



## How hard can help desk REALLY be?

### What our Customers Often Say:

“How hard can help desk be?” The question is based on a common assumption that mobile help desk is just activating iPhones, setting up email and installing EMM/MDM on a device.

### 3 Common Help Desk Themes:

How could there possibly be so many reasons someone would need technical support assistance for their smartphone or tablet? We broke them out for you into **three common themes across our client base:**

- 1. Organizations with corporate liable devices:** This category had anywhere from 15 to 20 times more incidents than those who have made the decision to go BYOD.
- 2. Those that have an EMM/MDM solution in place:** If this is your organization, then you are looking at 5 to 7 times more incidents than a company rolling the dice without one.
- 3. When your employees leverage native and/or 3rd party applications:** If this is the case, then your end-users will need tech support help up to 50% more than those without supported applications.

*In 2018 our 24x7 support center saw:*

**225,595** total incidents from **139** different companies covering **151** reason types

### 7 End-User Support Request Reasons:

While we uncovered the most common help desk trends, they only made up about 39% of our overall incidents. It was interesting to see how frequently end-users need help to answer basic questions around:

1. The day-to-day use of their device (19% of requests)
2. Rightsizing their smartphone or carrier plan (8% of requests)
3. Connecting to their device outside of the office (7% of requests)

*Other common support request trends include:*

4. Device cancellation
5. Forgotten passcode
6. Upgrading to the newest iPhone or Android
7. International travel

**39%**  
activating iPhones;  
setting up email;  
installing EMM/MDM

**19%**  
answering basic  
day-to-day use  
questions

**8%**  
rightsizing their  
smartphone or  
carrier plan

**7%**  
connecting to their  
device outside of  
the office

[GET FACT SHEET!](#)