



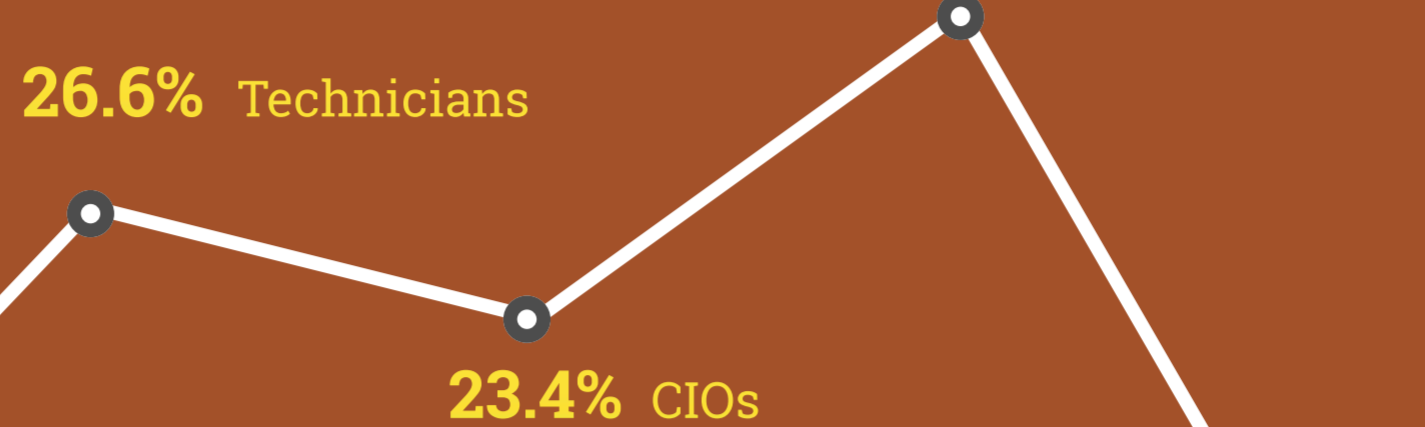
Everything you need to know about ITSM analytics:

Industry Insight 2016

Recently, ManageEngine Analytics Plus conducted a survey of 160 ServiceDesk Plus customers to understand what they want from an analytics solution when it comes to deriving insights from their service desk data. The survey focused on various aspects of ITSM analytics including ease of use, data accessibility, and the overall benefits of a BI tool.

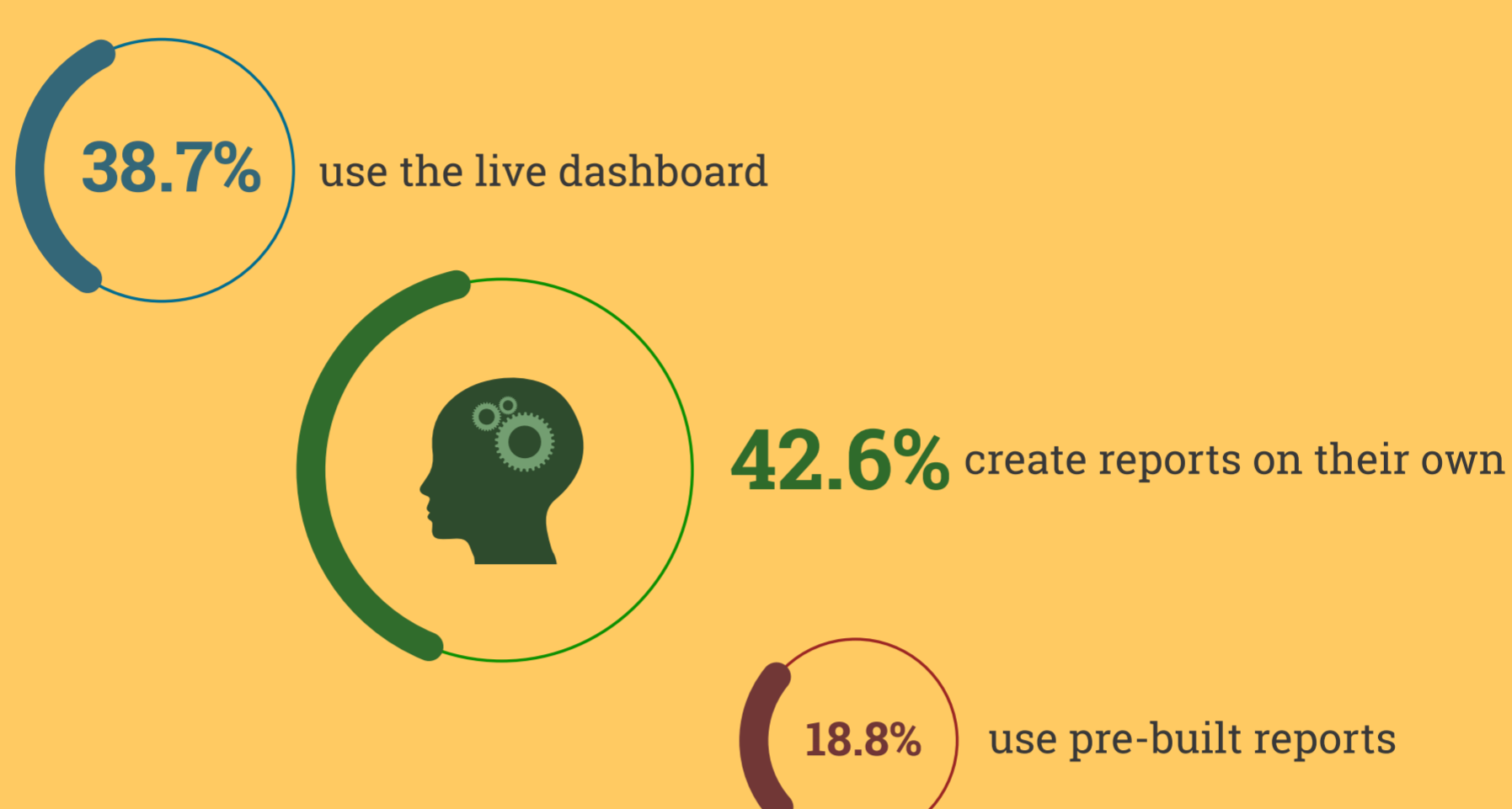
Respondent profile

1



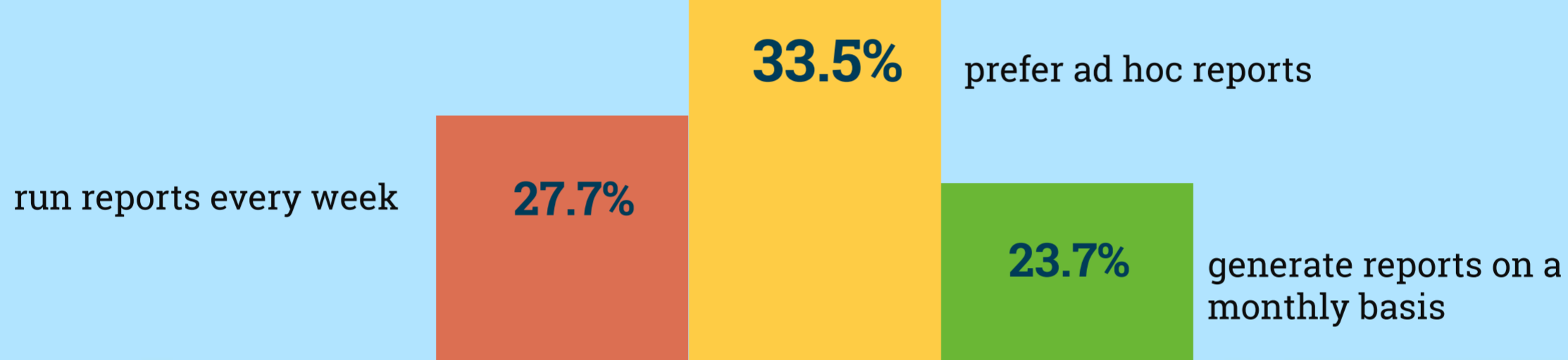
Self-service analytics wins over traditional reporting

2



On-demand reporting is paramount

3



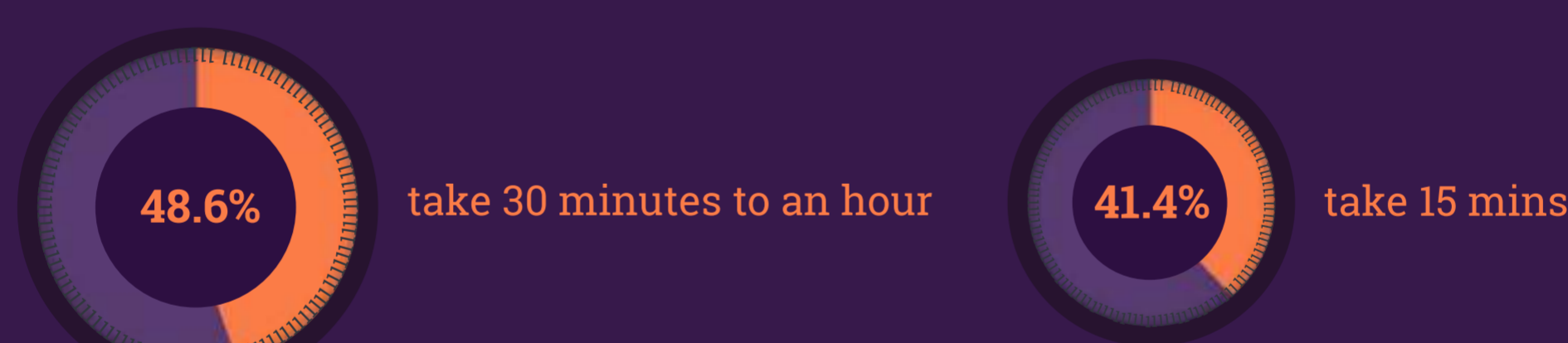
Customization is key

4



Creating reports takes time

5



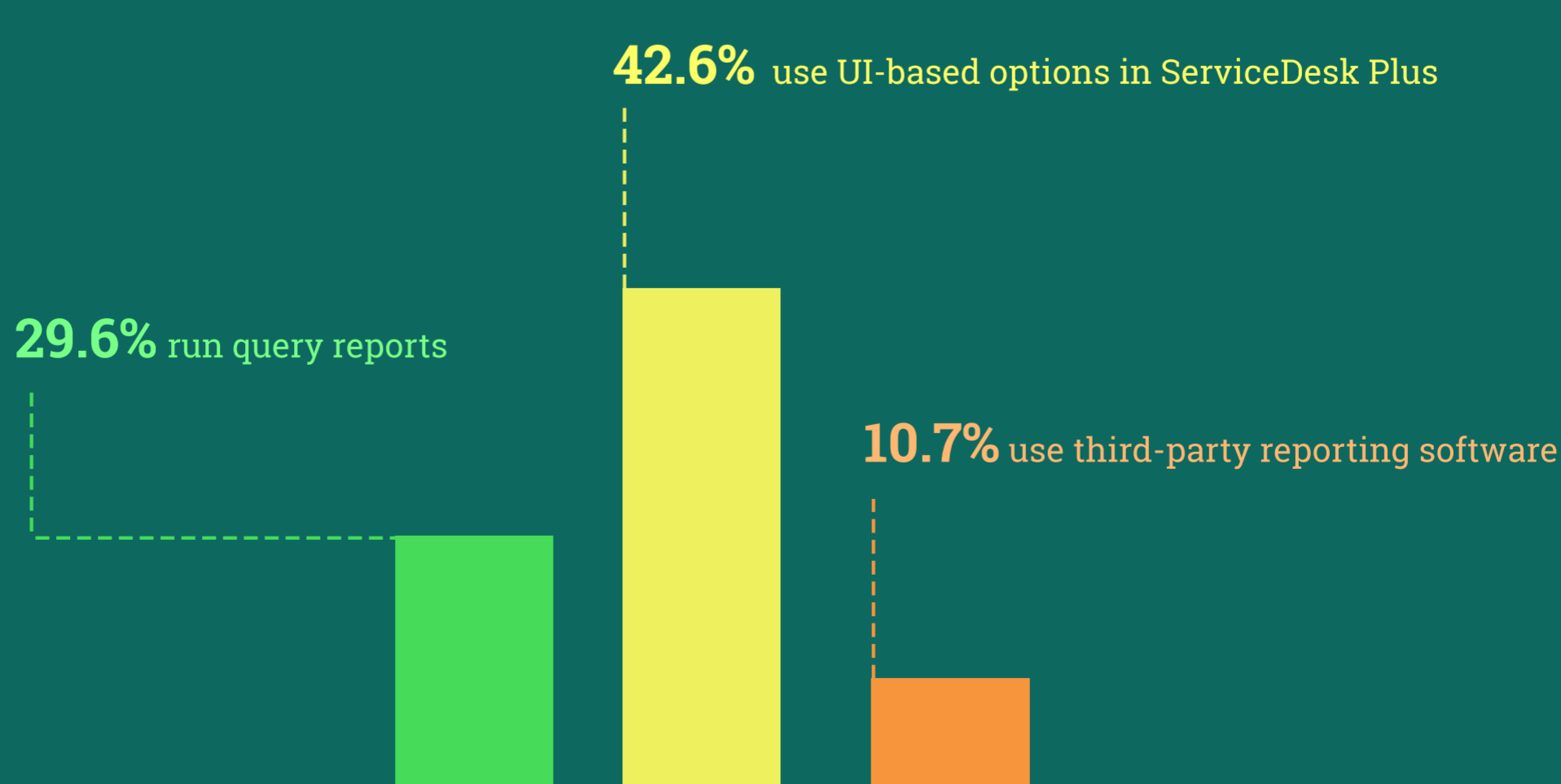
Incident management needs more attention

6



Visually driven interface preferred

7



Top three reasons for reporting

8

