

Welcome to our webinar !

Gain time and IT Happiness with flawless IT

- **Please ask your questions in the chat and we will do our best to answer them later during the Q&A.**
- **Slides will be shared after the webinar**



Agenda

Introduction productivity loss

20 min

Cees-Pieter den Hartog, Managing Director

Research findings & insights

25 min

Rijn Vogelaar, Research Director

Wrap up and Q&A

10 min



Why a high level of IT end user experience matters:

- **Better collaboration with colleagues, clients and suppliers**
- **Preventing frustration**
- **Contribution to overall work happiness**
- **Better productivity**



How many minutes have you lost last week due to IT related issues?

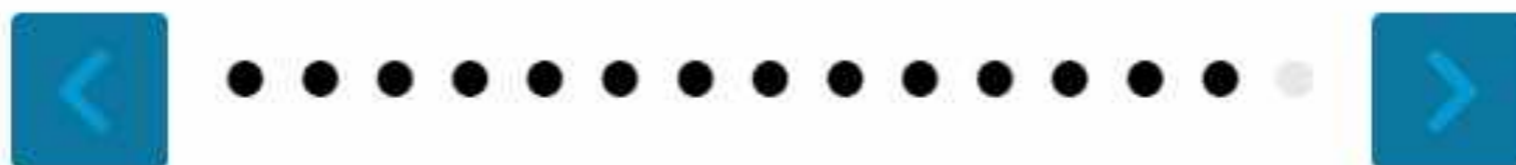


What are the main issues regarding to IT related time loss in your organization?




POTENTIAL

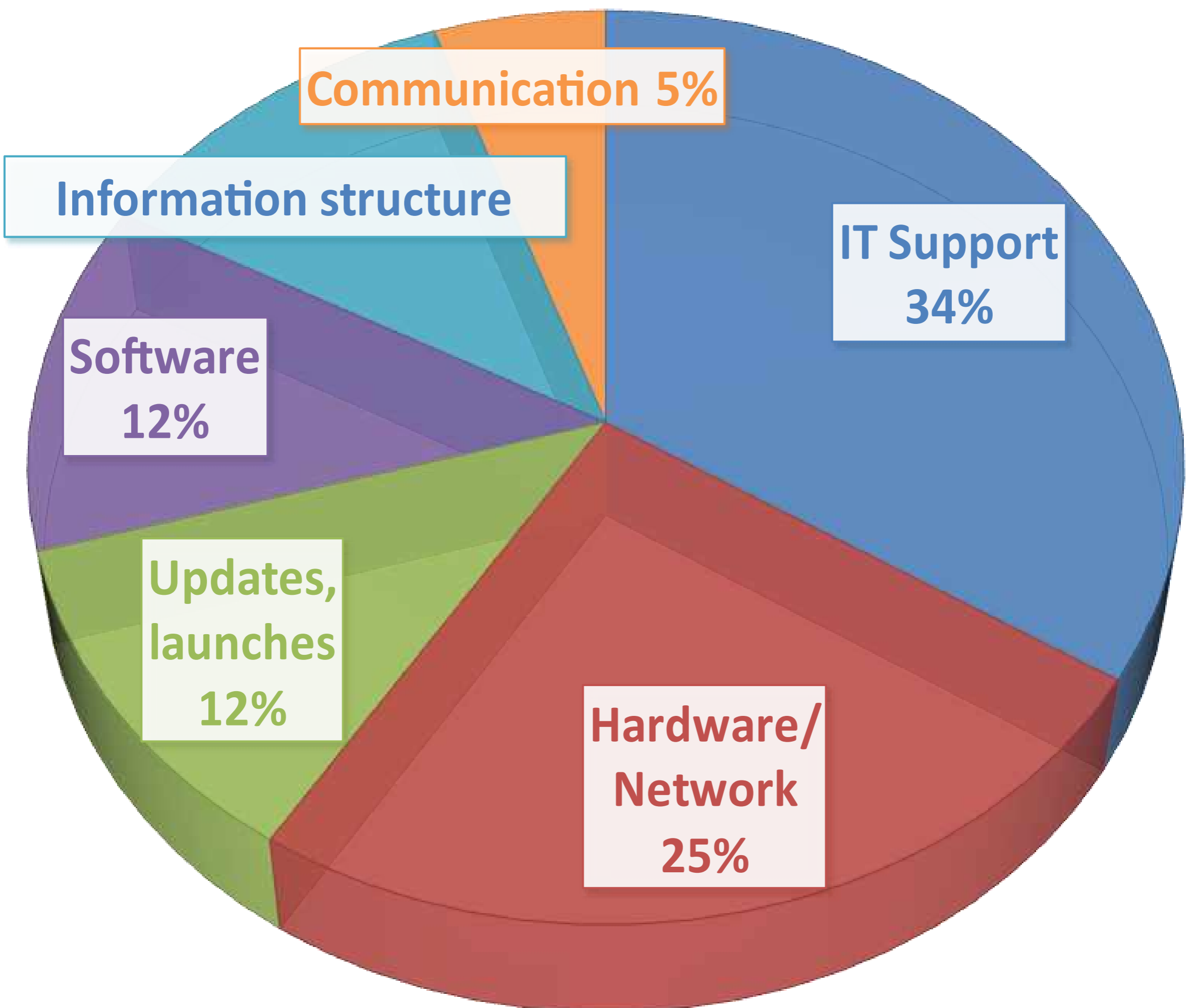
Imagine you would have a flawless IT environment, how many extra minutes of productivity would you gain per week?



MINUTES TO BE GAINED

|  ITHAPPINESS | Minutes to be gained |
|---|----------------------|
| Very Happy | 44 |
| Happy | 45 |
| Slightly happy | 51 |
| Slightly unhappy | 62 |
| Unhappy | 70 |
| Very unhappy | 77 |

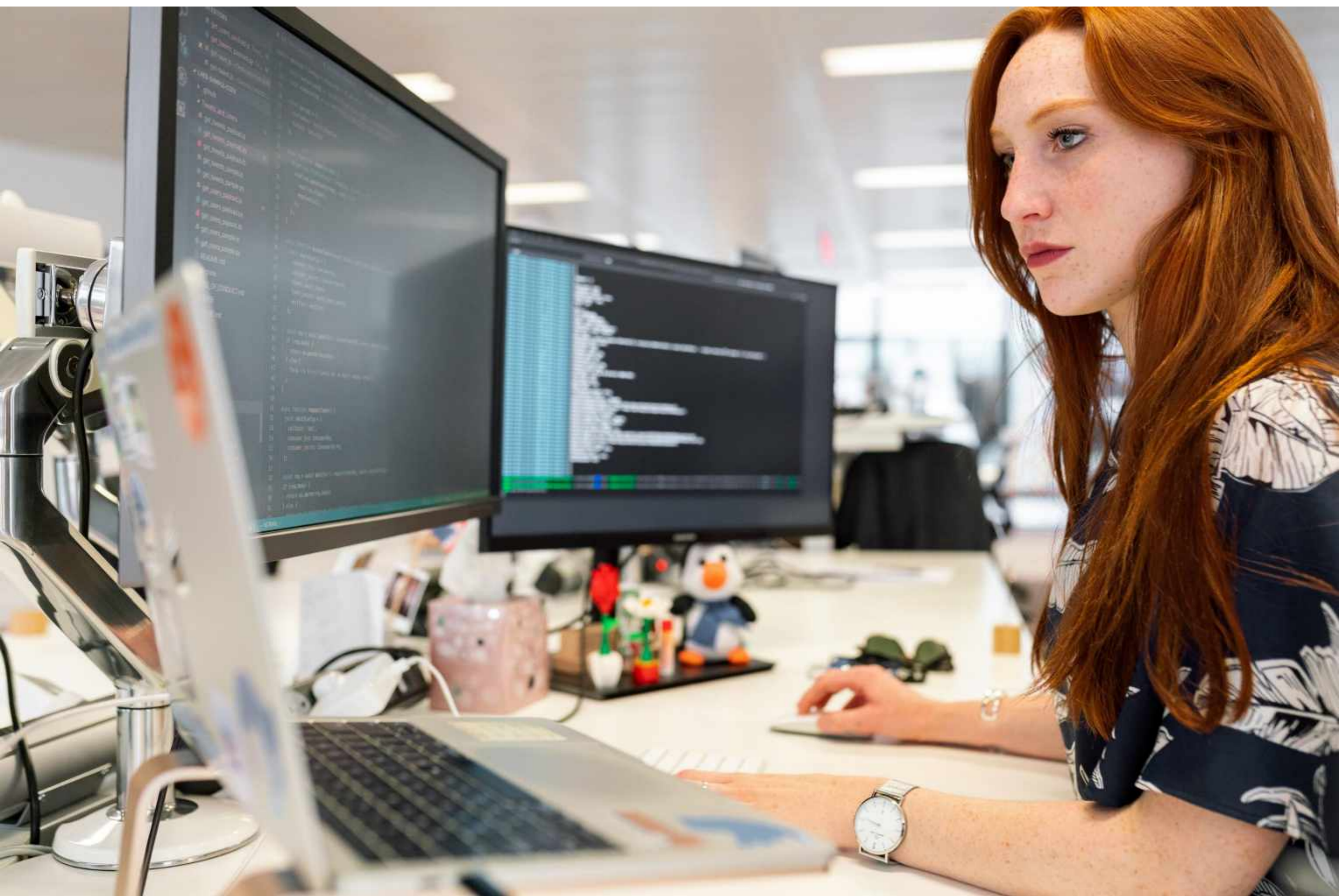
CATEGORIES OF LOST TIME



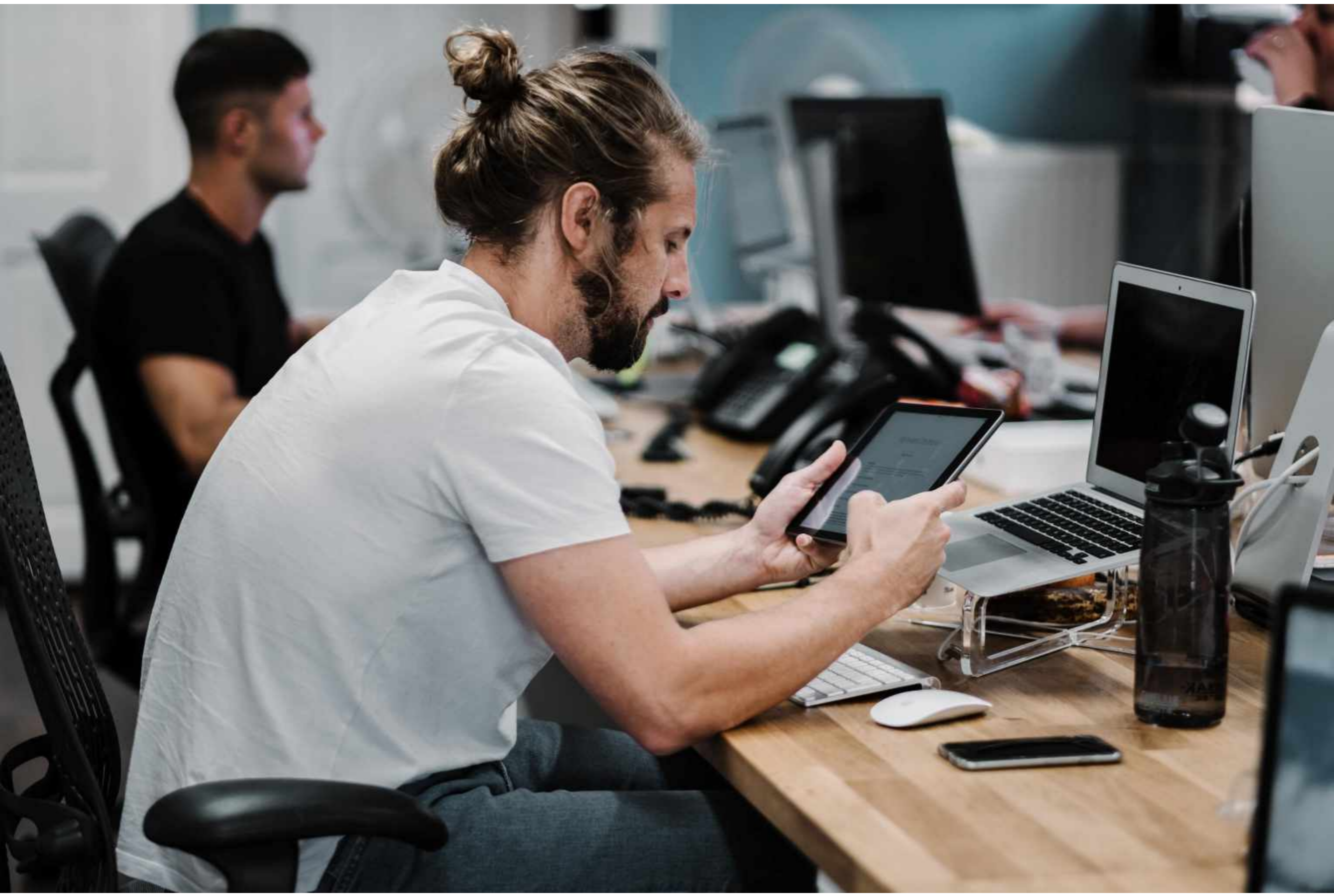
IT support



“Hands on IT support on site would be much better and less time consuming given the varying IT levels of knowledge that we can all have”



“There is no communication on the system in regards to open tickets and you have to push constantly to get a response”



*“First level support (IT global) often does not **understand the problem** correctly (even after several detailed explanations), so that you ultimately have to look for help alone on the Internet / or with colleagues”*

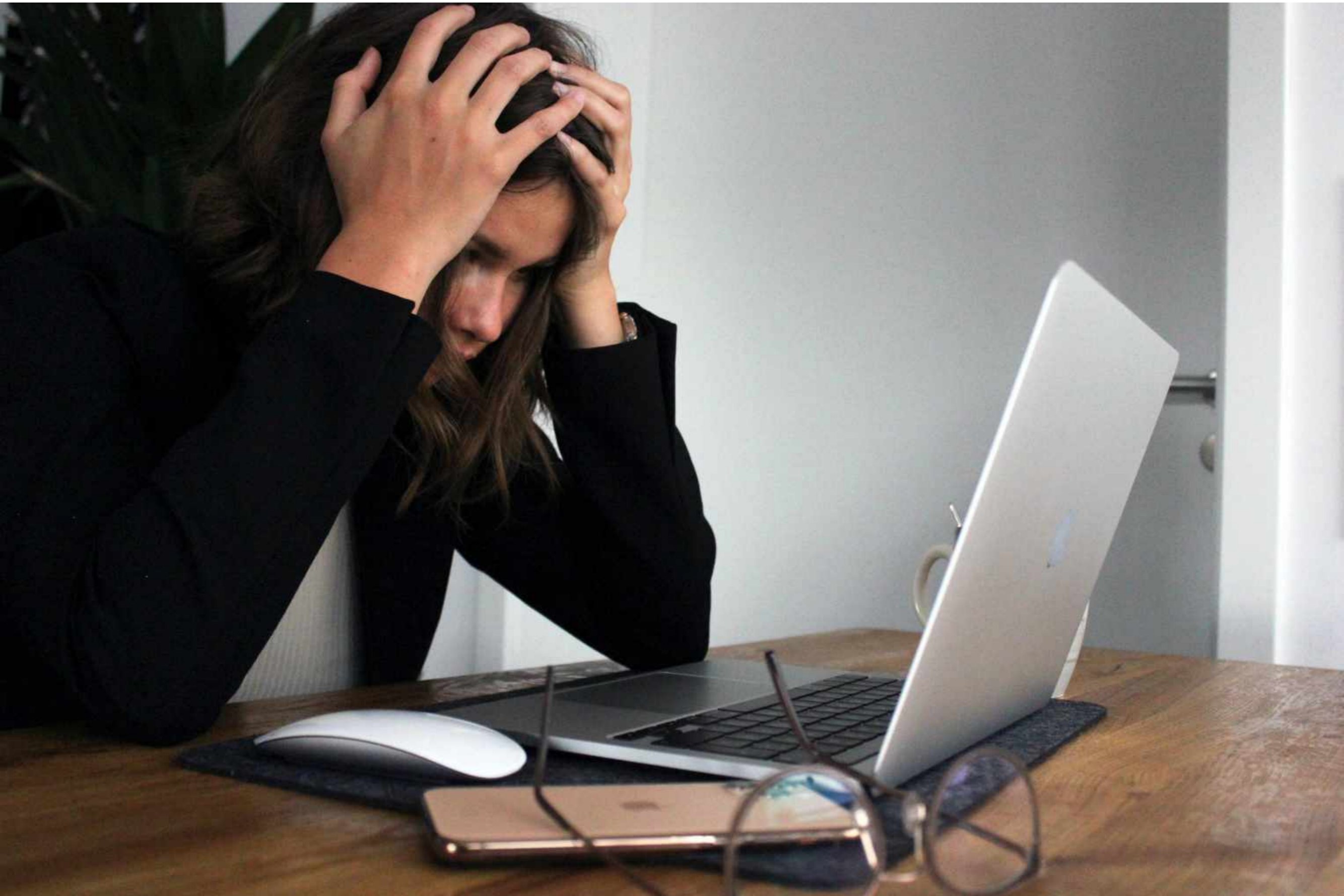
*“I had to call IT to create a Teams group when I started, **I couldn't find anywhere on the intranet** how to create a channel, and when I called IT support was already closed so I had to wait for the next day. When I finally found out how to create one, you have to wait again for it to be created”.*

Lost time

- **Communication about status**
- **Understanding of problem**
- **Digital skills of IT end users**
- **Waiting for a solution**
- **Looking for information**
- **Process / procedures**

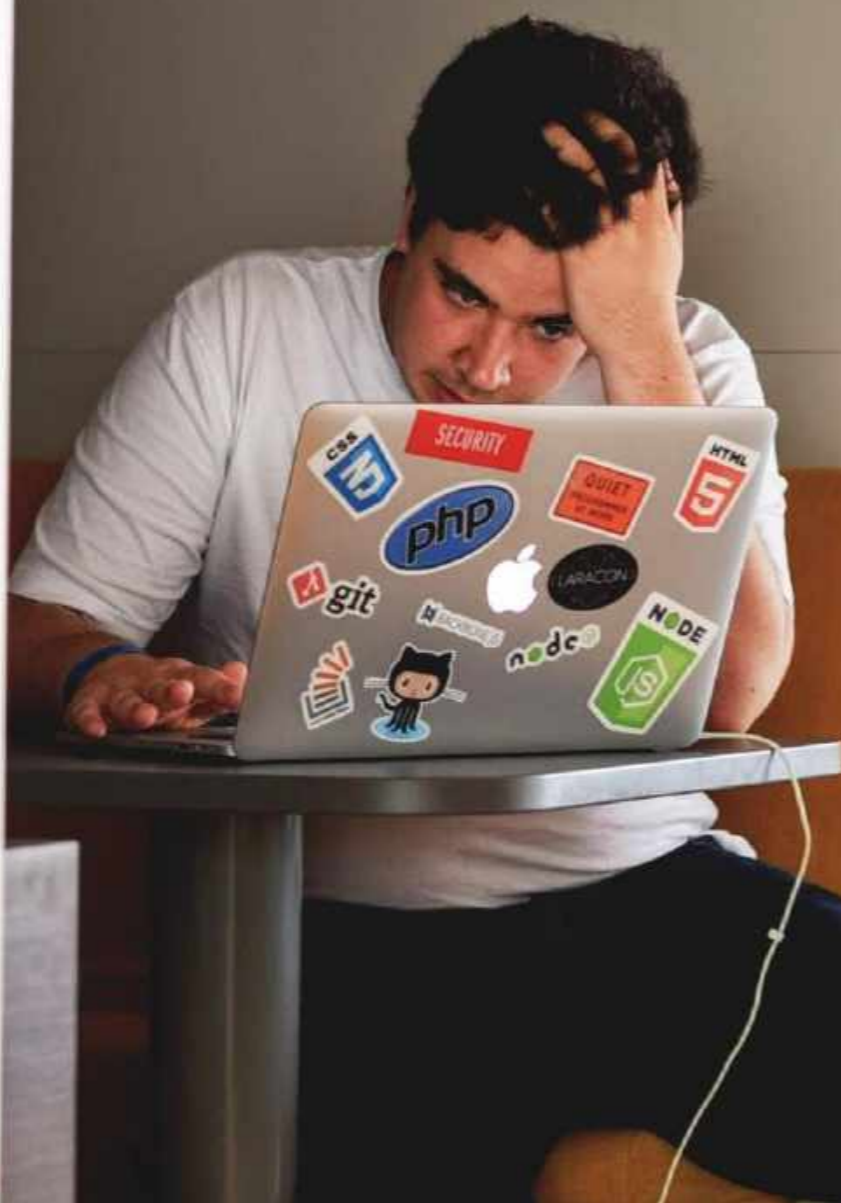


Hardware & network



“Slow or stuttering/instable WiFi”

“When you connect to wifi and
reconnect to Ethernet Teams
doesn't want to work”



“Hanging laptop and constant rebooting is key factor in time wasting”

“Very slow in providing of replacement device. Replacement can take months”

“Restriction of access rights, lack of ability to install software, control and security programs take too many resources of the laptop”

Lost time hardware & network

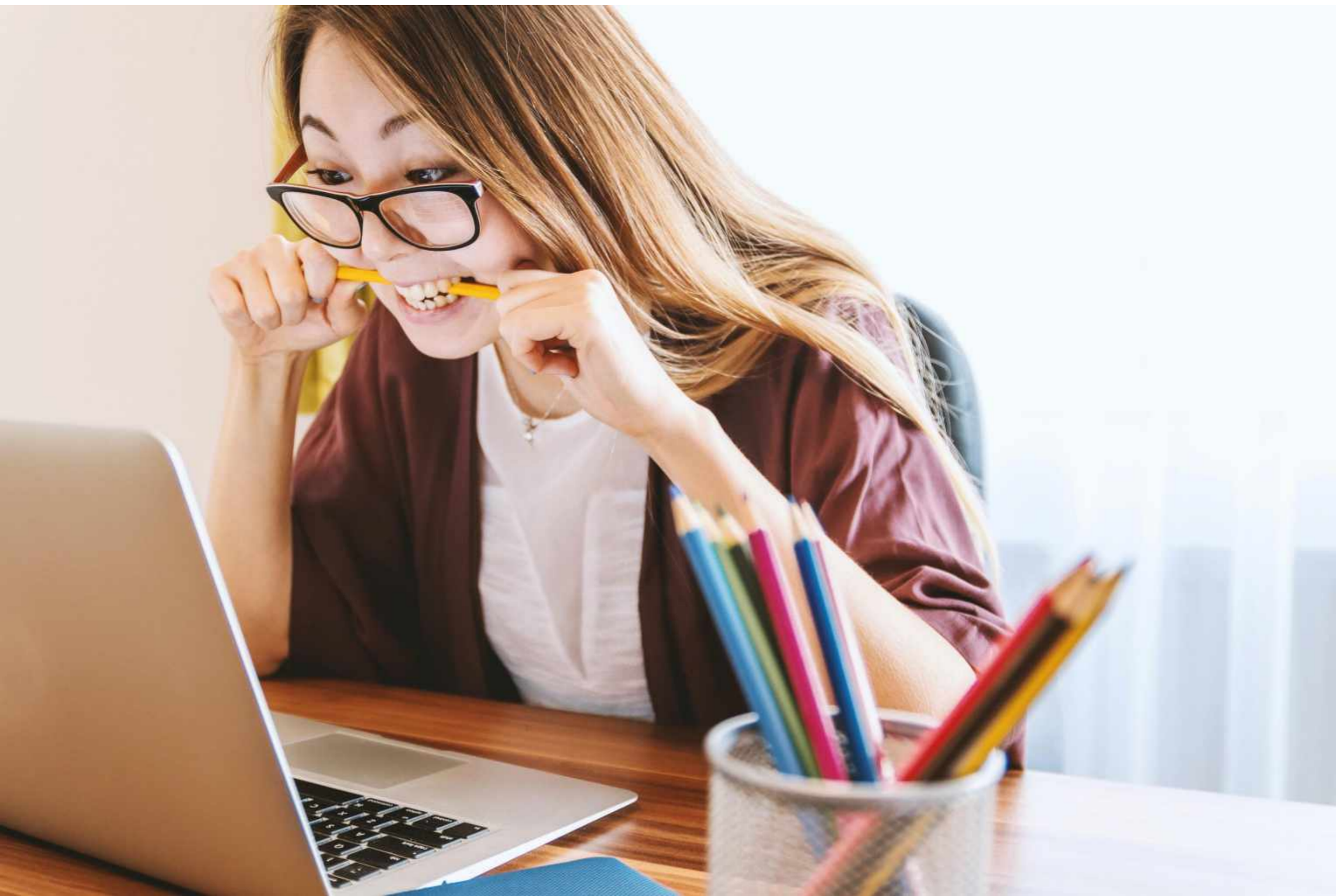
- **Reboots**
- **Replacement process**
- **Information about access rights**
- **WiFi**



Updates



"Installation of Windows Updates on my laptop during working hours, so that it was sometimes not possible to participate in meetings in Teams without restarting the laptop once or twice"



**FROM EMPLOYEE
STORIES TO MARKET
INSIGHTS**

BY RIJN VOGELAAR

GAIN TIME & HAPPINESS WITH FLAWLESS IT



**Avoid time loss
while improving performance
& wellbeing**

YORiZON
the IT Happiness company

IT & Health research program



The influence of IT has on ...

- Mental & physical health
- Happiness, flow, enthusiasm
- Stress, nervousness, insomnia
- Job satisfaction
- Performance

IT & Health questionnaire

Total of 90 questions

1. How are you feeling (happiness, flow, stress, enthusiasm)?
2. Job performance
3. Negative affectivity
4. Job satisfaction
5. Technology-enabled performance
6. IT Experience (*IT happiness questions*)
7. Relationship with IT department
8. Cyber Security
9. IT behaviour
10. Digital fitness
11. Technostress creators
12. Technostress inhibitors
13. IT perception
14. General health
15. Healthy Technology Interaction
16. Background

Total of 652 respondents

USA: 209

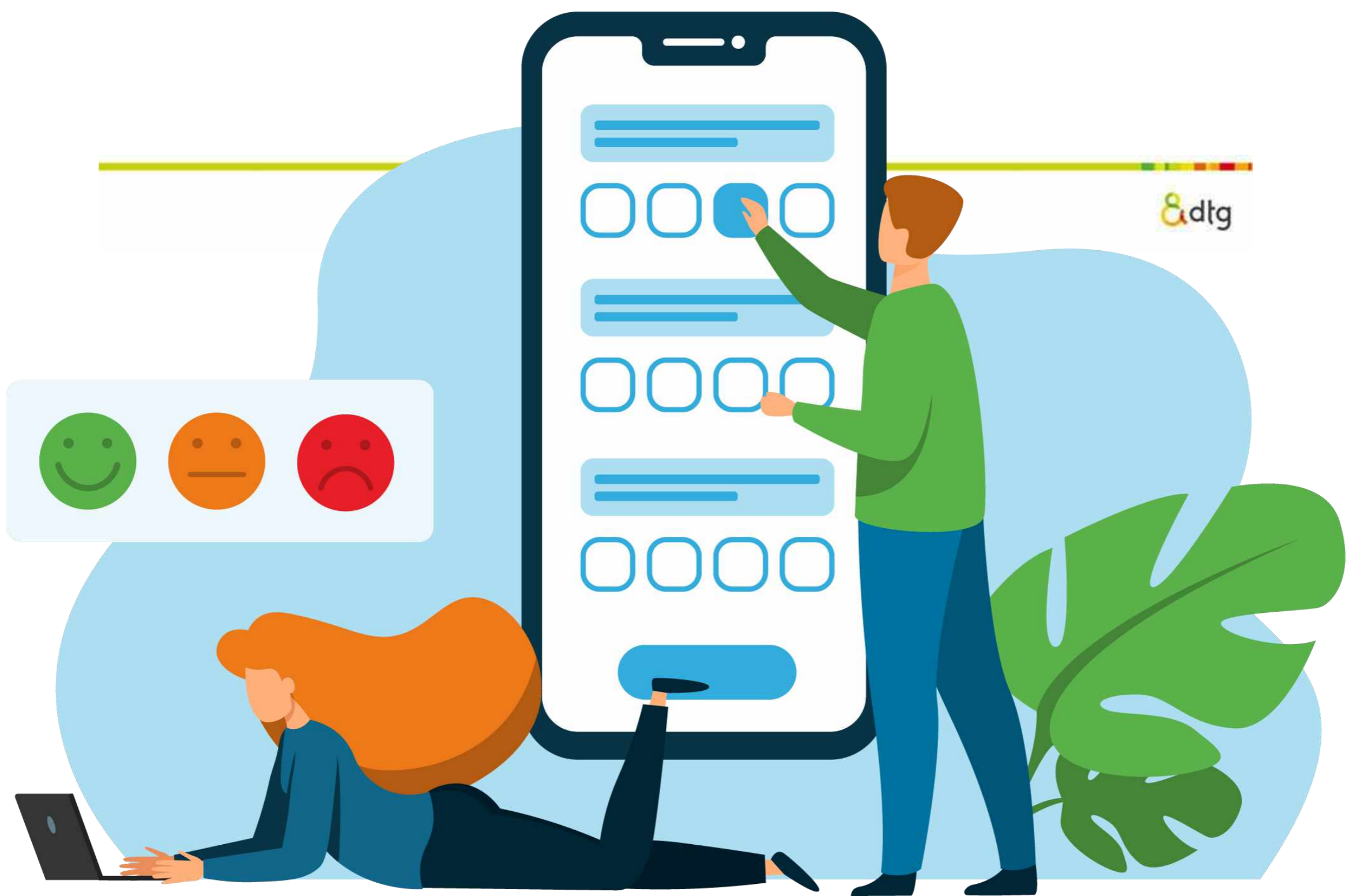
UK: 221

NL: 222

Different themes

- Gain time & happiness
- Digital skills, performance & happiness
- The IT Healthy organization
- ...

Does your organization actively monitor how much time is lost because of IT issues?



How much is lost?



Academic research:

Organizations lose **7.6%**

of productivity

=> Average = €1.9 mln

(yearly per 1000 users)

Planned downtime alone
costs an organization **\$5.6**

million annually (yearly per
5000 users)

IBM/ Forrester

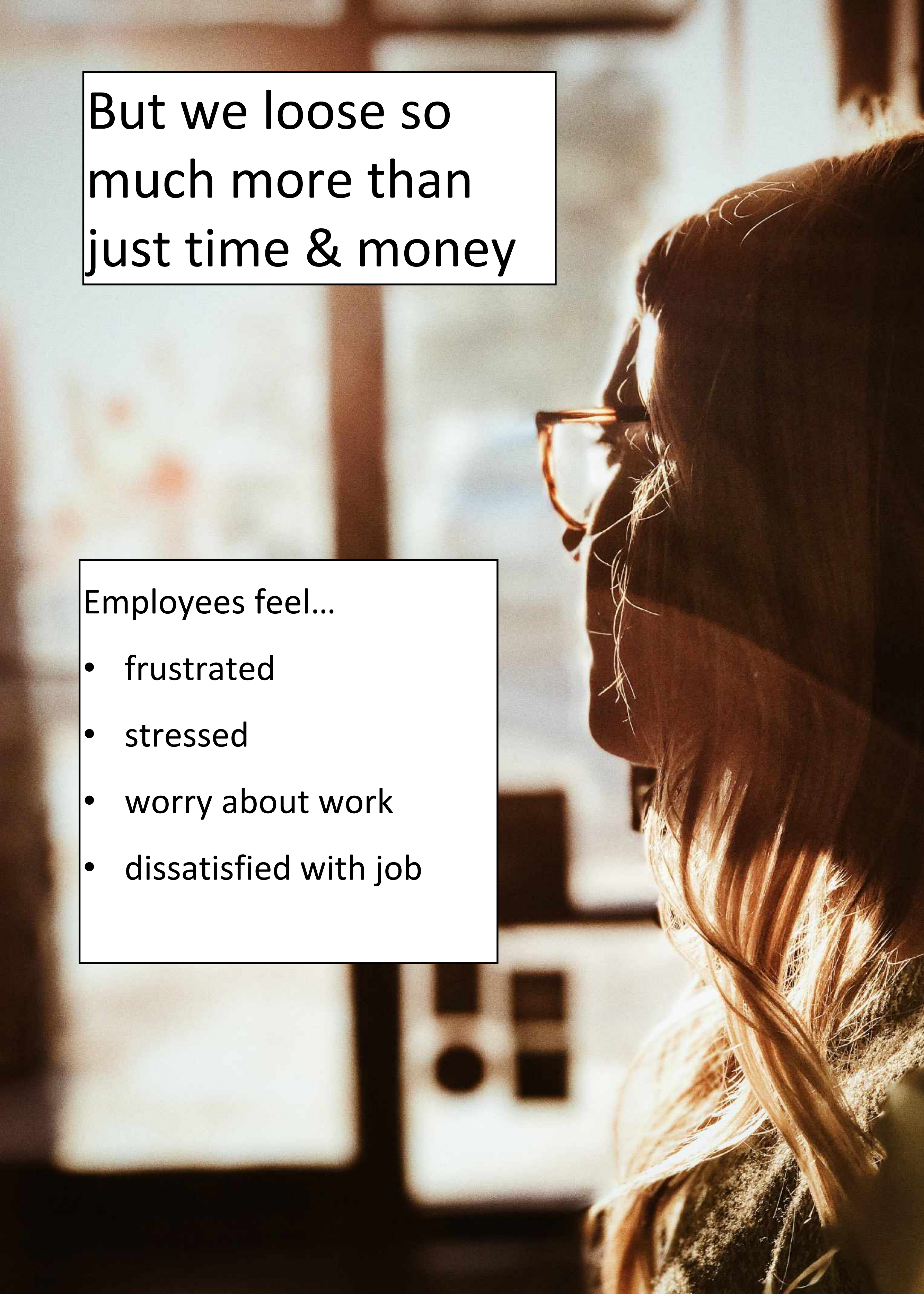
Unplanned costs **35%** more

IBM/ Forrester

Gaining time means more
productivity



But there is more ...

A close-up, profile view of a woman with long, light brown hair, wearing glasses, looking out a window. The background is blurred, showing a window with a view of a building. The lighting is warm and soft, suggesting an indoor setting with natural light.

But we loose so
much more than
just time & money

Employees feel...

- frustrated
- stressed
- worry about work
- dissatisfied with job

Where IT time goes ...

- Internet connection issues
- Obstacles with passwords
- Program crashes
- System updates & upgrades
- Slow boot-up and load times
- Security breaches
- Outdated technology
- Waiting for the service desk

A photograph of a person's hands emerging from dark, turbulent water. The left hand is raised, and the right hand is holding a small, clear glass filled with water. The background is dark and blurry, suggesting a deep or dark body of water.

Focus on loss

Focus on the negative

Energy loss

Let's turn it around

What can be
gained?

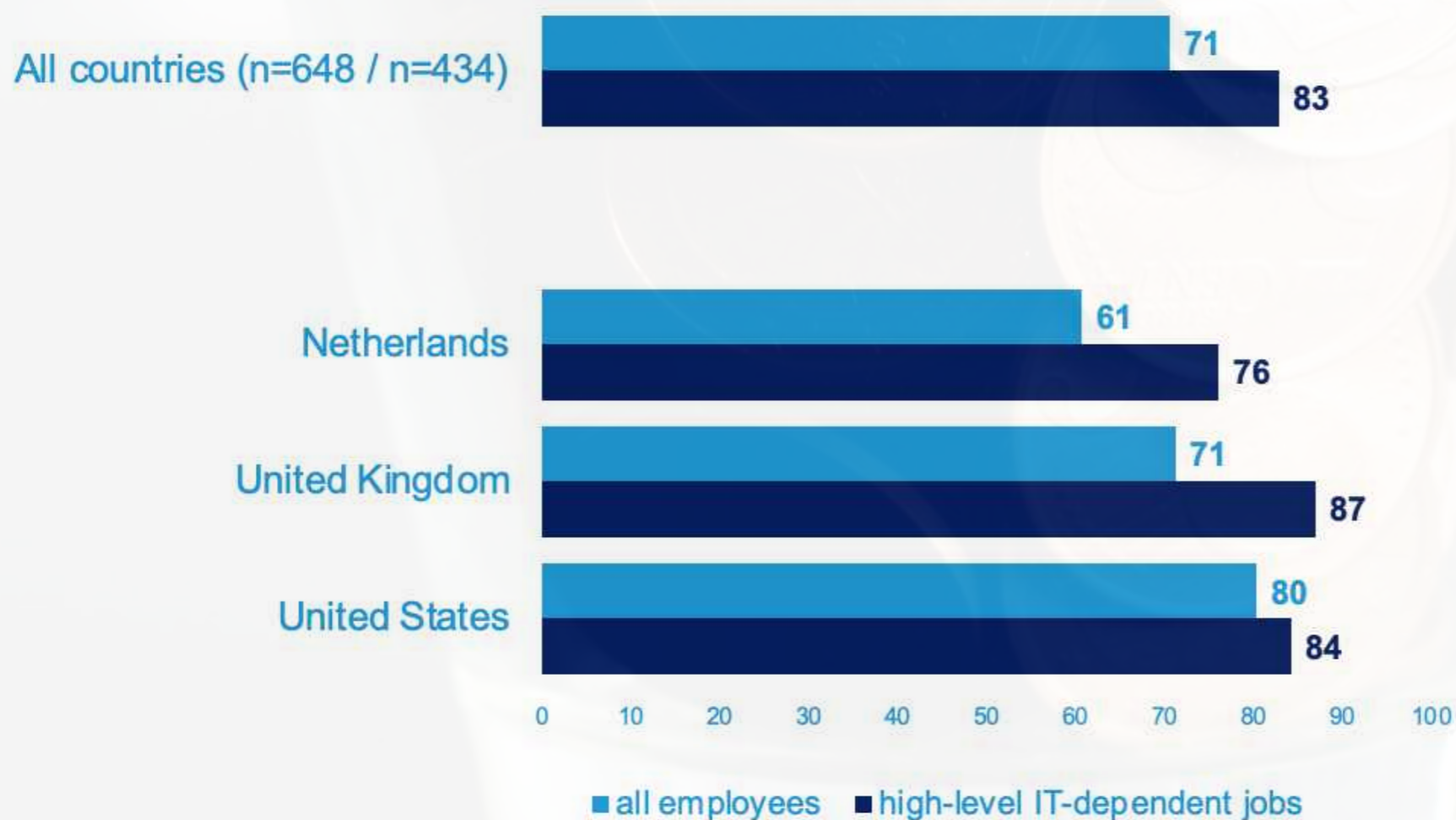




Imagine you would have a flawless IT environment, how many extra minutes of productivity would you gain per week?

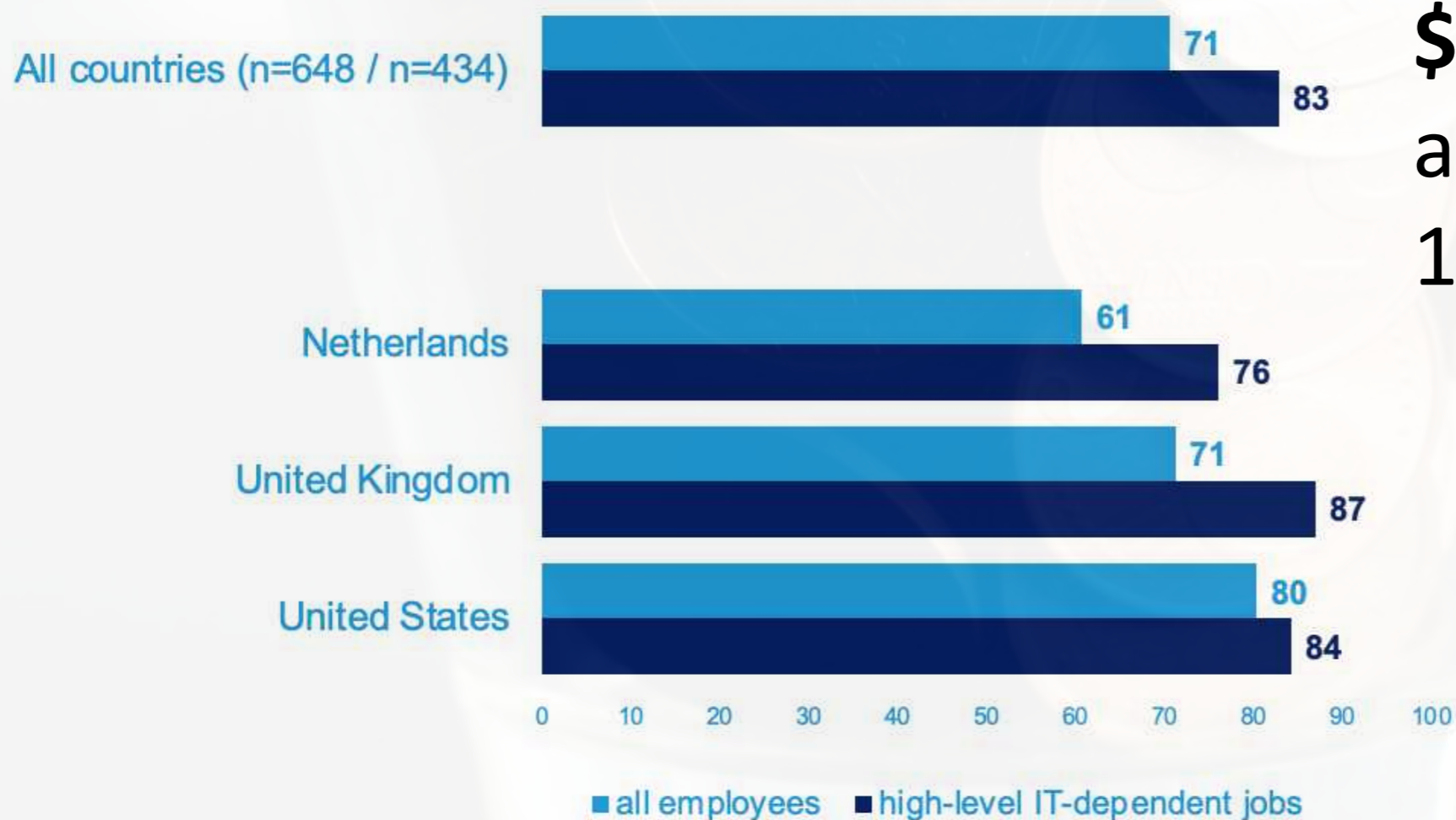


Productivity gain (in minutes) – per country





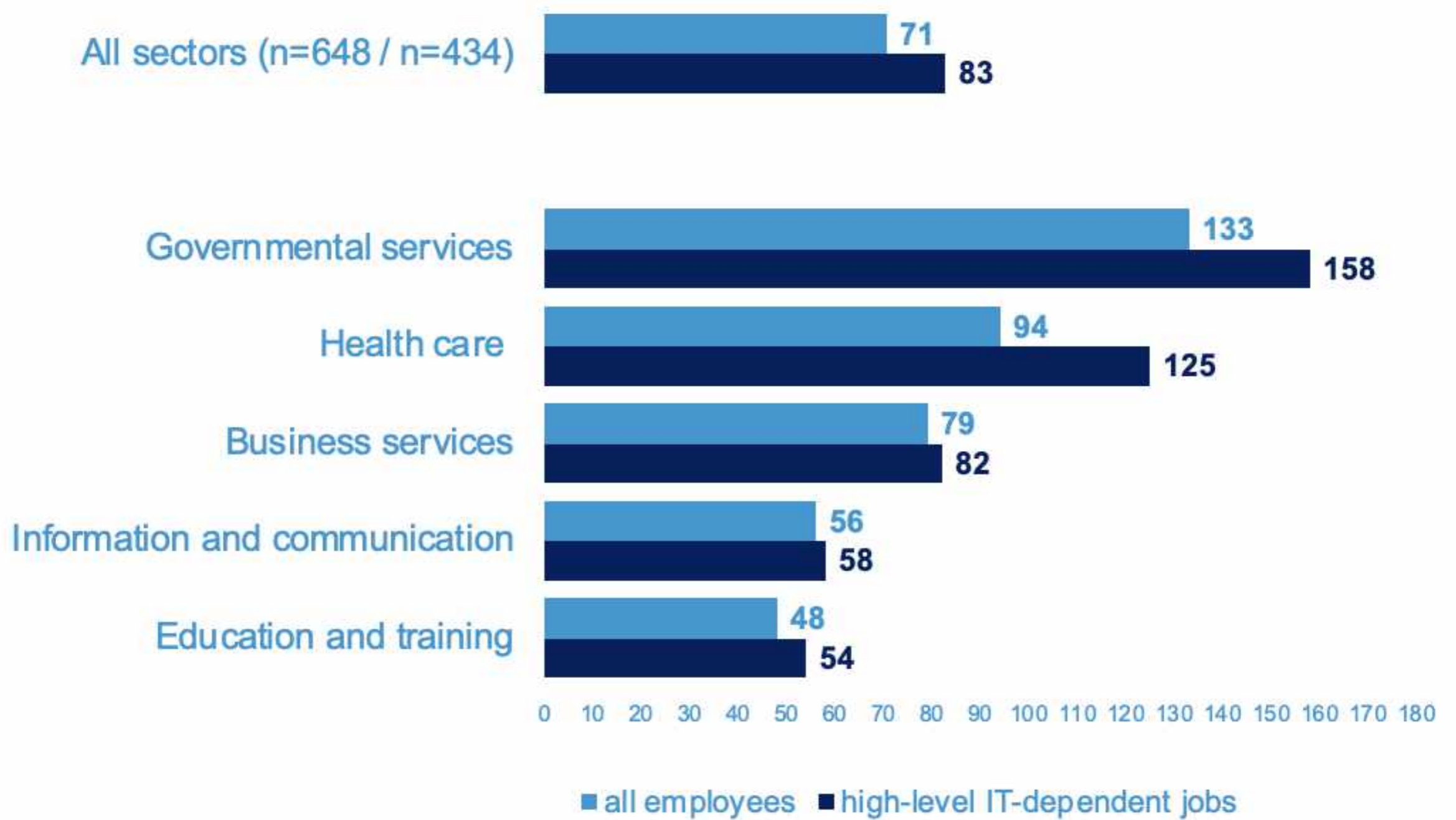
Productivity gain (in minutes) – per country



\$1.9 million
annually per
1000 users

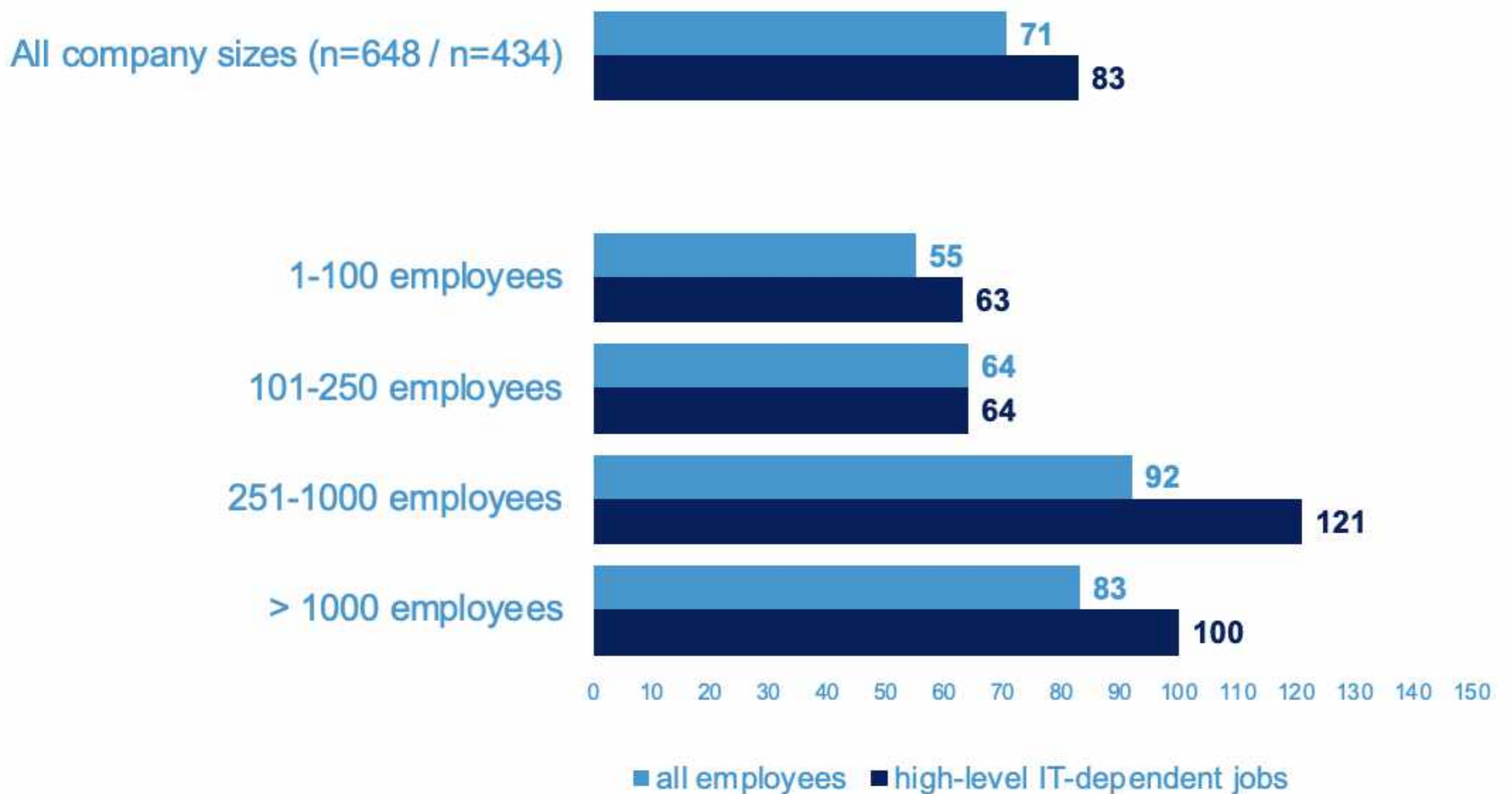
Government & Healthcare can gain the most

Productivity gain (in minutes) – per sector

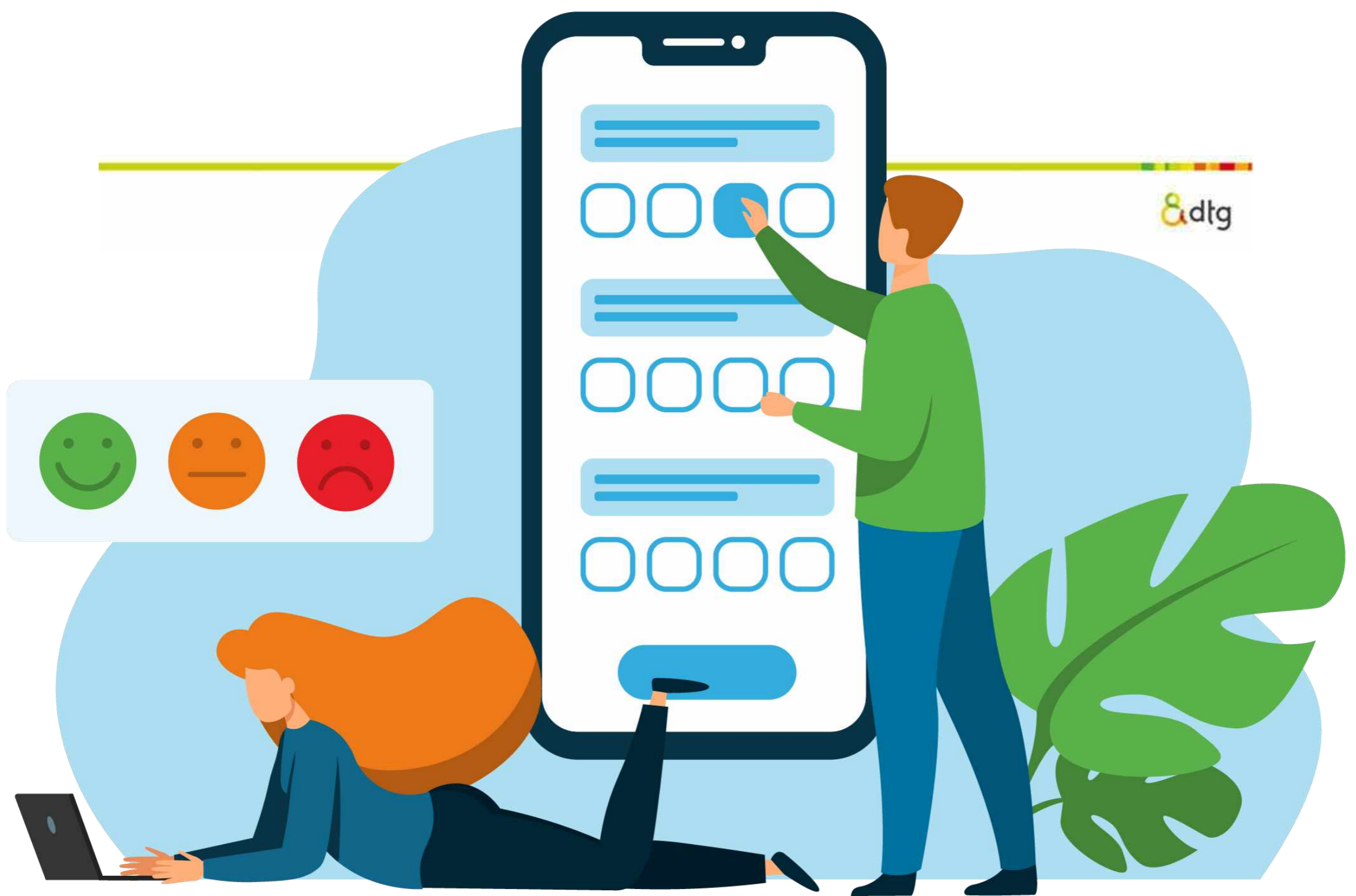


Most to gain at medium size (251-1000 users)

Productivity gain (in minutes) – per company size



If you could gain more time with flawless IT, what would be the primary benefit for you?



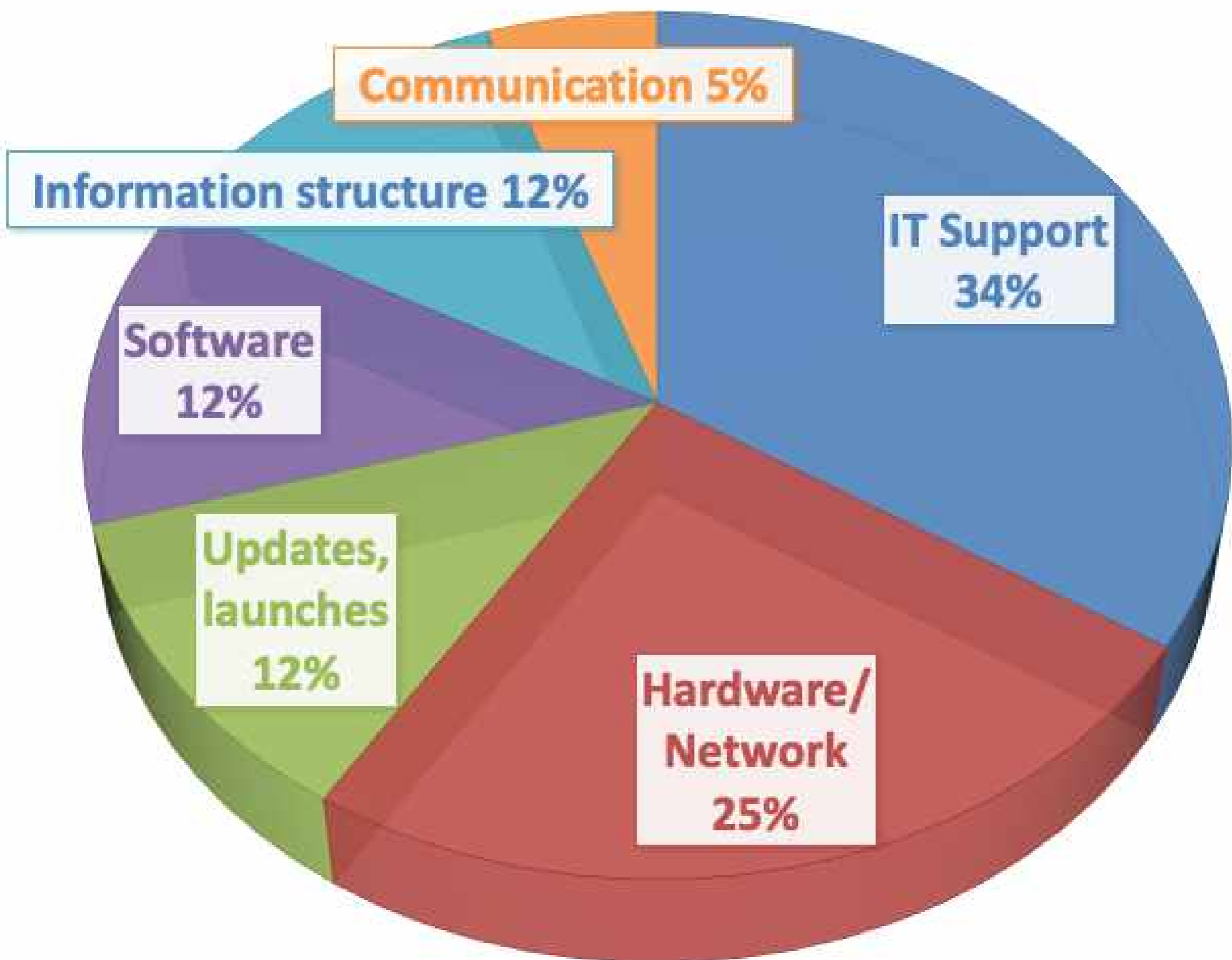


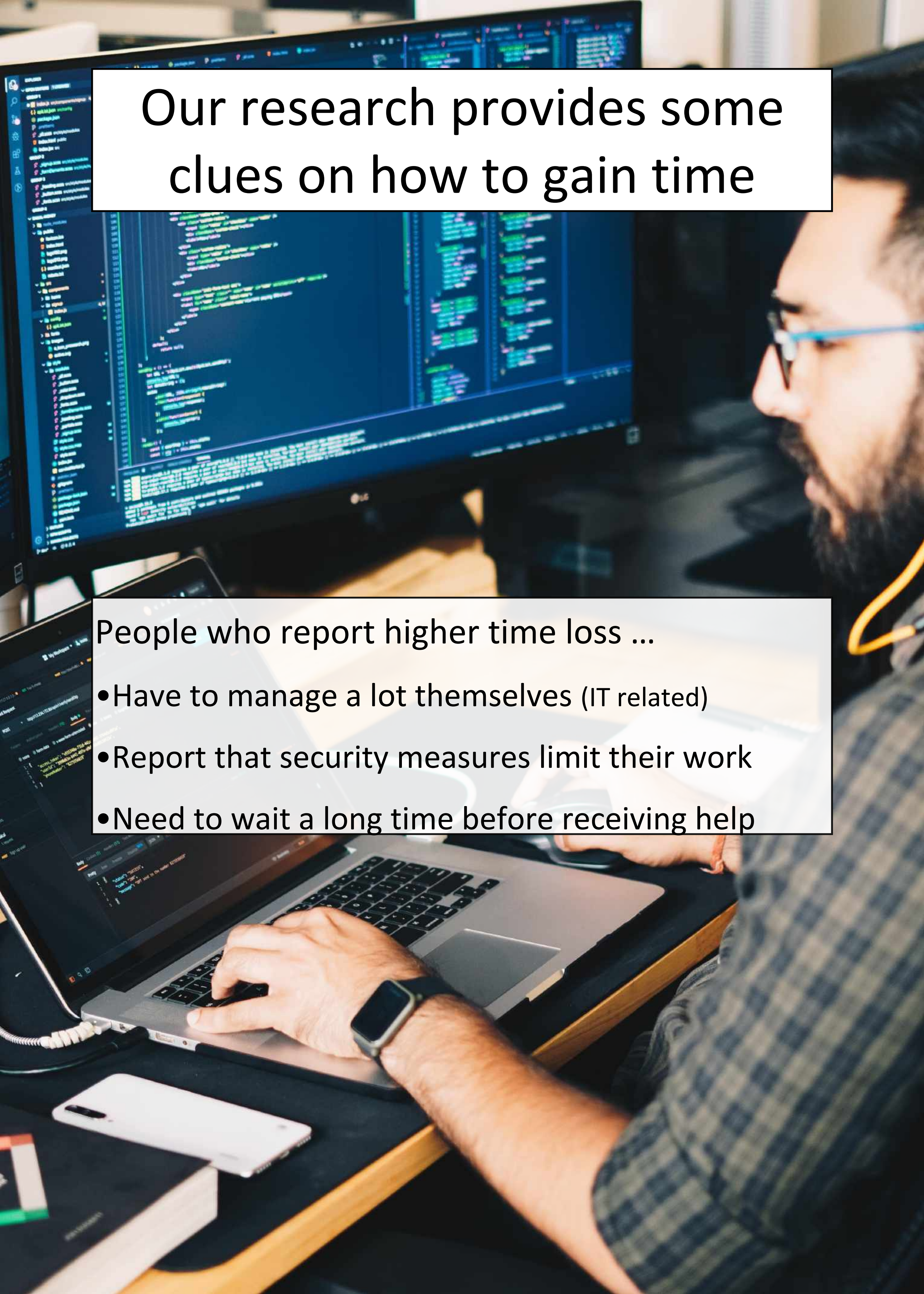
More wellbeing ...

- Less frustration, stress & worry
- Less personal time sacrificed
- More time to upgrade skills
- Less overwhelmed by technology
- More job satisfaction

How to gain time?

According to IT Happiness respondents



A man with a beard and glasses is working at a computer. He is wearing a blue plaid shirt and a black watch. He is looking at a large monitor displaying code. There is also a laptop in front of him. The background is dark, suggesting an office or home workspace.

Our research provides some clues on how to gain time

People who report higher time loss ...

- Have to manage a lot themselves (IT related)
- Report that security measures limit their work
- Need to wait a long time before receiving help

Road to gaining time

- Monitoring time loss.
- Translate to business costs.
- Find out what systems, projects, locations, jobs lose the most time
- Translate in gain potential.
- Use end users knowledge & experience

**Thank you
for your
attention!**

The logo for YORIZON features the word "YORIZON" in a bold, dark grey sans-serif font. The letter "i" is lowercase and has a blue square above it. Below "YORIZON" is the tagline "the IT Happiness company" in a smaller, blue sans-serif font. The entire logo is centered within a white rectangular box.

YORiZON
the IT Happiness company

www.yorizongroup.com