i.e., Tier 0, unassisted self-help) tools made available to end users/customers
- ○ Application packaging software used by desktop support
- ○ Imaging systems used by desktop support
- ○ Systems management tools used by desktop support
- ○ Hosting practices for support technologies
- ○ Licensing models for support technology

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Devices supported:

Desktops/laptops
(PC, Mac, etc.)

90%

Peripherals
(printers, scanners, etc.)

83%

Mobile devices
(smartphones, tablets, etc.)

81%

Telecom
(desk phones, PBX, headsets, VoIP, etc.)

72%

Audio/visual (presentation equipment, projectors, TVs, sound system, video walls, etc.)

70%

Network devices
(routers, switches, WAPs, hubs, etc.)

70%

Other
(SIM client, POS, kiosk, etc.)

58%

Internet of Things devices
(wearables, exercise equipment, smarthome devices, etc.)

49%

Percentage of organizations

Number of devices supported:

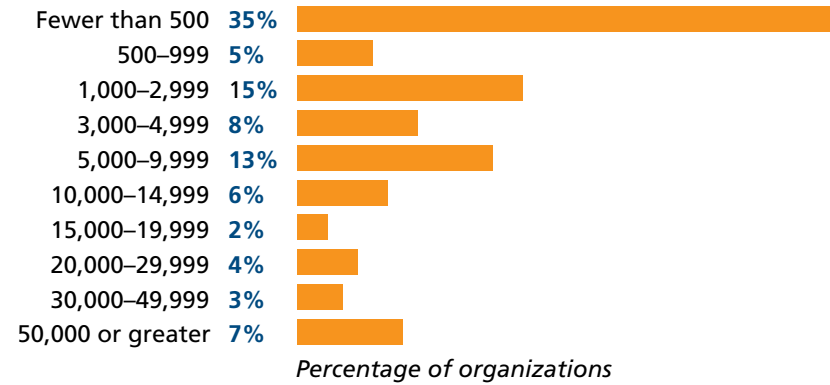|		
Fewer than 500	**35%**	
500–999	**5%**	
1,000–2,999	**15%**	
3,000–4,999	**8%**	
5,000–9,999	**13%**	
10,000–14,999	**6%**	
15,000–19,999	**2%**	
20,000–29,999	**4%**	
30,000–49,999	**3%**	
50,000 or greater	**7%**	

Percentage of organizations

CLICK/TAP
▼ **FOR SECTIONS**

● Ticket Management

● Technology

● Operations

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Technologies used to provide support:

Technology	We use it and have no plans to replace or update it	We use it but are planning to replace/update it	We're planning to add it	We don't use it and we have no plans to add it
Remote control	69%	21%	6%	3%
Incident management	67%	24%	6%	3%
Collaboration	65%	20%	8%	7%
Alerts/monitoring	63%	23%	8%	6%
Systems management	63%	22%	10%	5%
Remote monitoring	63%	20%	7%	10%
Reporting/analytics	60%	29%	9%	2%
Application packaging	59%	20%	10%	11%
Application licensing	58%	21%	11%	10%
Imaging systems	58%	20%	12%	10%
Change management	57%	25%	11%	7%
Service level management	56%	23%	12%	10%
Request management	55%	27%	11%	7%
Customer satisfaction surveying	55%	26%	14%	5%
Problem management	54%	23%	15%	7%
Knowledge management	54%	28%	13%	5%
Asset management	53%	26%	15%	7%
Configuration management	52%	23%	15%	10%
Service catalog	46%	23%	18%	13%
Workforce management	45%	18%	11%	26%
Self-help (i.e., Tier 0)	42%	27%	23%	8%
Call recording (QA/QM)	42%	20%	12%	26%
Chat for support	37%	19%	21%	23%
Social media	36%	16%	12%	36%
Video for support	32%	17%	13%	39%

Percentage of organizations

HDI

CLICK/TAP
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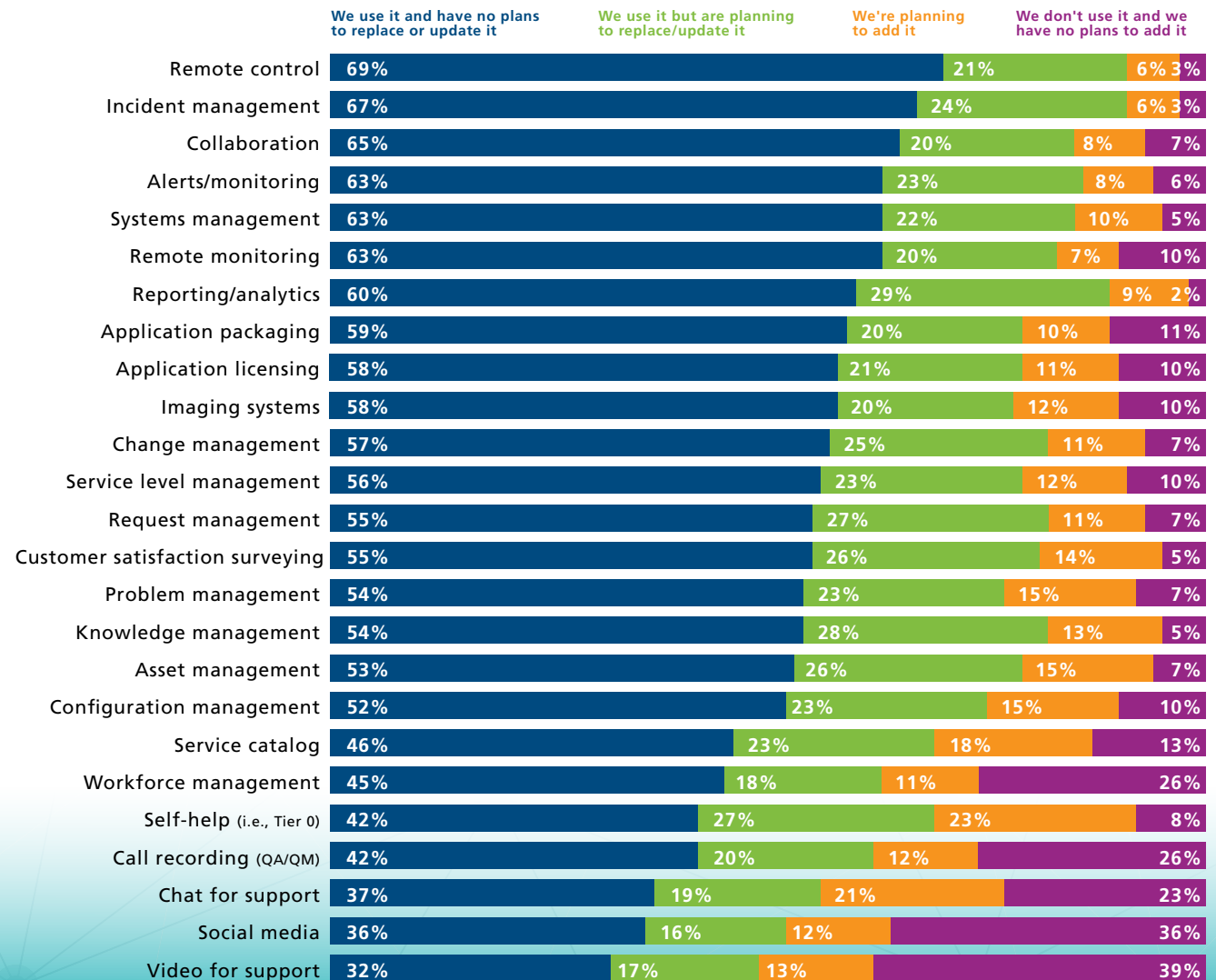- Demographics
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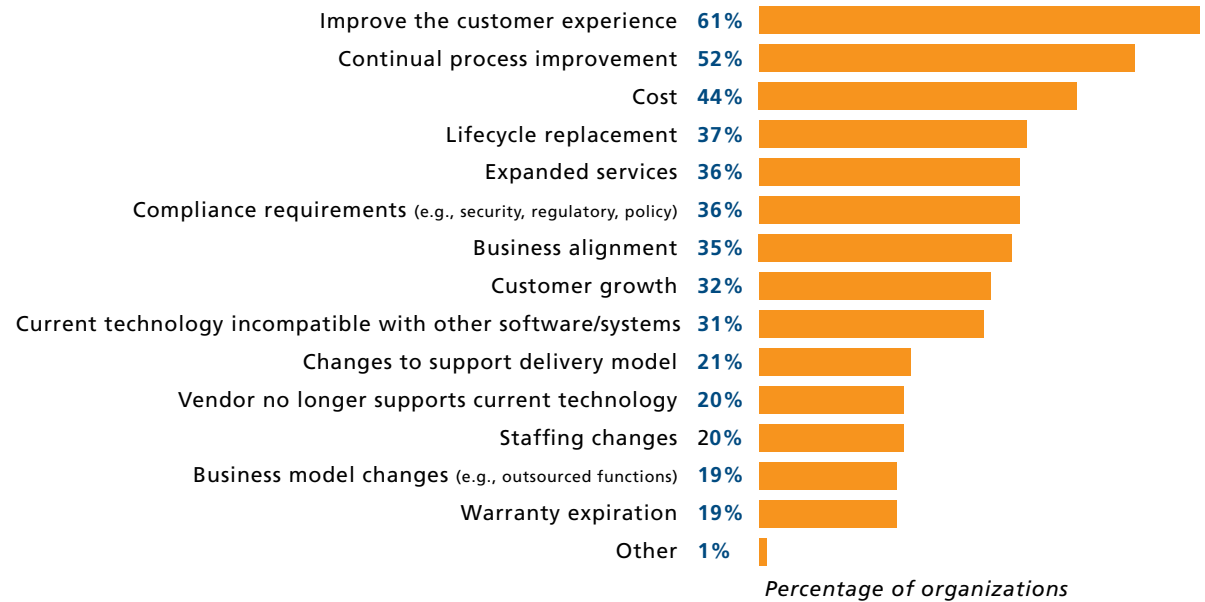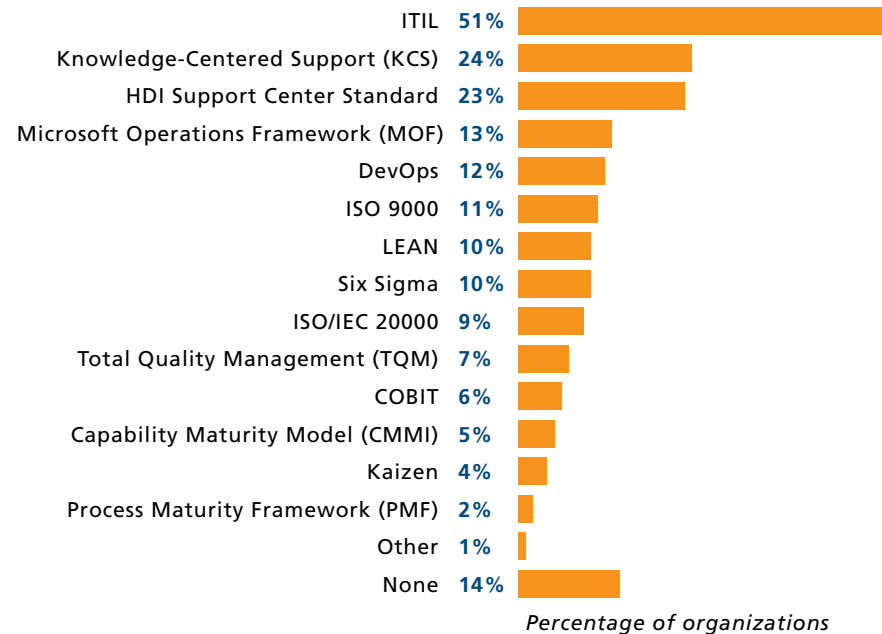## Must-have technologies for providing successful support:

Technology	Percentage
Incident management	54%
Knowledge management	49%
Remote control	43%
Reporting/analytics	24%
Self-help (i.e., Tier 0)	22%
Customer satisfaction surveying	22%
Request management	21%
Systems management	20%
Problem management	19%
Service level management	18%
Collaboration tools	17%
Asset management	17%
Service catalog	16%
Alerts/monitoring	15%
Chat for support	15%
Change management	14%
Configuration management	12%
Imaging systems	12%
Remote monitoring	11%
Workforce management	11%
Call recording (QA/QM)	10%
Video for support	6%
Application packaging	6%
Application licensing	5%
Social media	5%

Percentage of organizations

Key factors motivating new technology implementations/upgrades:

Factor	Percentage
Improve the customer experience	61%
Continual process improvement	52%
Cost	44%
Lifecycle replacement	37%
Expanded services	36%
Compliance requirements (e.g., security, regulatory, policy)	36%
Business alignment	35%
Customer growth	32%
Current technology incompatible with other software/systems	31%
Changes to support delivery model	21%
Vendor no longer supports current technology	20%
Staffing changes	20%
Business model changes (e.g., outsourced functions)	19%
Warranty expiration	19%
Other	1%

Percentage of organizations

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Alignment between technologies and specific methodologies/frameworks:

ITIL	**51%**
Knowledge-Centered Support (KCS)	**24%**
HDI Support Center Standard	**23%**
Microsoft Operations Framework (MOF)	**13%**
DevOps	**12%**
ISO 9000	**11%**
LEAN	**10%**
Six Sigma	**10%**
ISO/IEC 20000	**9%**
Total Quality Management (TQM)	**7%**
COBIT	**6%**
Capability Maturity Model (CMMI)	**5%**
Kaizen	**4%**
Process Maturity Framework (PMF)	**2%**
Other	**1%**
None	**14%**

Percentage of organizations

CLICK/TAP
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Positions involved in selecting new technologies for the support center:
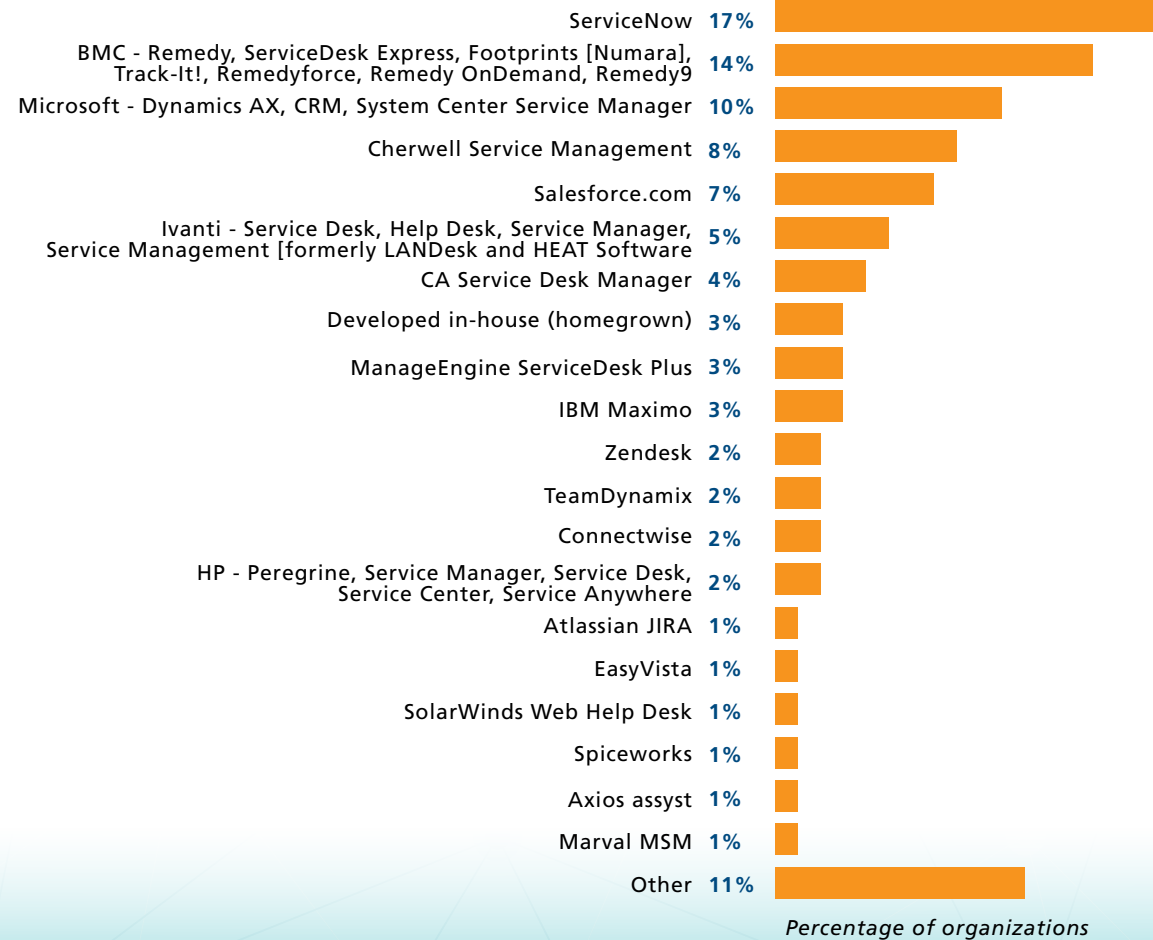
	Involved in ADVISING/ INFLUENCING	Involved in SELECTION PROCESS	Involved in PURCHASING DECISION	Involved in PURCHASE APPROVAL	Other involvement	No involvment
Support staff level	63%	40%	17%	8%	1%	20%
Support manager/ director level	73%	84%	94%	46%	18%	4%
Executive level	40%	43%	69%	82%	17%	5%

Percentage of organizations

CLICK/TAP
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Incident/ticket management solutions used to provide support:

Solution	%
ServiceNow	17%
BMC - Remedy, ServiceDesk Express, Footprints [Numara], Track-It!, Remedyforce, Remedy OnDemand, Remedy9	14%
Microsoft - Dynamics AX, CRM, System Center Service Manager	10%
Cherwell Service Management	8%
Salesforce.com	7%
Ivanti - Service Desk, Help Desk, Service Manager, Service Management [formerly LANDesk and HEAT Software	5%
CA Service Desk Manager	4%
Developed in-house (homegrown)	3%
ManageEngine ServiceDesk Plus	3%
IBM Maximo	3%
Zendesk	2%
TeamDynamix	2%
Connectwise	2%
HP - Peregrine, Service Manager, Service Desk, Service Center, Service Anywhere	2%
Atlassian JIRA	1%
EasyVista	1%
SolarWinds Web Help Desk	1%
Spiceworks	1%
Axios assyst	1%
Marval MSM	1%
Other	11%

Percentage of organizations

HDI

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Individuals/teams responsible for providing remote support:

Support center staff	**82%**
Desktop support staff	**68%**
Other	**6%**
None	**1%**

Percentage of organizations
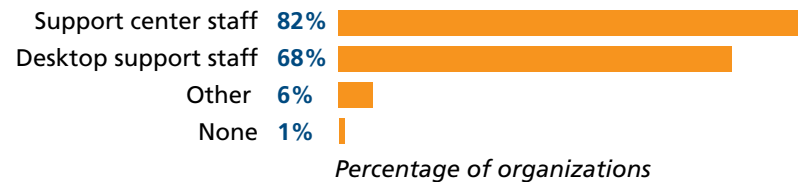
40% of organizations formally measure the percentage of tickets resolved using remote support.
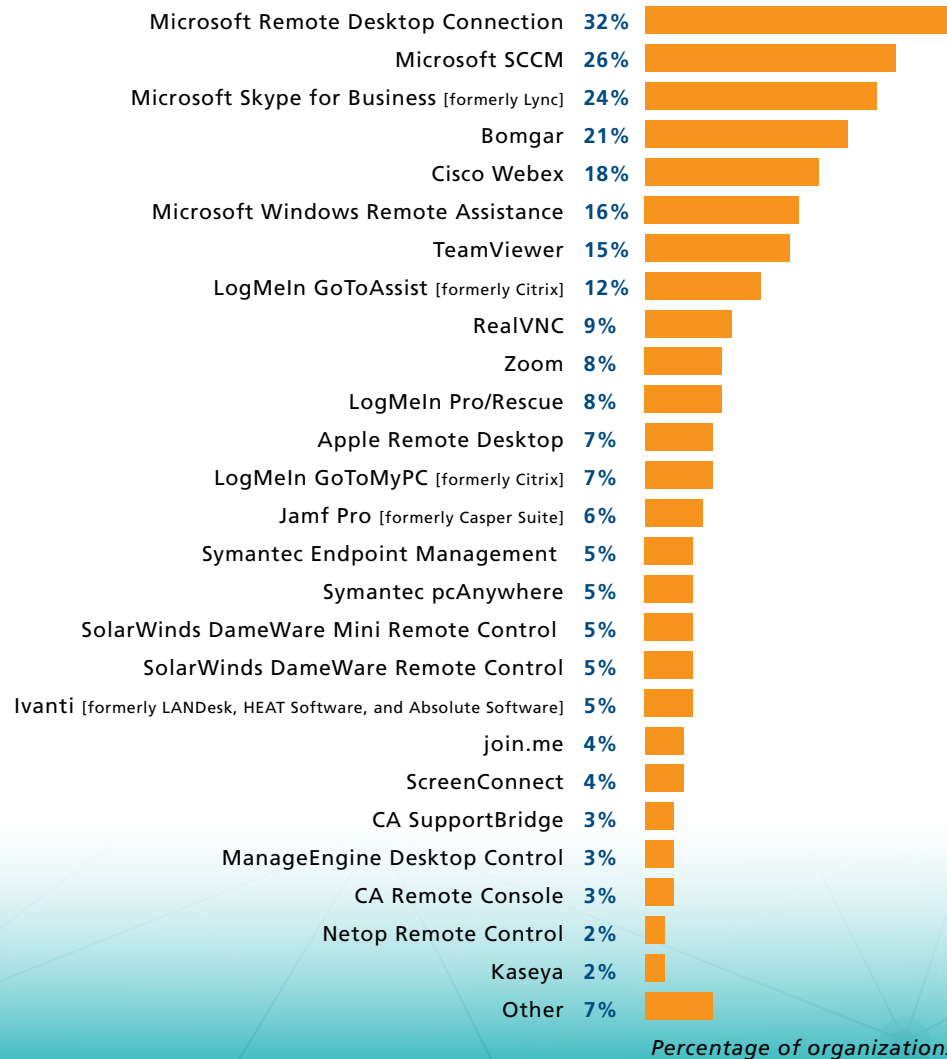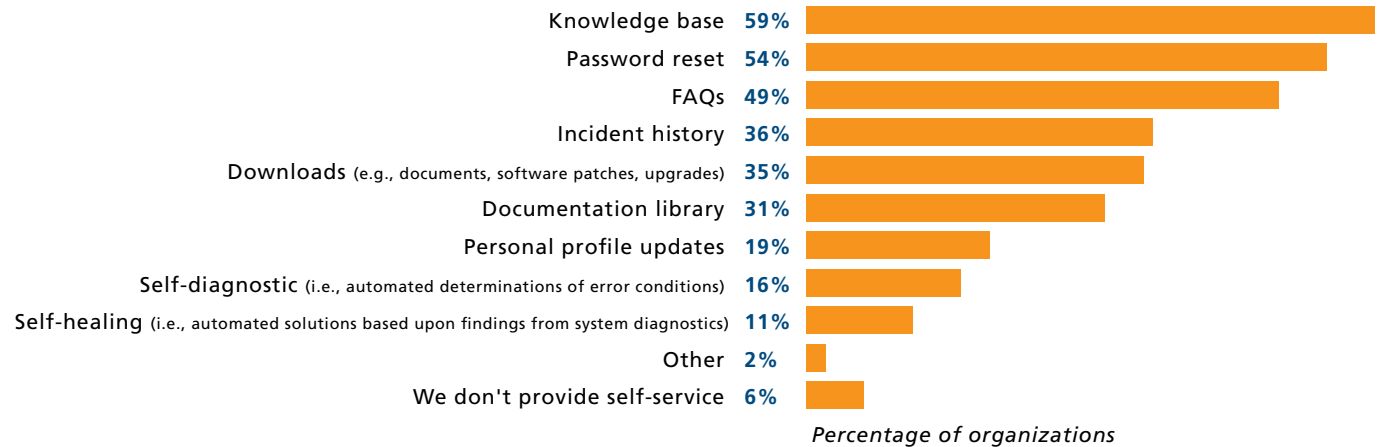
Percentage of tickets resolved remotely:

22% ●	1–25%
30% ●	26–50%
28% ●	51–75%
13% ●	76–99%
6% ●	100%

Percentage of organizations

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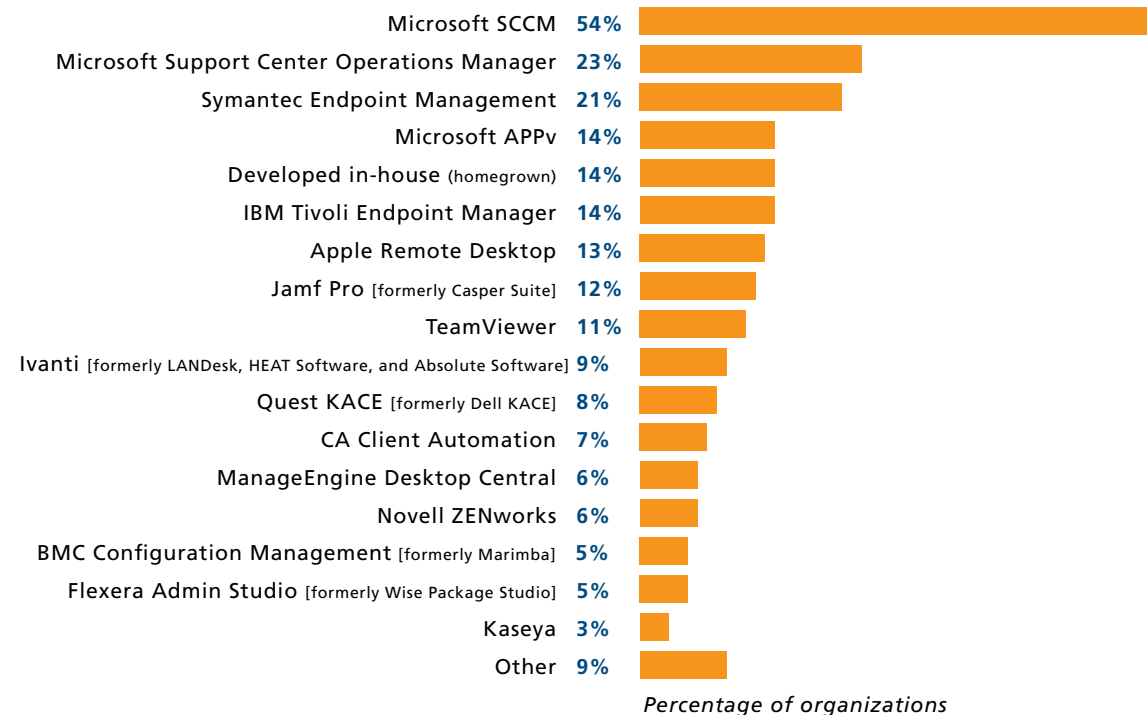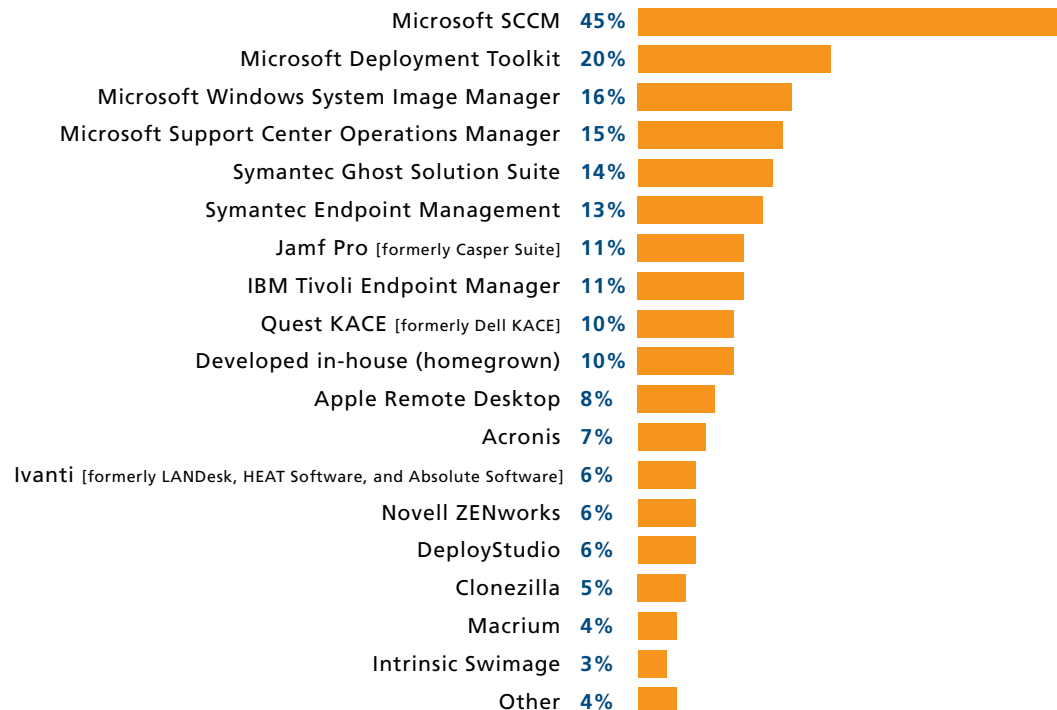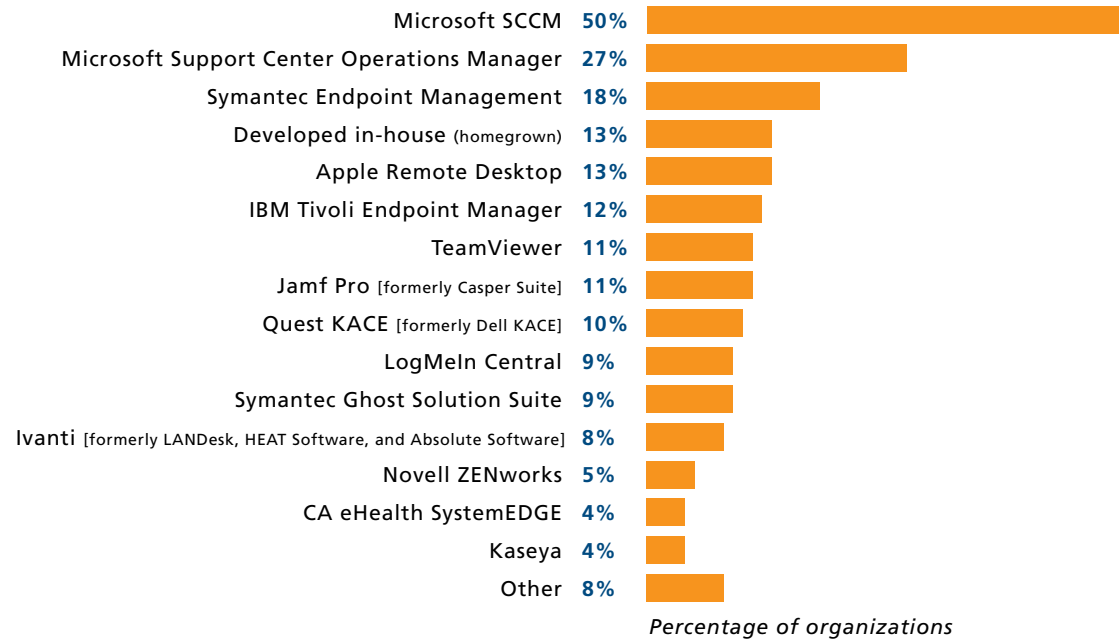- Staff and Structure
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Remote support technologies used by support:

Technology	%
Microsoft Remote Desktop Connection	32%
Microsoft SCCM	26%
Microsoft Skype for Business [formerly Lync]	24%
Bomgar	21%
Cisco Webex	18%
Microsoft Windows Remote Assistance	16%
TeamViewer	15%
LogMeIn GoToAssist [formerly Citrix]	12%
RealVNC	9%
Zoom	8%
LogMeIn Pro/Rescue	8%
Apple Remote Desktop	7%
LogMeIn GoToMyPC [formerly Citrix]	7%
Jamf Pro [formerly Casper Suite]	6%
Symantec Endpoint Management	5%
Symantec pcAnywhere	5%
SolarWinds DameWare Mini Remote Control	5%
SolarWinds DameWare Remote Control	5%
Ivanti [formerly LANDesk, HEAT Software, and Absolute Software]	5%
join.me	4%
ScreenConnect	4%
CA SupportBridge	3%
ManageEngine Desktop Control	3%
CA Remote Console	3%
Netop Remote Control	2%
Kaseya	2%
Other	7%

Percentage of organizations

CLICK/TAP
▼ FOR SECTIONS

Self-service (i.e., Tier 0, unassisted self-help) tools made available to end users/customers:

Knowledge base	**59%**
Password reset	**54%**
FAQs	**49%**
Incident history	**36%**
Downloads (e.g., documents, software patches, upgrades)	**35%**
Documentation library	**31%**
Personal profile updates	**19%**
Self-diagnostic (i.e., automated determinations of error conditions)	**16%**
Self-healing (i.e., automated solutions based upon findings from system diagnostics)	**11%**
Other	**2%**
We don't provide self-service	**6%**

Percentage of organizations

Application packaging software used by desktop support:

Software	Percentage
Microsoft SCCM	54%
Microsoft Support Center Operations Manager	23%
Symantec Endpoint Management	21%
Microsoft APPv	14%
Developed in-house (homegrown)	14%
IBM Tivoli Endpoint Manager	14%
Apple Remote Desktop	13%
Jamf Pro [formerly Casper Suite]	12%
TeamViewer	11%
Ivanti [formerly LANDesk, HEAT Software, and Absolute Software]	9%
Quest KACE [formerly Dell KACE]	8%
CA Client Automation	7%
ManageEngine Desktop Central	6%
Novell ZENworks	6%
BMC Configuration Management [formerly Marimba]	5%
Flexera Admin Studio [formerly Wise Package Studio]	5%
Kaseya	3%
Other	9%

Percentage of organizations

Imaging systems used by desktop support:

System	%
Microsoft SCCM	**45%**
Microsoft Deployment Toolkit	**20%**
Microsoft Windows System Image Manager	**16%**
Microsoft Support Center Operations Manager	**15%**
Symantec Ghost Solution Suite	**14%**
Symantec Endpoint Management	**13%**
Jamf Pro [formerly Casper Suite]	**11%**
IBM Tivoli Endpoint Manager	**11%**
Quest KACE [formerly Dell KACE]	**10%**
Developed in-house (homegrown)	**10%**
Apple Remote Desktop	**8%**
Acronis	**7%**
Ivanti [formerly LANDesk, HEAT Software, and Absolute Software]	**6%**
Novell ZENworks	**6%**
DeployStudio	**6%**
Clonezilla	**5%**
Macrium	**4%**
Intrinsic Swimage	**3%**
Other	**4%**

Percentage of organizations

Systems management tools used by desktop support:

Tool	Percentage
Microsoft SCCM	50%
Microsoft Support Center Operations Manager	27%
Symantec Endpoint Management	18%
Developed in-house (homegrown)	13%
Apple Remote Desktop	13%
IBM Tivoli Endpoint Manager	12%
TeamViewer	11%
Jamf Pro [formerly Casper Suite]	11%
Quest KACE [formerly Dell KACE]	10%
LogMeIn Central	9%
Symantec Ghost Solution Suite	9%
Ivanti [formerly LANDesk, HEAT Software, and Absolute Software]	8%
Novell ZENworks	5%
CA eHealth SystemEDGE	4%
Kaseya	4%
Other	8%

Percentage of organizations

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Hosting practices for support technologies:

	In-house server(s)	Managed services provider's server(s)	Web-based computing environment	Other
Alerts/monitoring	63%	19%	17%	1%
Application licensing	57%	27%	14%	3%
Application packaging	62%	19%	17%	1%
Asset management	54%	24%	17%	5%
Call recording (QA/QM)	51%	28%	18%	3%
Change management	52%	27%	18%	3%
Chat for support	46%	26%	24%	4%
Collaboration	44%	26%	27%	3%
Configuration management	56%	23%	19%	2%
Customer satisfaction surveying	42%	31%	24%	3%
Imaging systems	67%	16%	15%	2%
Incident management	49%	24%	25%	2%
Knowledge management	48%	26%	23%	3%
Problem management	50%	28%	19%	3%
Remote control	52%	21%	24%	2%
Remote monitoring	54%	26%	17%	3%
Reporting/analytics	50%	26%	21%	3%
Request management	50%	27%	21%	2%
Self-help (e.g., Tier 0)	49%	24%	24%	3%
Service catalog	45%	26%	24%	5%
Service level management	50%	24%	22%	4%
Social media	31%	24%	40%	5%
Systems management	61%	23%	15%	1%
Video for support	41%	27%	29%	4%
Workforce management	48%	26%	21%	4%

Percentage of organizations

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Licensing models for support technology:

	Subscription (scheduled renewal)	One-time purchase for life (includes maintenance)	One-time purchase for life (ongoing maintenance costs)	Other
Alerts/monitoring	50%	17%	29%	3%
Application licensing	43%	28%	26%	2%
Application packaging	37%	26%	35%	3%
Asset management	38%	26%	29%	6%
Call recording (QA/QM)	43%	25%	29%	4%
Change management	41%	26%	27%	6%
Chat for support	48%	24%	23%	6%
Collaboration	46%	24%	23%	7%
Configuration management	40%	26%	29%	5%
Customer satisfaction surveying	46%	25%	23%	6%
Imaging systems	38%	27%	31%	4%
Incident management	45%	20%	30%	5%
Knowledge management	44%	23%	29%	4%
Problem management	44%	24%	26%	6%
Remote control	44%	22%	30%	4%
Remote monitoring	42%	23%	29%	7%
Reporting/analytics	44%	21%	28%	7%
Request management	41%	22%	30%	6%
Self-help (e.g., Tier 0)	41%	23%	27%	9%
Service catalog	40%	29%	24%	8%
Service level management	44%	22%	29%	6%
Social media	39%	28%	17%	16%
Systems management	40%	23%	32%	4%
Video for support	37%	33%	24%	6%
Workforce management	41%	27%	26%	6%

Percentage of organizations

About the Report

The Technical Support Practices & Salary Report is a tool used by technical support leaders to better understand the workings and state of the industry as a whole, and to provide them with the knowledge needed to make research-based decisions that will ultimately improve the support provided by their organizations and help them advance in their careers. This report illustrates current practices, processes, plans, and challenges in a variety of areas, such as metrics, ticket management, technologies, operations, staffing, and salaries.

All survey responses were collected via a web-based survey, open from August to September 2017. The 2016 report compiles the responses from 596 technical support professionals in more than thirty vertical industries. A full profile is available in the Demographics section.

Defining the Support Organization

In this report, some of the information presented refers to individual support centers or desktop support teams, but most refer to the support organization as a whole. The illustration below should help to clarify some of the terminology used for the purposes of this report.
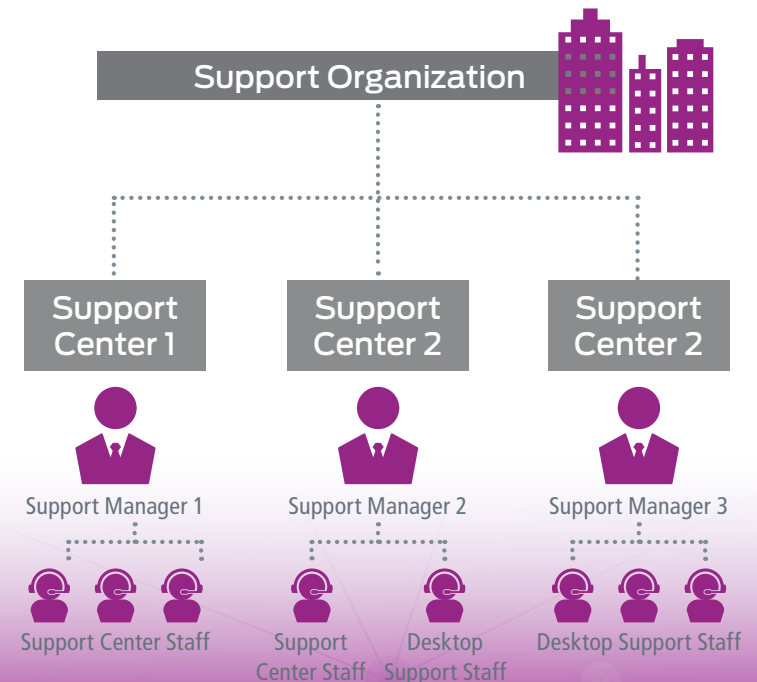
Support Organization

Support Center 1	Support Center 2	Support Center 2
Support Manager 1	Support Manager 2	Support Manager 3
Support Center Staff	Support Center Staff / Desktop Support Staff	Desktop Support Staff

Job Titles

LEVEL 1 SUPPORT/SUPPORT CENTER ANALYST: The frontline technical support professionals who receive and handle tickets. These professionals are responsible for providing customers with information, restoring service, providing specific services, and escalating tickets to a higher level of support. These individuals are typically technical generalists.

LEVEL 2 SUPPORT: The technical support professionals who handle tickets that are escalated from level 1. These professionals require greater technical skills and/or access rights than level 1 support personnel. They're typically technical specialists and may also be responsible for participating in root cause analysis of problems. (This doesn't include desktop support technicians, who are reported on separately.)

DESKTOP SUPPORT TECHNICIAN: The technical support professionals who respond to tickets escalated by the support center that are related to customer equipment; additional skills, knowledge, tools, or authority are required. They may resolve incidents remotely, at the user's location, or via equipment returns. Responsibilities may include hardware and software deployments, moves, adds, and changes.

LEVEL 3 SUPPORT: The technical support professionals who build, maintain, and/or enhance technical products and services. These professionals are typically engineer-level staff. They're involved when the ticket cannot be resolved by either level 1 or level 2, and when there's high business impact or urgency. Level 3 support is commonly provided by either an internal engineering/development team or an external vendor.

SUPPORT CENTER TEAM LEAD: The technical support professionals who oversee the day-to-day activities of a team of support staff. These professionals serve as the communication link between the team and the manager, as a coach or mentor to support staff, and are often the first point of internal escalation within the support center. Other possible titles include coordinator, supervisor, or senior analyst.

DESKTOP SUPPORT TEAM LEAD: An advanced DST who, in addition to DST responsibilities, provides training, mentoring, and/or coaching for a team of DSTs, but does not have direct staff management responsibilities. May have oversight responsibility for processes, project management tasks, and/or providing support to management.

SUPPORT CENTER MANAGER: The management professionals who manage a team of support center analysts and/or team leads while executing the operational and tactical plans of the support center and satisfying customer and business needs. Their responsibilities may include recruiting and hiring, monitoring and managing performance, monitoring and reporting metrics, and ensuring that process are followed and service levels are met. Other possible titles include help desk manager or service desk manager. This position typically reports to the support center director.

DESKTOP SUPPORT MANAGER: Manages a team of DSTs and/or supervisors while executing the operational and tactical plans of desktop support, and satisfying customer and business needs. Responsibilities may include performance management, monitoring/reporting metrics, audits, purchase approvals, and other similar job functions.

SUPPORT CENTER DIRECTOR: The management professionals who are responsible for leading the support organization as a whole, rather than a specific support center. Their responsibilities may include overall service delivery, strategic direction, business alignment, financial accountability, and performance reporting. In addition to the support center(s), this person may also oversee other departments involved in technical support, such as desktop support. Other possible titles for this position include senior director, senior manager, or vice president. Support center managers report directly to this individual.

DESKTOP SUPPORT DIRECTOR: The management professionals who manage a team of desktop support technicians and/or team leads while executing the operational and tactical plans of desktop support and satisfying customer and business needs. Responsibilities may include recruiting and hiring, monitoring and managing performance, monitoring and reporting metrics, auditing, and approving purchases.

Salary Regions (US)

Where applicable, average US salaries are broken out by region. The fifty US states fall into three regions, as follows:

EAST: Connecticut, the District of Columbia, Florida, Georgia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, South Carolina, Vermont, Virginia, and West Virginia

CENTRAL: Alabama, Arizona, Arkansas, Colorado, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Ohio, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wisconsin, and Wyoming

WEST: Alaska, California, Hawaii, Oregon, and Washington

About HDI

In 1989, HDI became the first membership association and certification body created for the technical support industry. Since then, HDI has remained the source for professional development by offering the resources needed to promote organization-wide success through exceptional customer service. In other words, we help professionals in service management better connect with customers, and that's just good business. We do this by facilitating collaboration and networking, hosting acclaimed conferences and events, producing renowned publications and research, and certifying and training thousands of professionals each year.

Technical support professionals love HDI because it provides them with a profound sense of community. At 190,000 people strong, HDI is a community built by industry peers and leaders that gives you the resources, knowledge, and drive to be great at what you do.

SURVEY DEVELOPMENT

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