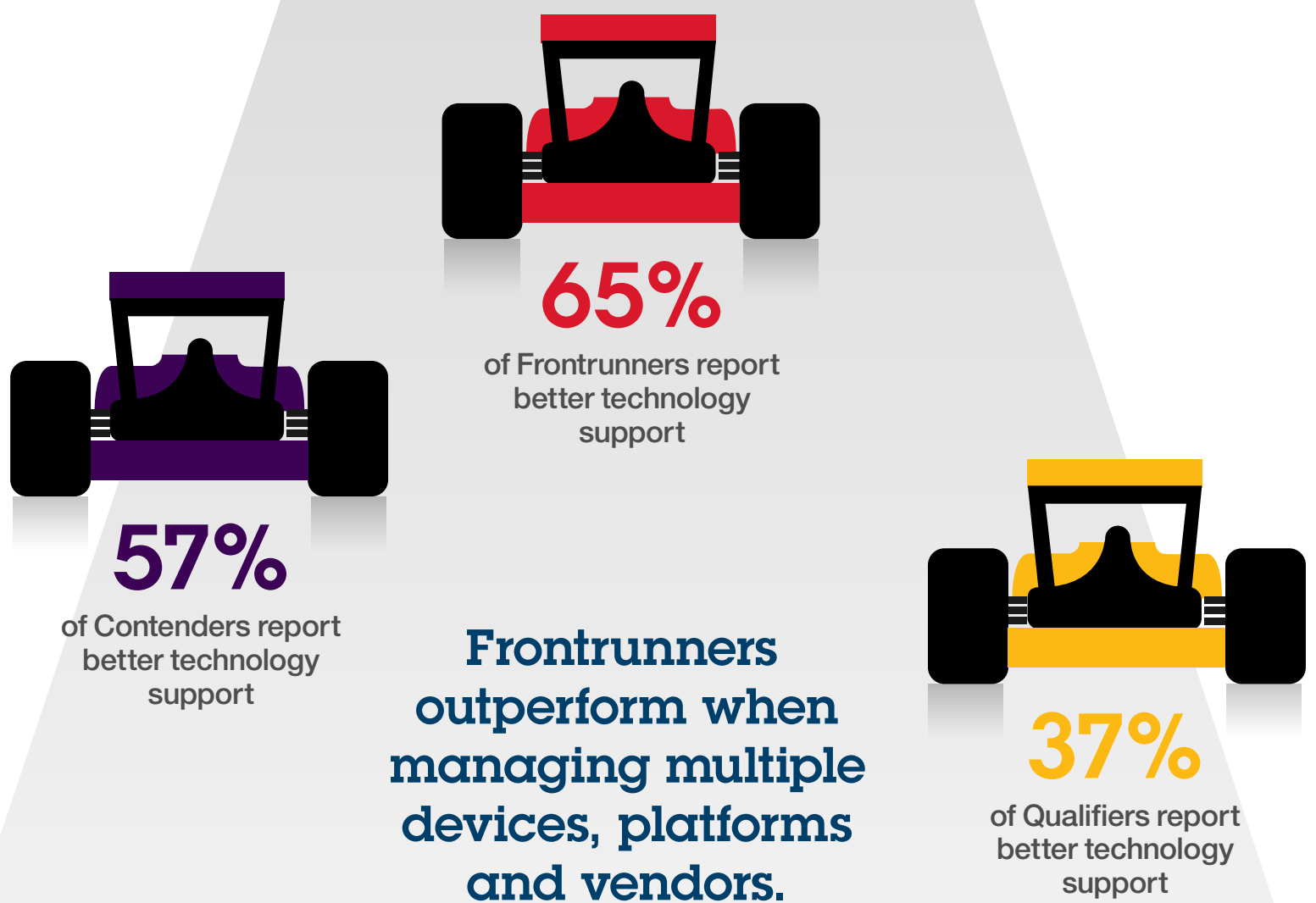
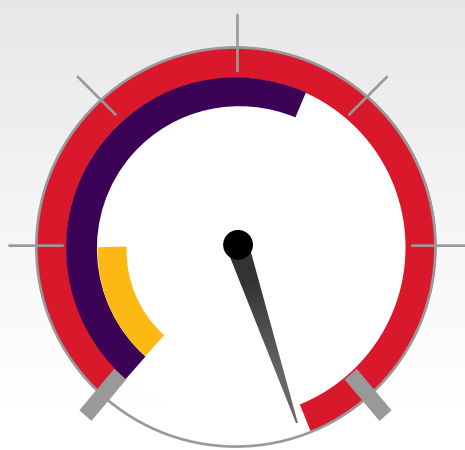


Who leads in technology support?



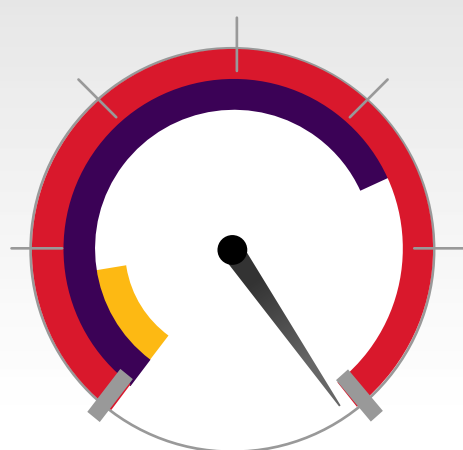
Why? Because Frontrunners do four things more often, and more thoroughly.

83% of Frontrunners
45% of Contenders
13% of Qualifiers
have an established and strategic approach for support



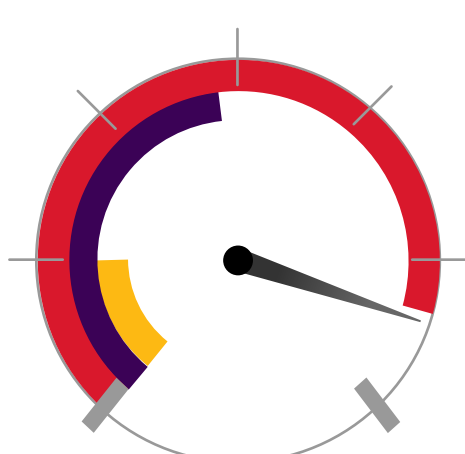
PLAN
support strategically

72% of Frontrunners
58% of Contenders
12% of Qualifiers
use management dashboards to track support contracts



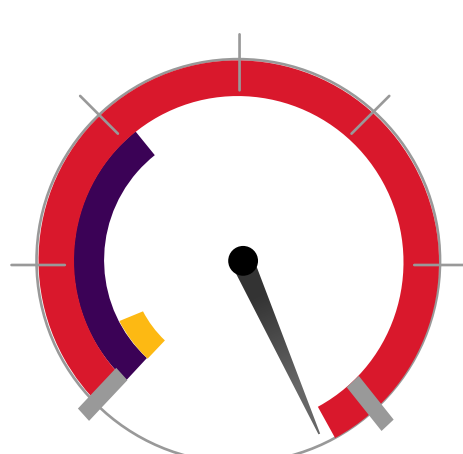
MONITOR
their performance

68% of Frontrunners
37% of Contenders
14% of Qualifiers
use diagnostic analytics to understand causes



ADOPT
new technologies

80% of Frontrunners
28% of Contenders
6% of Qualifiers
frequently update their plan based on what they learn



REVIEW
support effectiveness

How can you become a technology support Frontrunner?

Get the full story at
http://bit.ly/TSS_study