

IMMEDIATE RELEASE
July 12, 2024



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Empowering the Digital Workplace with Enhanced Employee Experience and Service Desk Excellence

Report: 'The State of the Service Desk, 2024'

Auburn, WA, July 12, 2024 — Zones believes that empowering modern workstyles through superior employee experiences and robust service desk operations is essential for the future of the digital workplace. The recent report from Forrester, 'The State of the Service Desk, 2024' provides critical insights and strategies for transforming service desk operations, emphasizing the importance of Employee Experience (EX) in the digital workplace

The report presents critical insights on Service Desk, highlighting that only 55% of employees feel fully supported by their Service Desk and underscores the need to overcome systematic technology failings and chronic resource limitations to improve employee experience (EX). The report recommends strategies such as experience surveying, proactive remediation, and leveraging self-service mechanisms to address these challenges and enhance overall service efficiency.

"Despite human best efforts, systematic technology failings continue to drain employee experience (EX). This report details how to start overcoming these barriers. The Service Desk, and IT in general, face not just perpetually high demand, but chronic resource limitations and lack of support for EX considerations in decision-making and purchasing", says Will McKeon-White, Senior Analyst, Forrester.

As workstyles evolve from remote to hybrid and back to office settings, organizations face the challenge of maintaining consistency and optimizing performance across diverse environments. Zones' Digital Workplace Services are designed to empower modern workstyles by enabling superior employee experiences, enhancing collaboration, and ensuring robust security.

"Employee experience is at the core of a successful digital workplace environment. At Zones, we understand that an efficient, proactive Service Desk is crucial to empowering the workforce and enhancing productivity. By leveraging advanced technologies and prioritizing user satisfaction, we ensure that our Service Desk not only resolves issues swiftly but also anticipates and eliminates them.", said Thomas Gallagher, SVP - Service and Solution Sales, Zones.

Check out the full report here: [Forrester Report: The State of the Service Desk, 2024 \(zones.com\)](https://www.zones.com/forrester-report-the-state-of-the-service-desk-2024)

About Zones

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Zones is a global provider of end-to-end IT solutions with an unmatched supply chain. Positioned to be the IT partner you need, Zones, a Minority Business Enterprise (MBE) in business for over 35 years, specializes in Digital Workplace, Cloud & Data Center, Networking, Security, and Managed/Professional/Staffing services. Operating in more than 120 countries, leveraging a robust portfolio, and utilizing the highest certification levels from key partners, including Microsoft, Apple, Cisco, Lenovo, Adobe, and more, Zones has mastered the science of building digital infrastructures that change the way modern organizations do business. Whatever you need, you can ***Consider IT Done.***

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