



Supercharge Atlassian JSM with 1E

WEBINAR SUMMARY • AUGUST 20, 2024

PRESENTERS

Rick Munoz, Partner/Chief Architect/CTO, T4S Partners

Scott McDonald, Principal Solutions Engineer, T4S Partners

Feras Zeineddine, Senior Solutions Engineer, 1E

Kevin Schlumpf, Application Transformation Practice Director, T4S Partners (Moderator)



OVERVIEW

In every industry, IT teams are being expected to do more with less. Increases in demand for services, complexity of the environment, and strain on resources have slowed service delivery, negatively impacting employee satisfaction and productivity.

However, improving the IT service desk in this environment is critical to business performance. Improvement requires solutions that optimize IT operations and improve the digital employee experience (DEX).

Combining 1E's real-time DEX solution with Atlassian Jira Service Management can significantly improve ITSM performance by increasing First Call Resolution (FCR) and reducing Mean Time to Repair (MTTR). With 1E, service agents can access endpoints directly from within the JSM ticket to diagnose and repair issues with no end user interaction required. 1E's ongoing monitoring and data analysis capabilities enable IT teams to become more proactive, further improving service delivery, employee productivity, and business performance.

"Partnering with 1E for this webinar allowed us to explore powerful strategies that can transform ITSM workflows and improve overall efficiency. We're excited to share these insights with the broader Atlassian community."

– SCOTT MCDONALD, PRINCIPAL SOLUTIONS ENGINEER, T4S PARTNERS

CONTEXT

The presenters discussed pressing challenges faced by IT service teams and how the 1E integration with Atlassian JSM solves those challenges.

KEY TAKEAWAYS

IT teams face increasing challenges to IT service delivery.

In every organization, IT teams are experiencing significant challenges. Corporate workforces have become exponentially more distributed and remote (or hybrid) over the past several years, introducing new variables to the IT environment. This increased complexity has impacted IT service:

- Average IT downtime is **3 hours per employee per month**¹
- **85% of employees** report decreased productivity due to IT-related disruptions

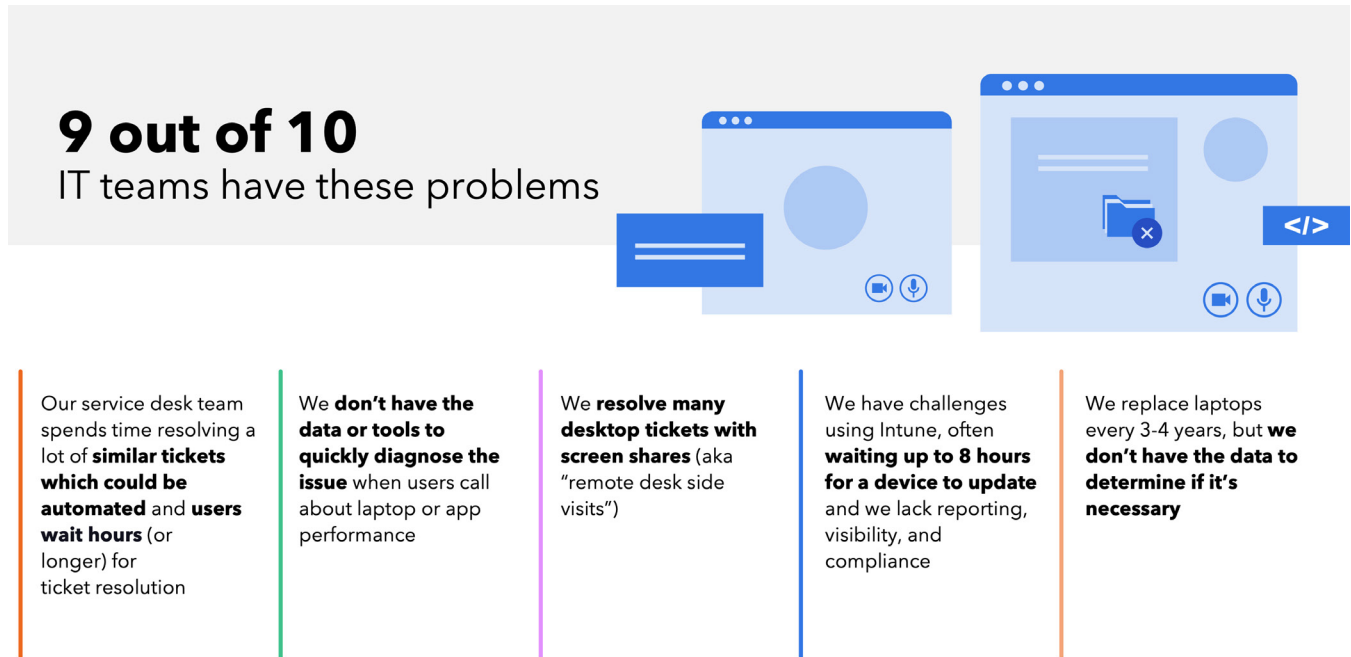
At the same time, financial resources often have not kept pace with growing needs. IT teams across industries are increasingly asked to **do more with less**, exacerbating problems such as reactive troubleshooting, high operational costs, and a lack of resources focused on anticipating issues.

It is estimated that **78% of IT teams struggle with high support costs and inefficiencies**, all of which have a direct, negative impact on employee productivity and satisfaction.

This is especially concerning because, although the customer experience is important in driving better business outcomes, *the employee experience* also has a direct impact on customer relations and the success of the business.

¹ Enhancing Digital Workplace Experience

Figure 1: Service desk challenges from the employee perspective



Integrating DEX into ITSM improves IT service.

Maintaining operational efficiency, competitive advantage, and employee satisfaction is a balancing act—one that is best achieved through increased visibility into the IT environment as well as qualitative measures, such as an improved user experience. Bringing together the IT and end-user perspectives helps teams more effectively understand, react, and respond to issues in a timely fashion.

By shifting service desk improvement efforts to include the **DEX**—which centers on employees and how they interact with devices and technology provided to them by the business—companies can more quickly reach endpoints to diagnose and resolve common issues, **improving FCR and MTTR.**

Adopting solutions that both provide an effortless digital experience for employees and enhance operational efficiency for IT teams not only improves KPIs, but also benefits the entire organization by increasing productivity through more efficient interactions between employees, endpoints, and support teams.

“The ultimate goal is to reduce the friction of the technologies and the devices that your employees use every single day [and] arming IT with the tools and necessary platforms to execute successfully.”

- FERAS ZEINEDDINE, SENIOR SOLUTIONS ENGINEER, 1E

Figure 2: Bringing DEX into ITSM improves both employee productivity and IT operational efficiency

DEX



FRICTIONLESS IT

SEAMLESS IT OPS

1E supercharges ITSM with DEX.

1E's real-time DEX solution integrates with ITSM platforms, such as Atlassian JIRA Service Management, to enable service desks to act much more quickly and effectively in resolving endpoint problems for employees.

The 1E DEX integration allows service agents to directly interact with the endpoint without leaving the ITSM ticket. From the ticket view, service agents launch the 1E application in context, accessing devices in near-real time, and regardless of whether the device is online or offline. Pre-defined instructions (customizable by organization) are available within the application, enabling agents to quickly access important information.

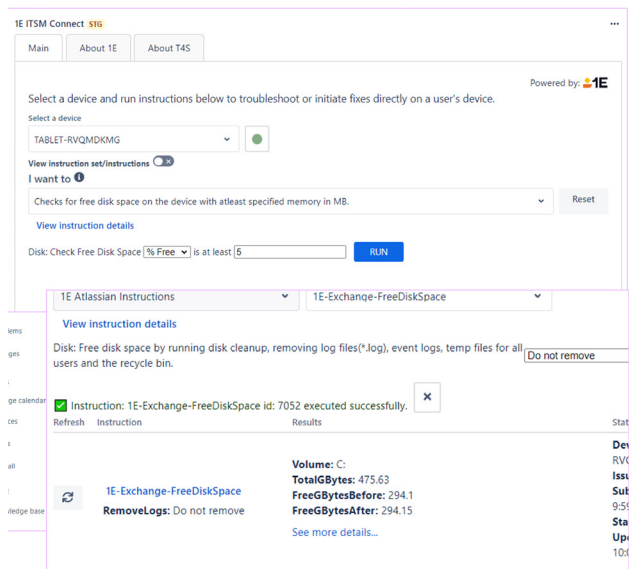
Each instruction comes with appropriate help text, and requests run in the background, gathering relevant data for diagnosis without involving the end user or requiring the user to relinquish control of the device.

Similarly, authorized agents can choose resolution actions to take on the endpoint without end user interaction required. However, users can be kept up to date through both asynchronous and synchronous—if necessary—interactions.

"In the end, it's about resolving the issue . . . if you can make the problem go away without having to have a long discussion with the employee, the employee is going to be happier."

- RICK MUNOZ, PARTNER/CHIEF ARCHITECT/CTO, T4S PARTNERS

Figure 3: Pre-configured instructions for rapid device problem resolution are available directly in the ticket.



T4S Partners has joined with 1E, the leading DEX and UEM software, to allow agents to diagnose and fix PC problems without ever leaving the ticket in JSM using 1E Real-Time Endpoint Troubleshooting

1E already has thousands of predetermined remediations for common problems in its library and works with organizations to review common knowledge base articles and workflows, determine which set of instructions are most relevant, and customize and configure instructions to fit each specific business. 1E also provides access to companies for writing their own instructions, when needed. All actions can be constrained by role, restricting the ability to perform changing actions on a device to specific agents.

With the entire history of every endpoint available through the integration, and an administrative view that shows all actions taken through 1E across all devices, service desk agents have a single point of view for issue research and resolution, rather than moving back and forth between applications or having to bring in a separate remote desktop session.

T4S Partners has fully integrated the device diagnostic and repair capabilities directly into Atlassian's Jira Service Management (JSM) platform and plans to provide further integration so that many more of 1E DEX capabilities are available throughout JSM.

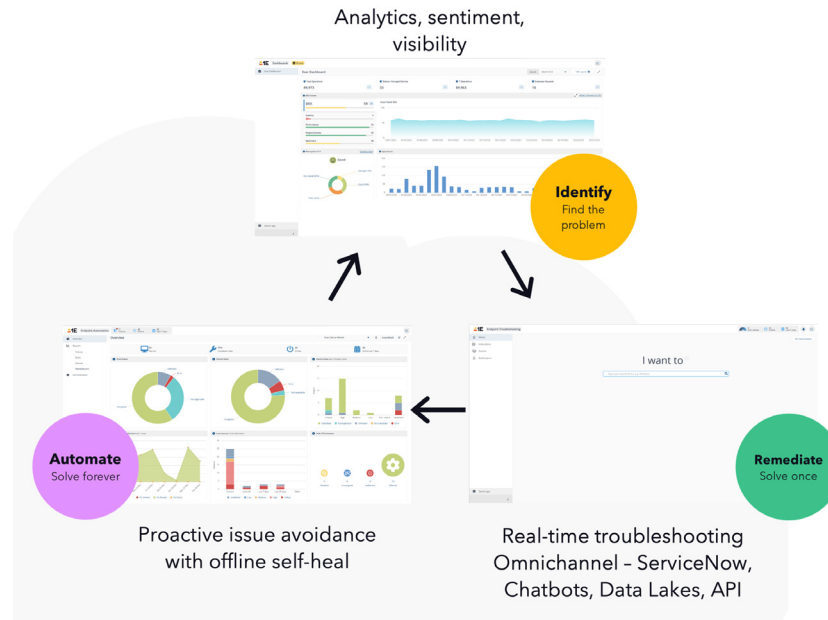
The benefits of integrating DEX into ITSM go beyond ticket resolution.

In addition to reactive information-gathering in the one-to-one context of a service ticket, the 1E integration can be leveraged to proactively monitor all endpoints for common issues, such as disk space resource utilization, network connectivity misconfiguration, security application status, and device performance. This enables IT teams to remediate potential issues before they become real problems.

As historical context for applications, devices, network performance, and user sentiment grows, the data can be analyzed to achieve even faster responses. Real-time troubleshooting can be optimized with automation of pervasive, repetitive issues, deflecting tickets from hitting the service desk to begin with. This frees even more time and adds more data toward proactive issue avoidance and enriches data for more useful analyses. This "DEX Feedback Loop," as 1E calls it, is a continuous process that improves both the IT and the end user experiences.

Increased real-time visibility and richer data not only translate into hard ROI for the business, but also help to improve performance in other business units within IT, including hardware asset management and security and compliance.

Figure 4: The DEX Feedback Loop



Real customers have already enabled key use cases in support of business-critical goals. Six core capabilities of the integration include:

1. **Increased visibility** reduces FCR and MTTR.
2. **Strategic planning enablement** improves alignment with employee needs and increases employee retention.
3. **Automation** reduces the number of help desk calls.
4. **A better understanding of usage** reduces software spend.
5. **Improved compliance** reduces risk.
6. **Understanding employee sentiment** contributes to an improved employee experience.

Figure 5: Proven value: Real 1E DEX customer results

Reduce costs	Increase IT capacity	Enhance employee experience	Improve security	Smart Device Refresh
"We freed up 20% of the helpdesk due to self-heal capabilities"	"80% reduction in time to resolve a ticket. From 15-20 mins instead of 12-36 hours"	"1E Sentiment increased our hit rate from 35-40 responses in a week to 1,400 in a day"	"We were able to reduce blind spots by 47% using 1E"	"We can reallocate 12 FTE's who had been manually managing our refresh cycle"
"We achieved \$8.72M in cost efficiencies across L1, L2 & L3 in Year 1"	"We have been able to reduce incident volume by 28% and talk time per incident by 49%"	"We notify users when we fix things automatically, so they know we still exist! They love it"	"We were able to increase patch compliance by 20%, from 74% to 94% in a week"	"Making our devices last longer will save over \$3,000,000 in CAPEX deferral in just the next 18 months"

Remarkable results for customers

650% 3-year ROI	6x fewer disruptions to employees	5 months payback	33% higher employee satisfaction	70% less time on helpdesk
---------------------------	---	----------------------------	--	-------------------------------------



ADDITIONAL INFORMATION

To learn more visit [T4S Partners](#) and [1E](#)



Solution Partner



Marketplace Partner



T4S Partners is a customer-focused IT consulting firm centered around three main practices: 1) Enterprise Service Management; 2) Application Transformation; and 3) Cloud Enablement. T4S Partners has completed more than 100 Jira projects and over 15 JSM projects.

T4S Partners delivers services across the spectrum from front-end advisory work—application, cloud, process, and service transformation—to ongoing service management. T4S Partners does a great deal of work in the asset and configuration management space, working with clients whose objectives include enabling visibility, financial efficiency, service assurance, and compliance and cybersecurity. To learn more visit www.t4spartners.com



Atlassian's emphasis has always been on helping teams be more effective in getting work done. As a result, through its products—especially JIRA—Atlassian provides the de facto tool for DevOps and organizations across the globe. Atlassian also offers JIRA Service Management (JSM), which is revolutionizing how organizations perform IT service management and enables synergies across teams. To learn more, visit www.atlassian.com



At 1E, we reimagine how technology serves people and create new ways for IT to shape the future of work. The 1E Autonomous DEX platform helps End-User Computing and IT Service Desk teams solve IT issues before they impact users. Predict and fix device drift, digital friction, and user frustration to maximize compliance, reduce costs, and deliver a personalized digital employee experience (DEX) for every user. To learn more visit 1E.com.

Let's connect! Schedule a call today to explore how we can support your goals.

Scan the QR code to schedule a call!



BIOGRAPHIES



Rick Munoz

Partner/Chief Architect/CTO, T4S Partners

Rick is the Chief Architect and Practice Partner for the Application Development Practice at T4S. Rick has over 25 years of experience across Enterprise Architecture, systems integration, agile development, application modernization, and new technology adoption, including cloud, DevOps, and IoT solutions. Prior to T4S, Rick spent over 21 years at Computer Sciences Corporation, serving a long list of blue-chip clients, most recently serving as technical leader for their IT Advisory & Strategy Group in North America.



Scott McDonald

Principal Solutions Engineer, T4S Partners

Scott is a Principal Solutions Engineer at T4S Partners and an accomplished IT Professional with over 20 years of experience delivering Atlassian solutions. As an ITSM expert, he specializes in implementing JSM for complex enterprises and accelerating cloud migration for customers.



Feras Zeineddine

Senior Solutions Engineer, 1E

Feras is a Senior Solutions Engineer supporting 1E's customers across North America. He is passionate about solving IT problems and has held technical engineering roles in software across multiple industries, including manufacturing, water treatment, and transportation.



Kevin Schlumpf

Application Transformation Practice Director, T4S Partners (Moderator)

Kevin Leads T4S Partners' Application Transformation Practice. He has over 35 years of experience in IT Consulting and Software. Prior to joining T4S, Kevin spent over 25 years at CSC/DXC Technology, mostly recently leading the company's global banking software portfolio.