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5 Tips for Easing Common IT Frustrations



Five Not-So-Fab IT Frustrations

Got IT frustrations? Who doesn't. Today, there are a few common friction-filled frustrations that arise when you're tasked with how to help people with tech problems. But the good news is, the right IT management solution can help you stay calm and carry on — that is, if it fits the needs of supporting today's flexible workforce.

Here's how to help IT managers, support staff, and end users avoid common IT frustrations associated with managing and using technology.

- 1. Toggling. (Always toggling.)**
- 2. Providing consistent support in a rapidly changing environment.**
- 3. The constant pressure to do more with less. (Only now, under the spotlight.)**
- 4. Playing whack-a-mole to combat growing cyberthreats.**
- 5. Taming the wild west of support requests.**

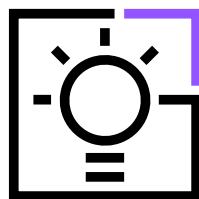


1

Toggling. (Always toggling.)

Sound familiar? For IT teams, using multiple, disconnected tools is a formula for hair-pulling technology frustrations. Having to toggle back and forth between systems to access different functionality and data while helping end users (i.e., having no “single source of truth”) creates strange workflows and a slow IT experience that frustrates IT staff and end users alike.

The clear solution to juggling multiple tools and constantly toggling between them is to streamline your IT support.



Our tip

An all-in-one, purpose-built IT management solution consolidates the tools you need to receive requests, triage problems, and quickly fix issues. With ticket management, ad hoc remote support, and unattended remote access in one solution, agents no longer need to switch between app windows and logins to solve problems.



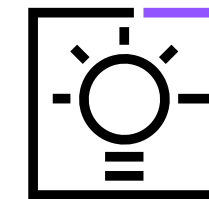
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Providing consistent support in a rapidly changing environment.



Where and how work happens can't be predicted, so IT needs a flexible approach that supports flexible work. IT teams now face unprecedented challenges in optimizing their technology and workflows so they can onboard, train, support, and secure location-agnostic employees. Ultimately, you need to provide the same level of IT support to everyone, regardless of what the future brings.

Now more than ever, IT teams need tools that flex to meet the unique needs of each organization, user, and problem.



Our tip

Be able to meet any user on any device with support for all systems — PC, Mac, iOS, Android, and Chromebooks. Tools that enable a “right fit” support experience allow agents to choose the best solution to solve the issue in the fastest time. Agents should have the option of using remote view for fast show-and-tell type support or launching full remote control when they need to dive deeper into the device to fix the problem.

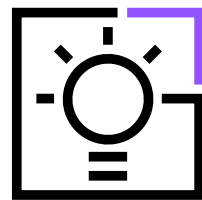
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The constant pressure to do more with less. Only now, under the spotlight.

Small to midsize business (SMB) IT teams have long been asked to meet growing expectations with the same headcounts and with reduced budgets. But now, it's happening at a time when IT's contribution to the overall business has never been more mission critical.

As businesses adjust to hybrid work models, senior business leaders are getting more deeply involved in day-to-day IT issues as these issues have become central to operational continuity across the organization.

A recent IDG study reveals that 63% of IT leaders report increased collaboration with lines of business.



Our tip

Bring IT out of the dark reaches of the organization and into the day-to-day workings of everyone's workflow. Being able to easily pull insights into your IT infrastructure and the support experience will help you both prove and improve your results, raising the credibility and visibility of IT within the senior leadership team.

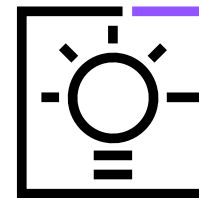


4

Playing whack-a-mole to combat growing cyberthreats.

Due to the growing number and sophistication of cyberthreats, IT leaders must constantly reevaluate their infrastructure for potential risks, keep systems up to date, and change policies while still considering the experience of employees and users. IDG finds that two-thirds (67%) of SMB IT leaders say time spent mitigating cyberattacks has increased in the past 20 months. More than half (52%) say it's highly challenging to avoid cyberthreats with current technology.

Though combating cyberthreats can get complicated, businesses shouldn't need to sacrifice security for simplicity.



Our tip

Look for tools that make it easy to put security first.

- Permission-based support, to give end users control and peace of mind
- End-to-end data encryption using government-approved 256-bit Advanced Encryption Standard (AES) and Transport Layer Security (TLS)
- Multi-factor authentication, to add a second level of security for your accounts and make credential attacks extremely difficult
- [Zero trust access controls](#), to protect you, your users, and their devices against malicious actors (Fun fact: GoTo Resolve is the first and currently only solution in the industry to offer this.)

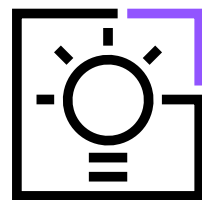
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Taming the wild west of support requests.

According to [Gartner](#), 46% of employees are not using IT channels as the first stop for support. That means IT often has blind spots when it comes to what's really going on with their infrastructure and is often only brought in when small issues have ballooned into big technology problems.

Meanwhile, messaging tools are on the rise. From the start of the pandemic, the adoption of messaging tools, such as Microsoft Teams, has grown exponentially. MS Teams currently has 145 million daily active users, and Slack boasts another 12M active users.

Now more than ever, IT teams need tools that flex to meet the unique needs of each organization, user, and problem.



Our tip

Join them. Bring support where employees are already working, on MS Teams or Slack. [Conversational ticketing](#) eliminates the burdensome and slow ticket commenting experience. Employees and agents are notified within their messaging platform whenever there are ticket updates, and each can engage right from the message.



GoTo Resolve

GoTo Resolve makes IT easy and way less frustrating.

GoTo Resolve streamlines IT support and management in one easy-to-use solution. And spoiler alert, it delivers on all the tips mentioned above, from flexible, conversational support to top-notch security. It's a great way to solve these common IT frustrations, and more. Check out GoTo Resolve today.

[Learn More](#)

