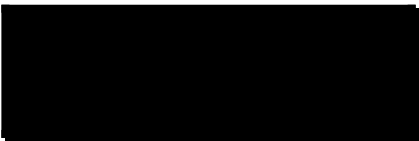# *RESCUE for the HELPDESK*

WHITE PAPER SUMMARY

After analyzing over 10,000 Helpdesk call reports and conducting twelve in-depth interviews with Fortune 100 Helpdesk managers (representing over 100,000 PCs and 1.5 million calls per year), WorkGroup Technologies has identified numerous areas where Windows 95 will offer significant Helpdesk impact. Our research indicates, that in a steady state environment, users should see a reduction of 7 to 15% in the total number of PC Helpdesk calls due to the robustness and ease of use of Windows® 95 operating system. Conversely, your existing Helpdesk resources may be able to handle 7-15% more users with virtually no increase in staff.

We also anticipate a reduction in the number of calls requiring a technician to visit the user's site, as more problems are solved through the network using Windows 95 remote management, remote communications access, hardware and software plug & play support, central registry and improved network and systems security features. From our analysis, WorkGroup Technologies expects Windows 95 will significantly reduce, by a factor of between 30% to 50%, the number of technician site visits, contributing significantly to further resource and cost savings.

In addition to these substantial projected cost savings, increased Helpdesk customer satisfaction, less end user downtime, and improved user confidence will certainly yield better productivity.

These findings clearly support a move to migrate to Windows 95.

Please take the opportunity to read through the attached research results. If you would like to review more detailed findings or would like a complete set of instructions and worksheets designed to assist you in a similar audit for your site, please contact Mr. James Garden at 603-929-1166.