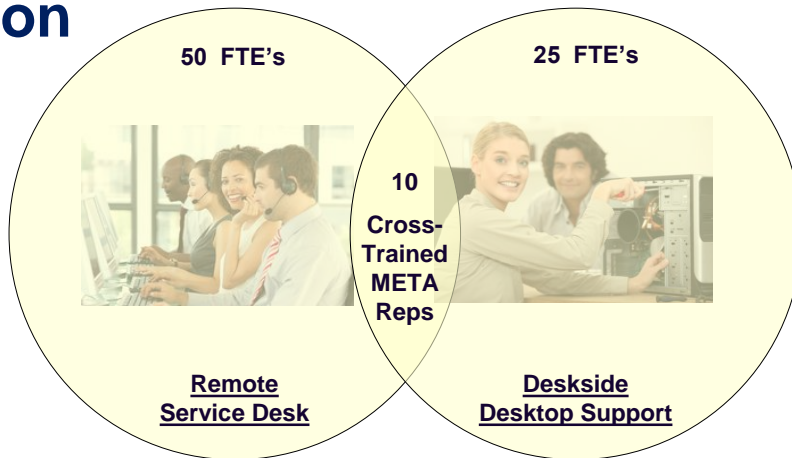


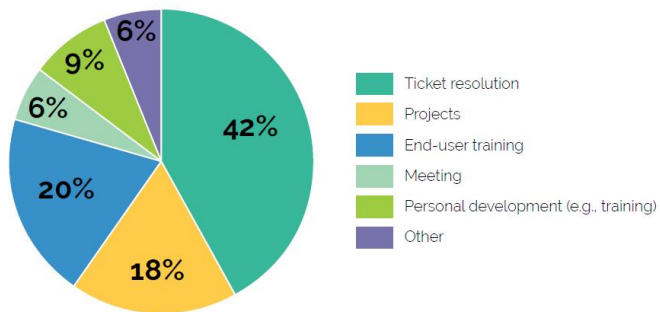
Shift Left Has Empowered Level 1 Reps



Hybrid Support is Increasingly Common



Time desktop support technicians spend on each activity:



Percentage of time

Source: HDI 2015 Desktop Practices and Salary Report

What Causes Reactivity

