

SERVICE DESK REVIEW

# AcmeOrg - ControlUp Sample Data [Anonymised]



Two in five tickets stay open for more than three days, and most of that is waiting time people feel as lost work. Proactive endpoint management would recover an estimated \$648,303 every year.

Prepared Oct 7, 2026 · 8,525 tickets · Jun 29 to Sep 2, 2026 (64 days) · Ticket data only

|                                                             |                                                                                    |                                                                                        |                                                                                                    |                                                                                                    |
|-------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <p>TICKETS IN WINDOW</p> <p><b>8,525</b></p> <p>64 days</p> | <p>WAIT 3+ DAYS</p> <p><b>43%</b></p> <p>of resolved tickets, open to resolved</p> | <p>CALLS FIELDIED BY L1</p> <p><b>27%</b></p> <p>17% logged through the web portal</p> | <p>ENTERPRISE APPLICATIONS SHARE</p> <p><b>25%</b></p> <p>2,139 tickets, the top demand driver</p> | <p>AVG TIME TO RESOLVE</p> <p><b>2.4 d</b></p> <p>weighted across categories, open to resolved</p> |
|-------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|

SAMPLE REPORT. NOT ONE CUSTOMER'S DATA.

This is a sample report built to show what a ControlUp ticket analysis looks like. The tickets are an anonymised composite drawn from several organisations, with some additional rows added to round out the numbers. AcmeOrg is a placeholder name. No ControlUp platform data is included, and none has been estimated or simulated: every figure below comes from the ticket export alone.

EXECUTIVE SUMMARY

## The short version

8,525 tickets, one resource-starved desktop estate that keeps people waiting a week.

Two months of service desk tickets, pooled from several organisations into one anonymised sample. Logins and application faults are fixed within hours, but full disks, undersized virtual desktops and remote sessions that will not open sit for a week or more, and that wait is time employees cannot work. What follows is mined from 200 recurring ticket patterns and three parallel analysis passes.

|                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>WHAT'S WORKING</p> <ul style="list-style-type: none"><li>● Calls about the same business applications every week: usually closed in 1.8 hours.</li><li>● Email, Teams and Office tools failing during the working day: usually closed in 6 hours.</li></ul> | <p>NEEDS ATTENTION</p> <ul style="list-style-type: none"><li>● Virtual desktops too slow, or too full, to work in: 7.7 days to resolve, 11% of tickets.</li><li>● Core business systems too slow to keep pace: 3.9 days to resolve, 2.6% of tickets.</li><li>● Help desk fielding routine password resets and lockouts users could fix themselves (about 2,499 tickets a year avoidable).</li></ul> | <p>WHERE TO START</p> <ul style="list-style-type: none"><li>● Business applications that report their own outages, worth about \$98,766 a year.</li><li>● Frozen virtual desktops recovered automatically, worth about \$64,393 a year.</li><li>● Self-service password and account recovery, worth about \$62,403 a year.</li></ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## The 5 patterns that drive the most tickets

Themes group recurring ticket patterns by the underlying business problem rather than the application name, so the same login or crash complaint across a dozen line-of-business apps lands together.

### 01 Calls about the same business applications every week

18% OF TICKETS

WHAT WE SAW

The same handful of finance, HR, scheduling and order systems generate a steady stream of login failures, crashes and stale reports, pointing to fixable root causes rather than one-off faults. 1,533 tickets in the window, typically 1.8 hours to resolve.

WHY IT MATTERS

Frozen systems and crashing Outlook, Excel and line-of-business apps recur on the same devices, and crash detection with scripted self-healing (restart, cache reset, repair) would fix many silently. About 1,437 of these a year could be avoided.

WHAT CHANGES

**Business applications that report their own outages.** Login failures, stalled reports and unavailable line-of-business systems are detected by continuous testing, so IT announces and fixes the issue once instead of fielding hundreds of identical calls. Worth about \$98,766 a year.

### 02 Desktops freezing, dropping or refusing to open

11.7% OF TICKETS

WHAT WE SAW

Remote and office staff are repeatedly cut off mid-task when their virtual desktop freezes, disconnects or will not start, halting work until IT intervenes. 996 tickets in the window, typically 27 hours to resolve.

WHY IT MATTERS

Hung, black-screen and disconnected virtual sessions are a daily productivity drain, and session health monitoring with automatic reset of stuck sessions would recover most users before they pick up the phone. About 2,002 of these a year could be avoided.

WHAT CHANGES

**Frozen virtual desktops recovered automatically.** Hung or black-screen virtual desktop sessions are detected and reset without a call, so staff are back at work in minutes rather than waiting in a queue. Worth about \$64,393 a year.

### 03 Virtual desktops too slow, or too full, to work in

11% OF TICKETS

WHAT WE SAW

Staff on virtual desktops lose hours to sluggish sessions and full disks that crash Outlook, Teams and line-of-business apps, and these tickets take over a week to close. 935 tickets in the window, typically 7.7 days to resolve.

WHY IT MATTERS

Devices run out of storage until apps crash and files cannot be saved, a condition that continuous monitoring detects days ahead and automated cleanup resolves before the user ever notices. About 2,133 of these a year could be avoided.

WHAT CHANGES

**Full disks cleared before anyone notices.** Storage is monitored and cleaned automatically so Outlook, Teams and line-of-business apps never stop working because a drive filled up. Worth about \$46,667 a year.

### 04 Users locked out of their work

9.4% OF TICKETS

WHAT WE SAW

Expired passwords, lost authenticator phones, BitLocker screens and account lockouts leave employees unable to start working until the service desk unlocks them. 802 tickets in the window, typically 12 hours to resolve.

WHY IT MATTERS

Expired passwords, lockouts and per-application resets make up one of the largest ticket groups yet resolve in minutes, so a self-service reset and unlock portal with expiry reminders moves this work off the help desk entirely. About 2,499 of these a year could be avoided.

WHAT CHANGES

**Self-service password and account recovery.** Users reset expired or forgotten passwords and unlock accounts themselves in minutes, removing the single largest category of avoidable calls to the helpdesk. Worth about \$62,403 a year.

### 05 Email, Teams and Office tools failing during the working day

8% OF TICKETS

WHAT WE SAW

Crashing Outlook and Excel, unreadable email and dropped or choppy Teams calls disrupt meetings and customer conversations across the business. 681 tickets in the window, typically 6 hours to resolve.

WHY IT MATTERS

Frozen systems and crashing Outlook, Excel and line-of-business apps recur on the same devices, and crash detection with scripted self-healing (restart, cache reset, repair) would fix many silently. About 1,437 of these a year could be avoided.

WHAT CHANGES

**Clear Teams calls and meetings.** Dropped calls, choppy audio and frozen video are traced to the network, headset or location causing them and corrected, protecting customer-facing and internal meetings. Worth about \$33,368 a year.

## Opportunities, ranked by annual value

Ranked by estimated help desk hours per year, costed at up to one hour of agent time per ticket; waiting time is shown separately and never costed. Effort is Script (days), Workflow (weeks), or Project (months). Confidence reflects how cleanly the underlying tickets map to the proposed automation.

ASSUMPTIONS BEHIND THESE FIGURES

The figures below use these defaults.

PREVENTION RATE

30%

SUPPORT TIME (\$ AN HOUR)

\$50

EMPLOYEE TIME (\$ AN HOUR)

\$65

11,024 tickets a year prevented, which is 22.7% of all tickets.

We apply 30% only to the tickets inside the opportunities named here, which comes to about 22.7% of the desk's total. Treat it as a planning number to prove in a pilot, not a promise.

ANNUAL VALUE AT RISK

\$648,303

Recoverable through proactive automation, summed across 15 opportunities at conservative defaults.

CONSERVATIVE FLOOR

\$104,565

A conservative view that counts only direct IT labor cost recovery, excluding employee productivity gains.

TOP OPPORTUNITY ALONE

\$98,766

Business applications that report their own outages

| # | OPPORTUNITY                                                                                                                                                                                                                                                                                                                                                                                         | TICKETS A YEAR | EFFORT   | VALUE A YEAR |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------|--------------|
| 1 | <b>Business applications that report their own outages</b><br>Login failures, stalled reports and unavailable line-of-business systems are detected by continuous testing, so IT announces and fixes the issue once instead of fielding hundreds of identical calls.<br>Medium confidence 47 patterns 1,249 tickets evidenced 650 days of user waiting in the sample 5,310 h a year 931 h in window | 7,123          | Workflow | \$98,766     |
| 2 | <b>Frozen virtual desktops recovered automatically</b><br>Hung or black-screen virtual desktop sessions are detected and reset without a call, so staff are back at work in minutes rather than waiting in a queue.<br>High confidence 5 patterns 607 tickets evidenced 355 days of user waiting in the sample 3,462 h a year 607 h in window                                                       | 3,462          | Workflow | \$64,393     |
| 3 | <b>Self-service password and account recovery</b><br>Users reset expired or forgotten passwords and unlock accounts themselves in minutes, removing the single largest category of avoidable calls to the helpdesk.<br>High confidence 14 patterns 594 tickets evidenced 293 days of user waiting in the sample 3,355 h a year 588 h in window                                                      | 3,388          | Script   | \$62,403     |
| 4 | <b>Business application crashes and slowdowns fixed at the source</b><br>Crash and slowness patterns in core business systems are tied to the specific version, device or server responsible, so one root-cause fix replaces repeated individual tickets.<br>Medium confidence 32 patterns 503 tickets evidenced 1,588 days of user waiting in the sample 2,865 h a year 502 h in window            | 2,869          | Project  | \$53,289     |
| 5 | <b>Virtual desktops that right-size themselves</b><br>Desktops short on memory or CPU are resized based on measured demand, ending week-long waits for capacity requests and chronic slowness complaints.<br>High confidence 3 patterns 457 tickets evidenced 3,639 days of user waiting in the sample 2,606 h a year 457 h in window                                                               | 2,606          | Workflow | \$48,472     |
| 6 | <b>Full disks cleared before anyone notices</b><br>Storage is monitored and cleaned automatically so Outlook, Teams and line-of-business apps never stop working because a drive filled up.<br>High confidence 4 patterns 440 tickets evidenced 3,244 days of user waiting in the sample 2,509 h a year 440 h in window                                                                             | 2,509          | Script   | \$46,667     |
| 7 | <b>Remote access that connects first time</b><br>Failed remote desktop launches and sign-in loops are caught and repaired at the infrastructure layer before users notice, protecting access for plant and home workers alike.<br>Medium confidence 5 patterns 421 tickets evidenced 2,186 days of user waiting in the sample 2,401 h a year 421 h in window                                        | 2,401          | Project  | \$44,659     |

|                      |                                                                                                                                                                                                                                                                                                                                                                                                          |        |          |           |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|-----------|
| 8                    | <b>Access, licences and software delivered on request</b><br>Requests for application access, reporting rights, licences, shared mailboxes and standard software are approved and fulfilled through a catalogue, with compliance gaps corrected automatically.<br>Medium confidence   26 patterns   415 tickets evidenced   1,140 days of user waiting in the sample   2,352 h a year<br>412 h in window | 2,367  | Workflow | \$43,747  |
| 9                    | <b>Outlook and Office apps that heal themselves</b><br>Crashing or unresponsive Outlook and Excel are repaired automatically with cache, profile and add-in fixes, so users keep working without raising a ticket.<br>Medium confidence   3 patterns   364 tickets evidenced   152 days of user waiting in the sample   2,076 h a year<br>364 h in window                                                | 2,076  | Script   | \$38,614  |
| 10                   | <b>Clear Teams calls and meetings</b><br>Dropped calls, choppy audio and frozen video are traced to the network, headset or location causing them and corrected, protecting customer-facing and internal meetings.<br>Medium confidence   7 patterns   317 tickets evidenced   432 days of user waiting in the sample   1,794 h a year<br>315 h in window                                                | 1,808  | Workflow | \$33,368  |
| 11                   | <b>Stop slow-laptop tickets before users open them</b><br>Slow starts, sluggish performance, battery drain and overheating are spotted from device telemetry and fixed or scheduled for replacement before the user loses a day.<br>Medium confidence   6 patterns   294 tickets evidenced   901 days of user waiting in the sample   1,677 h a year<br>294 h in window                                  | 1,677  | Workflow | \$31,192  |
| 12                   | <b>Printers that order their own toner and recover themselves</b><br>Toner is replenished before it runs out and offline printers are reset automatically, keeping delivery notes and labels flowing at plants and depots.<br>Medium confidence   9 patterns   279 tickets evidenced   501 days of user waiting in the sample   1,579 h a year<br>277 h in window                                        | 1,591  | Script   | \$29,369  |
| 13                   | <b>Wi-Fi, VPN and site network problems found before users call</b><br>Connectivity drops at sites and for remote workers are identified by location and fixed proactively, so whole teams are not left offline while tickets accumulate.<br>Medium confidence   6 patterns   186 tickets evidenced   273 days of user waiting in the sample   1,061 h a year<br>186 h in window                         | 1,061  | Workflow | \$19,735  |
| 14                   | <b>Self-service sign-in recovery for new phones and locked laptops</b><br>Staff who change phones or hit an encryption lock screen regain access through a verified self-service flow rather than waiting days for a reset.<br>High confidence   5 patterns   176 tickets evidenced   544 days of user waiting in the sample   1,004 h a year   176 h in window                                          | 1,004  | Script   | \$18,674  |
| 15                   | <b>Updates that install themselves without disruption</b><br>Failed, looping or nagging Windows updates are detected and repaired automatically, keeping devices patched without restart loops that cost users their morning.<br>Medium confidence   4 patterns   141 tickets evidenced   444 days of user waiting in the sample   804 h a year<br>141 h in window                                       | 804    | Workflow | \$14,954  |
| All 15 opportunities |                                                                                                                                                                                                                                                                                                                                                                                                          | 36,746 |          | \$648,303 |

Next Steps

A 90 day plan

The first pick in each window is the one we recommend leading with, and why. The rest follow by value.

FIRST 30 DAYS

Quick wins

1

Self-service password and account recovery

Lowest-effort entry point. Delivers a working remediation within days and validates the broader automation approach.

\$62,403 a year

2

Full disks cleared before anyone notices

Storage is monitored and cleaned automatically so Outlook, Teams and line-of-business apps never stop working because a drive filled up.

\$46,667 a year

3

Outlook and Office apps that heal themselves

Crashing or unresponsive Outlook and Excel are repaired automatically with cache, profile and add-in fixes, so users keep working without raising a ticket.

\$38,614 a year

DAYS 30 TO 60

Fix the foundation

1

Business applications that report their own outages

Mid-effort workflow that compounds. Sets up the automation pattern others will follow.

\$98,766 a year

2

Frozen virtual desktops recovered automatically

Hung or black-screen virtual desktop sessions are detected and reset without a call, so staff are back at work in minutes rather than waiting in a queue.

\$64,393 a year

3

Virtual desktops that right-size themselves

Desktops short on memory or CPU are resized based on measured demand, ending week-long waits for capacity requests and chronic slowness complaints.

\$48,472 a year

DAYS 60 TO 90

Plan and optimize

1

Business application crashes and slowdowns fixed at the source

Cross-team project. Begin scoping in parallel; the impact is largest but the lift is real.

\$53,289 a year

2

Remote access that connects first time

Failed remote desktop launches and sign-in loops are caught and repaired at the infrastructure layer before users notice, protecting access for plant and home workers alike.

\$44,659 a year

SUPPORTING DETAIL

SUPPORTING DETAIL

Every theme we found

Excluded clusters are security and phishing reports, quarantined or blocked email, and generic catch-all tickets too broad to tie to one business problem, plus the long tail of tickets outside the top 200 clusters.

| THEME                                                                                                                                                                                                                                                                                                             | TICKETS | SHARE | TYPICAL TIME | MOSTLY HANDLED BY             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------|--------------|-------------------------------|
| <p><b>Calls about the same business applications every week</b></p> <p>The same handful of finance, HR, scheduling and order systems generate a steady stream of login failures, crashes and stale reports, pointing to fixable root causes rather than one-off faults.</p> <p>67 clusters   Mostly via Phone</p> | 1,533   | 18%   | 1.8 hours    | 1st Line Secure Services      |
| <p><b>Desktops freezing, dropping or refusing to open</b></p> <p>Remote and office staff are repeatedly cut off mid-task when their virtual desktop freezes, disconnects or will not start, halting work until IT intervenes.</p> <p>9 clusters   Mostly via Web</p>                                              | 996     | 11.7% | 27 hours     | 1st Line - Financial Services |
| <p><b>Virtual desktops too slow, or too full, to work in</b></p> <p>Staff on virtual desktops lose hours to sluggish sessions and full disks that crash Outlook, Teams and line-of-business apps, and these tickets take over a week to close.</p> <p>8 clusters   Mostly via Web</p>                             | 935     | 11%   | 7.7 days     | 1st Line - Financial Services |
| <p><b>Users locked out of their work</b></p> <p>Expired passwords, lost authenticator phones, BitLocker screens and account lockouts leave employees unable to start working until the service desk unlocks them.</p> <p>20 clusters   Mostly via Email</p>                                                       | 802     | 9.4%  | 12 hours     | 1st Line Secure Services      |
| <p><b>Email, Teams and Office tools failing during the working day</b></p> <p>Crashing Outlook and Excel, unreadable email and dropped or choppy Teams calls disrupt meetings and customer conversations across the business.</p> <p>10 clusters   Mostly via Phone</p>                                           | 681     | 8%    | 6 hours      | 1st Line Secure Services      |
| <p><b>Laptops failing, slow, or stuck on updates</b></p> <p>Employees lose working time to laptops that will not start, run slowly, overheat or get stuck in update loops, and hardware fixes take days.</p> <p>13 clusters   Mostly via Email</p>                                                                | 620     | 7.3%  | 3.2 days     | 1st Line Secure Services      |

|                                                                                                                                                                                                                                                          |     |      |          |                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------|----------|-------------------------------|
| <b>Staff waiting on access, licences and software</b><br>Routine requests for system access, licences, shared mailboxes, software and site unblocking queue for days, leaving people unable to do parts of their job.<br>34 clusters    Mostly via Email | 574 | 6.7% | 27 hours | 1st Line Secure Services      |
| <b>Sites unable to print, connect or move orders</b><br>Plants and offices stall when printers, Wi-Fi, VPN or site networks fail, blocking delivery notes, invoices and shipments.<br>19 clusters    Mostly via Email                                    | 507 | 5.9% | 20 hours | 1st Line Multilingual         |
| <b>Core business systems too slow to keep pace</b><br>Pensions, policy, reporting and work-queue systems run so slowly that staff productivity drops and customer-facing work backs up.<br>12 clusters    Mostly via Web                                 | 219 | 2.6% | 3.9 days | 1st Line - Financial Services |

SUPPORTING DETAIL

Where the tickets come from

Counts from the fields in the export, top entries only. Where a typical resolution time was available it is shown beside the count.

**Top ticket categories.** Sorted by ticket count. The bar reflects share of total volume; time to resolve is the median, open to resolved.

**Teams, channels and urgency.** The export carries no device or requester fields, so repeat devices and repeat callers are not shown.

| BY CATEGORY                      |                        |       |       |           | BY CHANNEL                       |                        |       |       |  |
|----------------------------------|------------------------|-------|-------|-----------|----------------------------------|------------------------|-------|-------|--|
| Enterprise Applications          | <div><div></div></div> | 2,139 | 25.1% | 7.6 hours | Email                            | <div><div></div></div> | 3,928 | 46.1% |  |
| Virtual Desktop                  | <div><div></div></div> | 1,100 | 12.9% | 3.7 days  | Phone                            | <div><div></div></div> | 2,320 | 27.2% |  |
| User Access                      | <div><div></div></div> | 841   | 9.9%  | 4.8 hours | Web                              | <div><div></div></div> | 1,486 | 17.4% |  |
| Computer Device                  | <div><div></div></div> | 821   | 9.6%  | 5.7 days  | Walk-in                          | <div><div></div></div> | 306   | 3.6%  |  |
| Office 365                       | <div><div></div></div> | 409   | 4.8%  | 2.2 hours | Integration                      | <div><div></div></div> | 288   | 3.4%  |  |
| Alert                            | <div><div></div></div> | 308   | 3.6%  | 3.4 hours | Chat                             | <div><div></div></div> | 197   | 2.3%  |  |
| Unspecified                      | <div><div></div></div> | 306   | 3.6%  | 4.7 days  |                                  |                        |       |       |  |
| General IT advice, Informatio... | <div><div></div></div> | 294   | 3.4%  | 22 hours  |                                  |                        |       |       |  |
| Configuration                    | <div><div></div></div> | 225   | 2.6%  | 3 days    |                                  |                        |       |       |  |
| Networking                       | <div><div></div></div> | 178   | 2.1%  | 23 hours  |                                  |                        |       |       |  |
| Email                            | <div><div></div></div> | 157   | 1.8%  | 22 hours  |                                  |                        |       |       |  |
| Printers                         | <div><div></div></div> | 146   | 1.7%  | 19 hours  |                                  |                        |       |       |  |
| BY SERVICE                       |                        |       |       |           | BY TEAM                          |                        |       |       |  |
| Service Desk                     | <div><div></div></div> | 8,068 | 94.6% |           | 1st Line Secure Services         | <div><div></div></div> | 2,880 | 33.8% |  |
| None                             | <div><div></div></div> | 247   | 2.9%  |           | 1st Line - Financial Services    | <div><div></div></div> | 1,986 | 23.3% |  |
| Service Management               | <div><div></div></div> | 84    | 1%    |           | 1st Line - Managed Services      | <div><div></div></div> | 1,201 | 14.1% |  |
| Hardware Break Fix               | <div><div></div></div> | 60    | 0.7%  |           | 1st Line Multilingual            | <div><div></div></div> | 838   | 9.8%  |  |
| Connectivity                     | <div><div></div></div> | 22    | 0.3%  |           | Tech Bar                         | <div><div></div></div> | 730   | 8.6%  |  |
| Cloud Platform Support           | <div><div></div></div> | 15    | 0.2%  |           | 1st Line Multilingual - Polish   | <div><div></div></div> | 294   | 3.4%  |  |
| Hardware Break Fix Collection    | <div><div></div></div> | 15    | 0.2%  |           | 1st Line Multilingual - Dutch    | <div><div></div></div> | 264   | 3.1%  |  |
| Microsoft 365 Support            | <div><div></div></div> | 6     | 0.1%  |           | 1st Line Multilingual - German   | <div><div></div></div> | 180   | 2.1%  |  |
| Platform Management              | <div><div></div></div> | 4     | 0%    |           | 1st Line Multilingual - Roman... | <div><div></div></div> | 40    | 0.5%  |  |
| Application Packaging            | <div><div></div></div> | 2     | 0%    |           | 1st Line Multilingual - French   | <div><div></div></div> | 39    | 0.5%  |  |
| Endpoint Device Management       | <div><div></div></div> | 1     | 0%    |           |                                  |                        |       |       |  |
| Desktop Services                 | <div><div></div></div> | 1     | 0%    |           |                                  |                        |       |       |  |

BY PRIORITY

|              |                        |       |       |
|--------------|------------------------|-------|-------|
| 4 - Low      | <div><div></div></div> | 5,961 | 69.9% |
| 3 - Moderate | <div><div></div></div> | 2,313 | 27.1% |
| 2 - High     | <div><div></div></div> | 220   | 2.6%  |
| 1 - Critical | <div><div></div></div> | 31    | 0.4%  |

BY STATE

|                  |                        |       |       |
|------------------|------------------------|-------|-------|
| Closed           | <div><div></div></div> | 8,083 | 94.8% |
| Open             | <div><div></div></div> | 268   | 3.1%  |
| Awaiting Info    | <div><div></div></div> | 129   | 1.5%  |
| Resolved         | <div><div></div></div> | 44    | 0.5%  |
| Service Restored | <div><div></div></div> | 1     | 0%    |

GROUPS RAISING THE MOST TICKETS

|                               |                        |       |       |
|-------------------------------|------------------------|-------|-------|
| 1st Line Secure Services      | <div><div></div></div> | 2,880 | 33.8% |
| 1st Line - Financial Services | <div><div></div></div> | 1,986 | 23.3% |
| 1st Line - Managed Services   | <div><div></div></div> | 1,201 | 14.1% |
| 1st Line Multilingual         | <div><div></div></div> | 838   | 9.8%  |
| Tech Bar                      | <div><div></div></div> | 730   | 8.6%  |

SUPPORTING DETAIL

The shape of the queue

|                                                                           |                                                                                 |                                                                                   |                                                                                                    |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <div>2,320</div> <div>BY PHONE</div> <div>27.2% of tickets</div>          | <div>1,486</div> <div>THROUGH SELF-SERVICE</div> <div>17.4% of tickets</div>    | <div>197</div> <div>BY CHAT</div> <div>2.3% of tickets</div>                      | <div>306</div> <div>WALK-UPS</div> <div>3.6% of tickets</div>                                      |
| <div>3,928</div> <div>BY EMAIL</div> <div>46.1% of tickets</div>          | <div>288</div> <div>FROM INTEGRATIONS</div> <div>3.4% of tickets</div>          | <div>6,722</div> <div>INCIDENTS</div> <div>78.9% of tickets</div>                 | <div>1,803</div> <div>REQUESTS</div> <div>21.1% of tickets</div>                                   |
| <div>397</div> <div>STILL OPEN AT EXPORT</div> <div>4.7% of tickets</div> | <div>3,509</div> <div>TOOK MORE THAN 72 HOURS</div> <div>41.2% of tickets</div> | <div>3,373</div> <div>RESOLVED IN UNDER 8 HOURS</div> <div>39.6% of tickets</div> | <div>48,619</div> <div>TICKETS PER YEAR</div> <div>Projected from 8,525 tickets over 64 days</div> |

SUPPORTING DETAIL

Demand that does not need to reach the desk

Each block is a class of ticket that monitoring, self-service, scripting, or end-user education would have eliminated up-stream. Counts are evidenced; per-year estimates project the 64-day sample to a full year.

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                    |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P01 | <div>Help desk fielding routine password resets and lockouts users could fix themselves</div> <div>Expired passwords, lockouts and per-application resets make up one of the largest ticket groups yet resolve in minutes, so a self-service reset and unlock portal with expiry reminders moves this work off the help desk entirely.</div> <div>About 2,499 tickets a year avoidable (70% of the pattern)</div> <div>626 tickets in the window    15 clusters</div> | 3,570 a year today |
| P03 | <div>Full disks quietly stopping people from working</div> <div>Devices run out of storage until apps crash and files cannot be saved, a condition that continuous monitoring detects days ahead and automated cleanup resolves before the user ever notices.</div> <div>About 2,133 tickets a year avoidable (85% of the pattern)</div> <div>440 tickets in the window    4 clusters</div>                                                                           | 2,509 a year today |
| P05 | <div>Remote desktop sessions failing to open, freezing or dropping</div> <div>Hung, black-screen and disconnected virtual sessions are a daily productivity drain, and session health monitoring with automatic reset of stuck sessions would recover most users before they pick up the phone.</div> <div>About 2,002 tickets a year avoidable (45% of the pattern)</div> <div>780 tickets in the window    8 clusters</div>                                         | 4,448 a year today |
| P04 | <div>Virtual desktops undersized for the work, generating chronic slowness complaints</div> <div>Repeated memory and slowness tickets on virtual desktops take over a week to close, and right-sizing driven by actual usage data plus resource alerts would stop them at source.</div> <div>About 1,564 tickets a year avoidable (60% of the pattern)</div> <div>457 tickets in the window    3 clusters</div>                                                       | 2,606 a year today |

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                    |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| P06 | <b>Business and Office apps freezing or crashing without automatic recovery</b> <div>Frozen systems and crashing Outlook, Excel and line-of-business apps recur on the same devices, and crash detection with scripted self-healing (restart, cache reset, repair) would fix many silently.</div> <div>About 1,437 tickets a year avoidable (40% of the pattern)</div> <div>630 tickets in the window   9 clusters</div>              | 3,593 a year today |
| P07 | <b>Slow, update-stuck laptops left for users to report</b> <div>Slow boots, sluggish laptops and failed or looping Windows updates are visible in device telemetry long before a complaint, so proactive patch health checks and automated remediation would head them off.</div> <div>About 1,041 tickets a year avoidable (50% of the pattern)</div> <div>365 tickets in the window   8 clusters</div>                              | 2,082 a year today |
| P09 | <b>Manual handling of routine access and licence requests</b> <div>Shared mailbox, distribution list, reporting and licence requests are processed one by one and often wait days, and role-based provisioning with an approval-driven self-service catalogue would fulfil most automatically.</div> <div>About 729 tickets a year avoidable (45% of the pattern)</div> <div>284 tickets in the window   21 clusters</div>            | 1,620 a year today |
| P08 | <b>Printers running out of toner or going offline before anyone acts</b> <div>Empty toner and offline or stalled printers are predictable consumable and connectivity events that device monitoring can flag for replenishment or restart before staff are blocked.</div> <div>About 648 tickets a year avoidable (50% of the pattern)</div> <div>227 tickets in the window   3 clusters</div>                                        | 1,295 a year today |
| P02 | <b>Staff locked out by phone changes and encryption recovery screens</b> <div>New phones breaking authenticator sign-in and BitLocker recovery prompts leave people unable to work for days, and guided self-service MFA re-registration plus key retrieval would let users recover without waiting on IT.</div> <div>About 552 tickets a year avoidable (55% of the pattern)</div> <div>176 tickets in the window   5 clusters</div> | 1,004 a year today |
| P10 | <b>Licence compliance alerts landing in the help desk queue as tickets</b> <div>Automated notices about missing user attributes and unassigned licences are raised as tickets for manual fixing, when the underlying identity data could be corrected automatically at onboarding.</div> <div>About 287 tickets a year avoidable (80% of the pattern)</div> <div>63 tickets in the window   2 clusters</div>                          | 359 a year today   |

SUPPORTING DETAIL

What to keep in mind

- This is a sample, not one customer. In the words of the person who prepared it: an anonymised composite of tickets from several customers, with some extra rows added to round the numbers out. Read the patterns as representative of a large service desk, not as any one organisation's results.
- No ControlUp platform data is included, and none has been estimated or simulated, so this page shows no comparison of platform-assisted and unassisted resolution times.
- The export has no reassignment, reopen, device or requester fields, and its description column is empty. Cross-team escalations, reopens, repeat devices and repeat callers are therefore not reported.
- Help desk effort is an estimate: each ticket is costed at its median time to resolve, capped at one hour of agent time, or 15 minutes where no resolution time exists. Days spent waiting are reported separately and never given a dollar value.
- 377 tickets were still open or had no resolved time when the data was exported; they count toward volume but not toward resolution times.
- The sample window is 64 days. Per-year figures extrapolate linearly; seasonality and one-off incidents are not adjusted out.
- The 200 most common ticket patterns cover 82.8% of total volume. The remaining long tail is genuinely varied and is not themed.
- Automation opportunities are described in product-agnostic terms. A subsequent ControlUp engagement maps each opportunity to the specific platform capability that delivers it.

Three opportunities carry 34.8% of the estimated value: Business applications that report their own outages; Frozen virtual desktops recovered automatically; Self-service password and account recovery. That is where to start.

**About these results.** These results are estimates generated from the data you provided and are illustrative only. They do not constitute a guarantee of savings, performance, or outcomes, and are not a substitute for your own technical or business judgment. Actual results may vary.

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