

Today's State of Work: Employees Are Stuck in the Past

We asked 2,400 managers at companies with at least 500 employees to compare consumer services with their workplace services.



KEY TAKEAWAY:

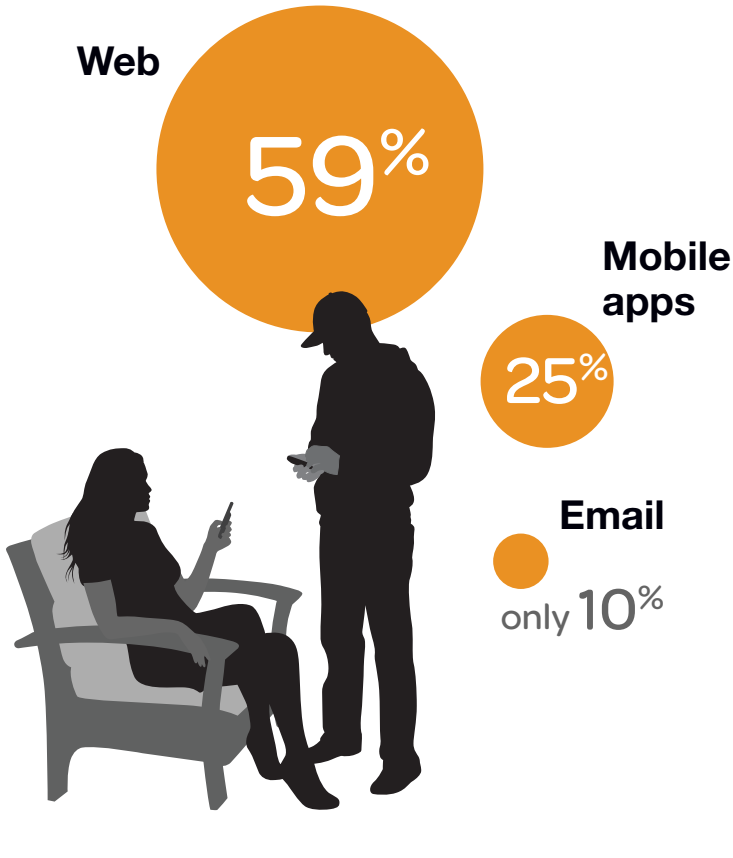
Consumer services are modern and convenient to use—but not so with workplace services, making it unnecessarily difficult to get work done.

Consumer services vs. workplace services

CONSUMER SERVICES: MODERN CONVENIENCE



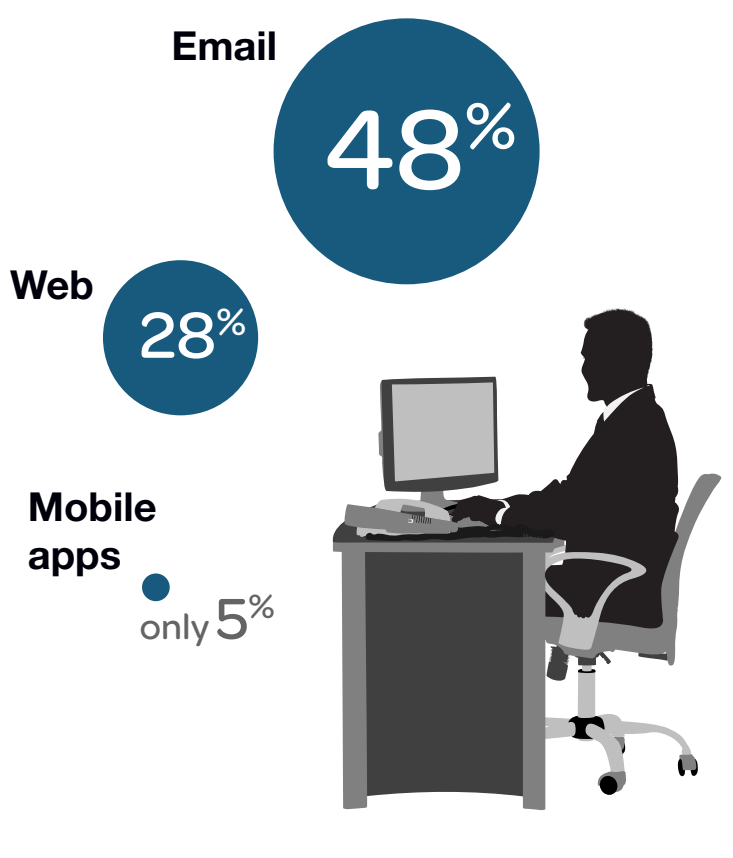
How we order **consumer** services: web and mobile



WORKPLACE SERVICES: HAVEN'T CHANGED IN YEARS



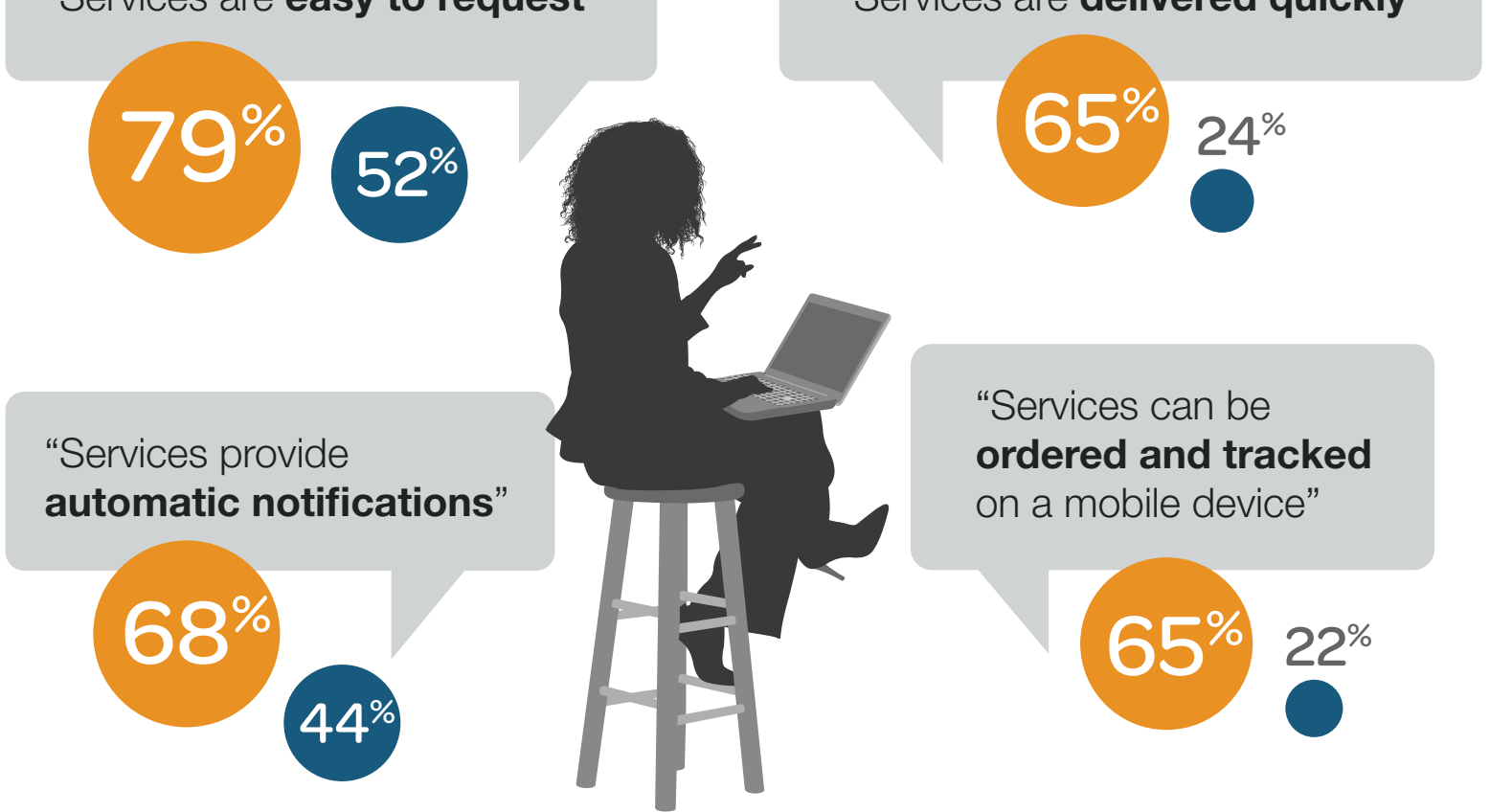
How we order **workplace** services: email



The consumer experience outperforms the workplace experience

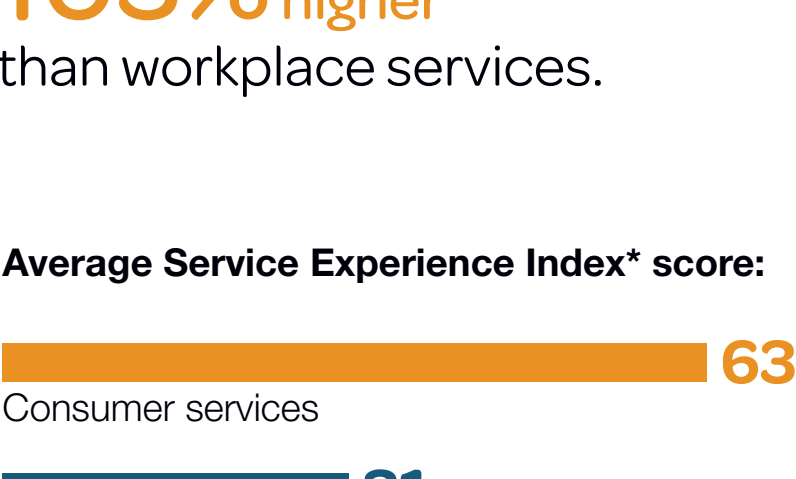
How do managers describe **consumer** services vs. **workplace** services?

● Consumer services ● Workplace services



The Service Experience Index

Managers rate **consumer** services **103% higher** than workplace services.



*Scale 0-100

WHAT IS THE SERVICE EXPERIENCE INDEX?

The Service Experience Index is a measure of overall service quality that captures how easy it is to request, track, and receive services.

Three ways you can bring workplace services into the 21st century

- 1** Map out the optimal workflow to get work done.
- 2** Automate the service.

Automation is associated with a **50% improvement** in the Service Experience Index
- 3** Design an easy, intuitive experience with status alerts. Stamp out email.

9 of 10 managers say they use email to look up workplace service status even when they order online

For more information about transforming your workplace services, please visit our site:

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