

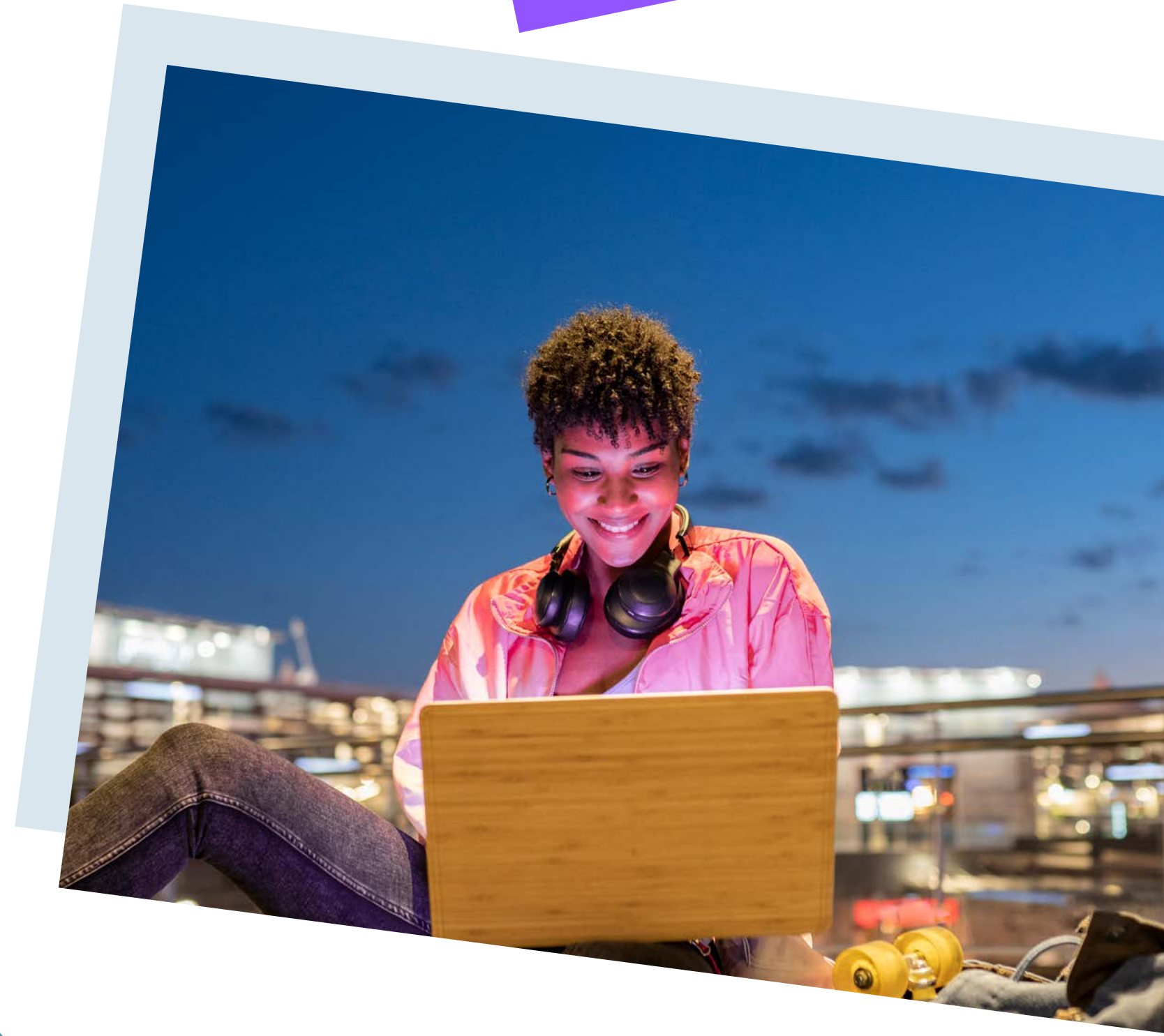
AI in IT Management and Support: Perceptions, Challenges, and Opportunities



Introduction

In an era of rapid technological advancement, artificial intelligence (AI) is poised to revolutionize IT management and support. This ebook, based on a comprehensive survey of IT professionals and managed service providers (MSPs), explores the current landscape of AI adoption, perceptions, and challenges in the IT industry.

The findings reveal that the industry is at a crucial turning point. Organizations overwhelmingly report high satisfaction with current IT services but continue to struggle with efficiencies and staffing. AI adoption is still in its early stages, with only a quarter of organizations having implemented AI solutions. Still, there is strong optimism about its impact, as two-thirds of organizations believe AI will positively transform IT management.

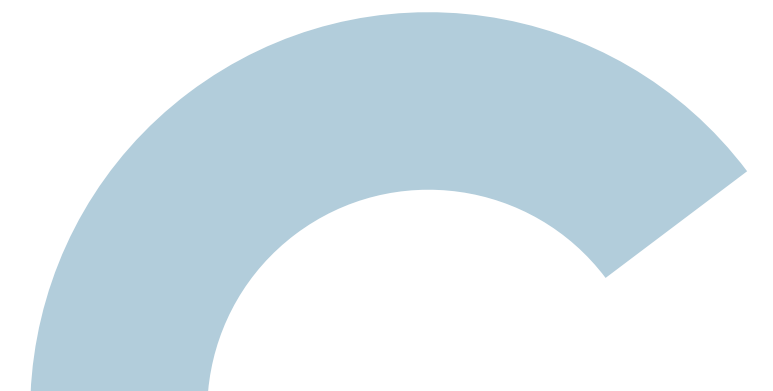




This optimism is reflected in future plans, with half of current AI users planning to increase their investment and two-thirds of other companies planning to adopt AI. However, the industry approaches this transformation cautiously, as data privacy and security remain primary concerns. IT professionals demonstrate a sophisticated understanding of technology's evolution, distinguishing between current automation practices and AI's potential.

This ebook provides detailed insights into these areas, offering practical perspectives for internal IT teams and MSPs navigating the AI transformation journey. Whether you're just beginning to explore AI or looking to expand your current implementation, this research provides valuable insights to inform your strategy and navigate the evolving landscape of AI in IT management and support.

See page 20 for information on survey respondents.




Current State of IT Support Services

Assessing the current state of IT services is the foundation for understanding AI's potential impact on IT management and support. Our survey reveals both strengths and areas for improvement in the industry. These findings paint a picture of an industry that is largely meeting expectations but also facing significant challenges in terms of security, standardization, and resource allocation. The staffing situation further underscores the need for solutions to help IT teams manage their workload more effectively, potentially opening the door for increased AI adoption.

Overall Satisfaction with IT Support Services:

27% of internal IT respondents rate their organization's IT support services as "Excellent", while **45%** rate it as "Very Good"

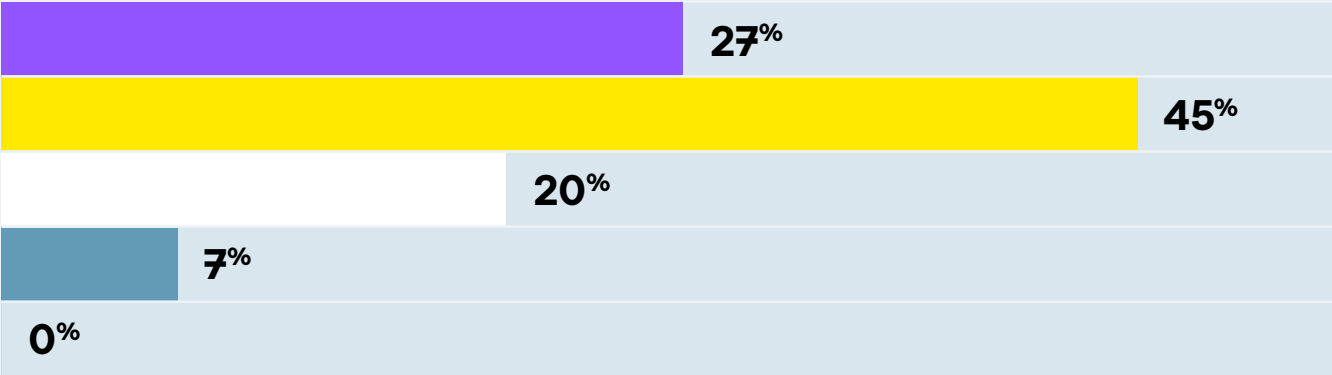
45% of MSP respondents rate their organization's IT support services as "Excellent", while **41%** rate it as "Very Good"



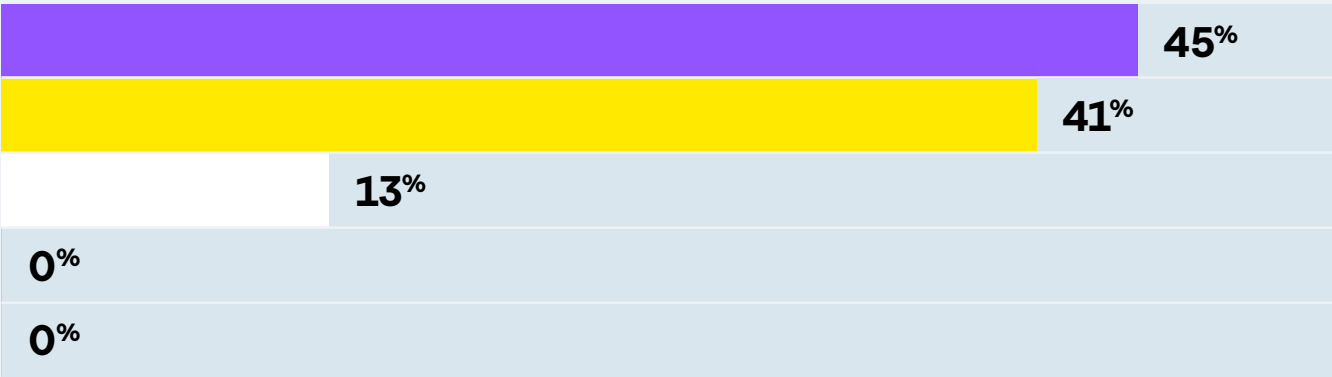
MSPs and Internal IT teams believe they and their teams are performing at a high level. However, Internal IT teams still have room for improvement, particularly in consistently exceeding expectations.

Which of the following best describes the current state of your organization's IT support services?

Internal IT Team Member: Delivering a range of IT services for your internal employees



Manage Service Provider (MSP): Delivering a range of IT services for your customers



- Excellent - Consistently meets or exceeds expectations
- Very Good - Meets expectations most of the time
- Good - Meets expectations with some occasional issues
- Fair - Needs improvement in some areas
- Poor - Does not meet expectations frequently

Top Challenges Faced by IT Teams:

- 1

Cybersecurity threats and ensuring data/system security

35%
- 2

Lack of standardized IT policies and procedures

33%
- 3

Limited self-service options or inadequate user training

30%
- 4

Understaffed IT team struggling to keep up with demands

30%
- 5

Insufficient budget for necessary IT infrastructure and resources

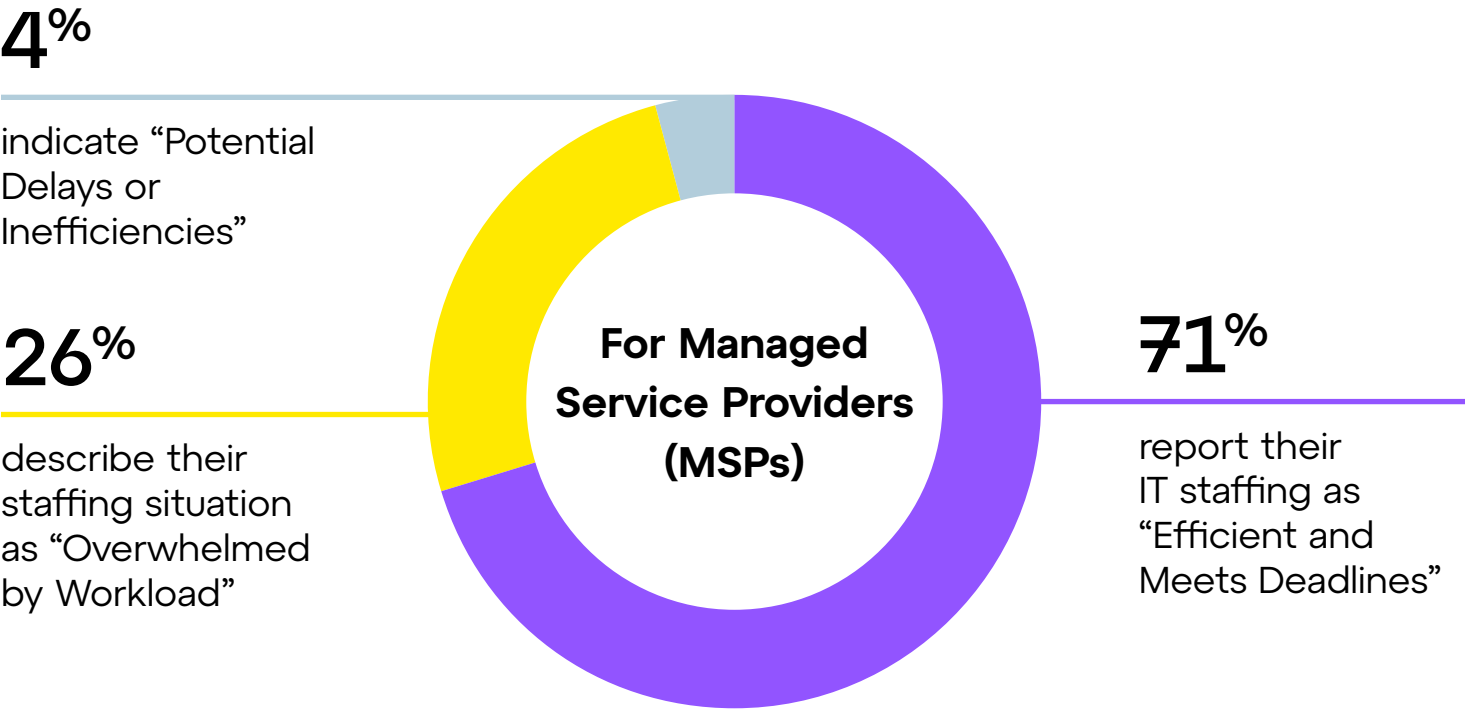
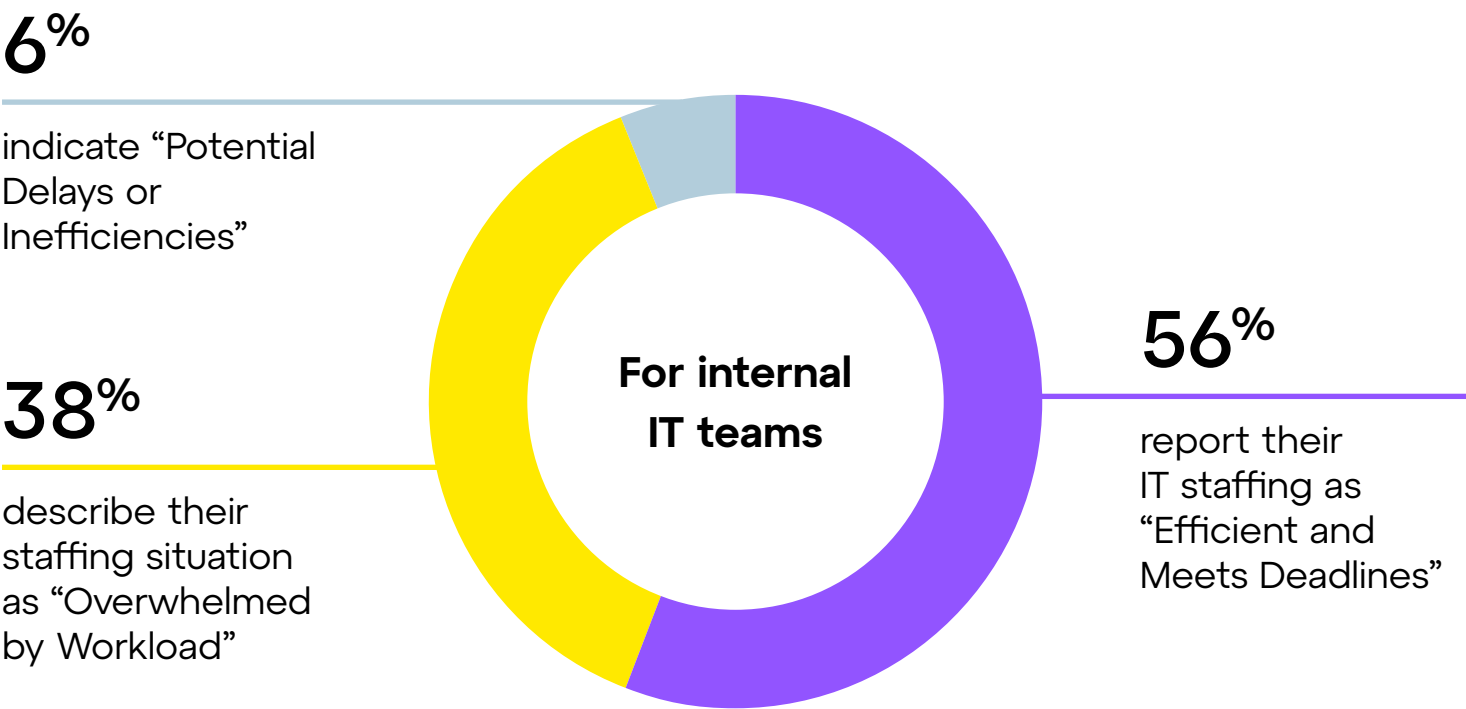
29%




IT teams are grappling with various challenges, from security concerns to resource constraints, highlighting the need for more efficient and effective solutions.



IT Staffing Situation:



 While the majority of IT organizations, especially MSPs, report efficient staffing, a significant portion still faces challenges in effectively managing their workload. This staffing pressure could be a key driver for adopting AI and automation technologies to improve efficiency and manage increasing workloads.

AI Familiarity and Perceptions

As AI continues to gain prominence in various industries, it's crucial to understand how IT professionals perceive its potential impact on their field. The survey reveals a growing awareness and generally positive outlook on AI in the IT industry.

However, we're at a crucial juncture, recognizing AI's potential benefits while grappling with its challenges. This balanced perspective suggests a cautious but progressive approach to AI adoption in IT management and support.

51% of internal IT team members and **49%** of MSPs are either "Very familiar" or "Familiar" with AI in IT management and support

Only **24%** of internal IT team members and 19% of MSPs are "Not familiar at all" or "Somewhat familiar" with AI in IT management and support



The industry has a good baseline of AI knowledge, but there is still room for education and awareness.

Perceived Impacts of AI on IT Management and Support:

62%
of internal IT respondents and **67%** of MSPs agree that AI will have an overall positive impact

62%
of internal IT respondents and **67%** of MSPs believe AI will improve efficiency

52%
of internal IT respondents and **56%** of MSPs think AI will reduce costs

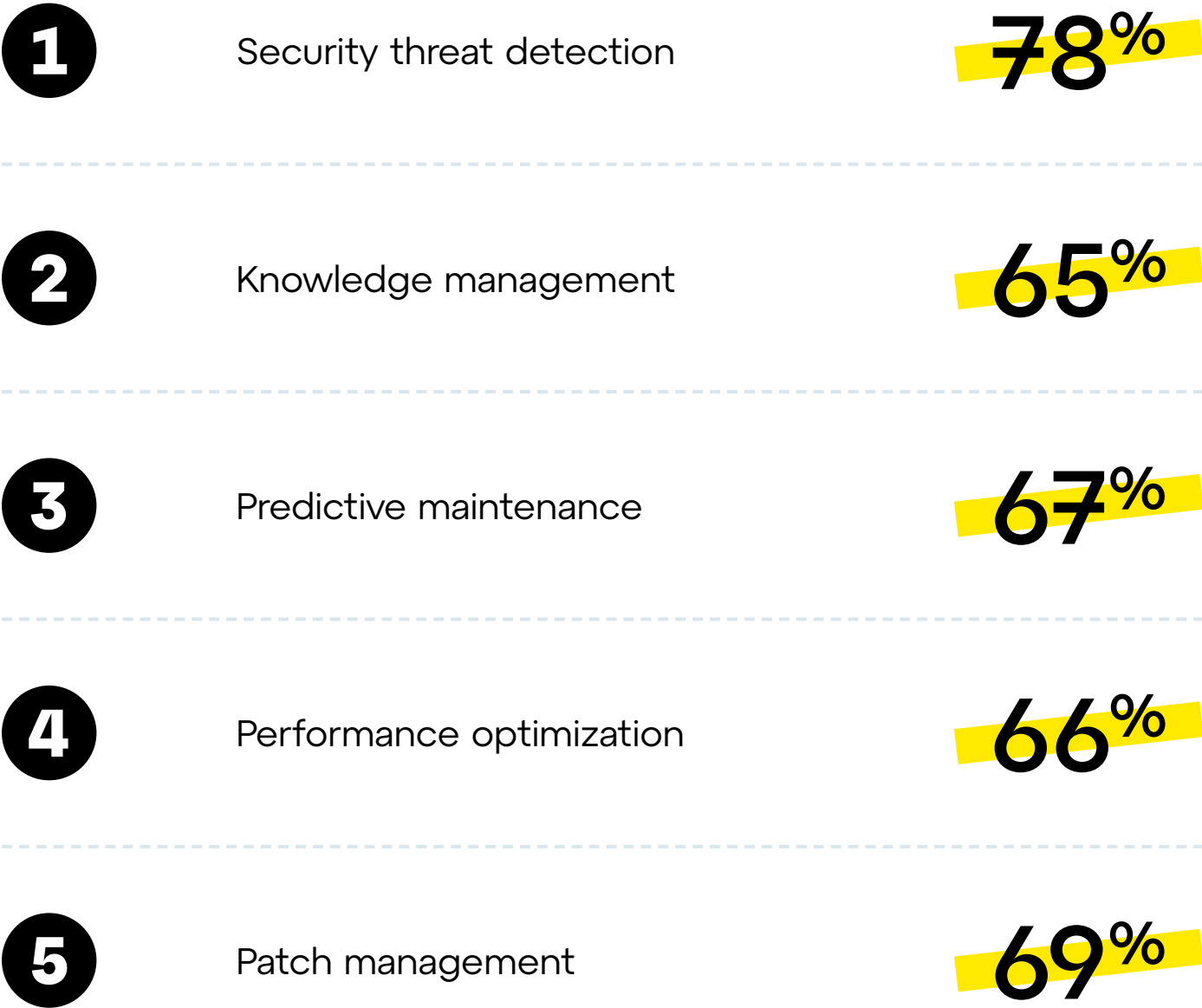
53%
of internal IT respondents and **62%** of MSPs expect AI to enhance accuracy




There is a generally positive outlook on AI's potential to improve various IT management and support aspects.

Expected Benefits of AI:

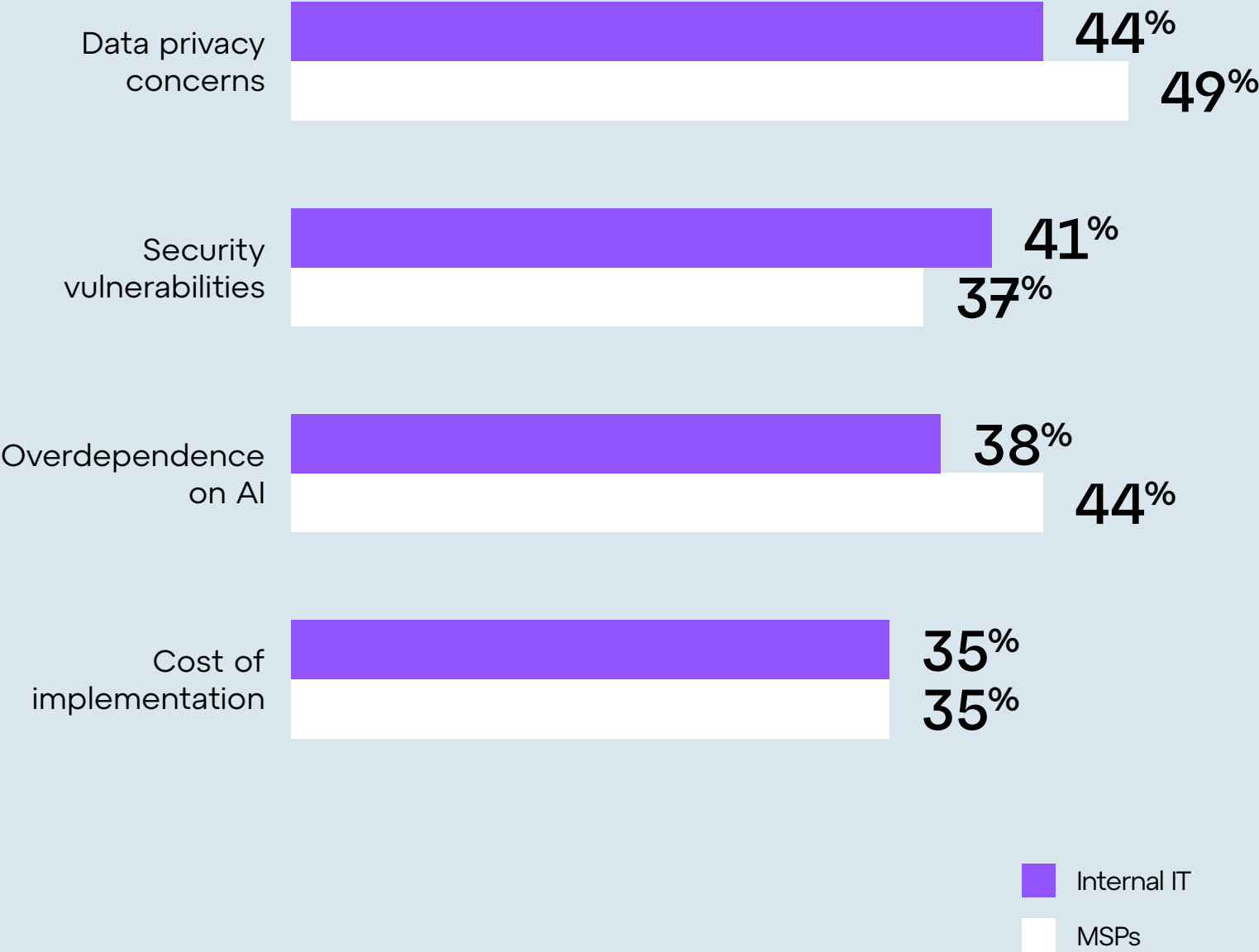
Top areas where AI is expected to have a very positive or positive impact:




 AI is seen as particularly promising for enhancing security and improving operational efficiency.

Potential Drawbacks of AI:

Top concerns about AI implementation:



 While the benefits are recognized, there are significant concerns about privacy, security, and the potential overreliance on AI technologies.

Current AI Implementation and Future Plans

Understanding the current state of AI adoption provides valuable insights into the trajectory of AI in IT management and support, which is crucial for creating future plans involving AI. AI adoption in IT management and support is in its early stages but is gaining momentum. The impact of these implementations has been positive, and looking ahead, there's a strong appetite for expansion in AI usage.

Current Adoption Rates:

25% of internal IT teams and **27%** of MSPs have implemented AI solutions for IT management and support services



While AI adoption is growing, the industry still has significant room for expansion.

Areas of Current AI Implementation:

- 1** Security threat detection **37%**
- 2** Knowledge management **34%**
- 3** User self-service support **30%**
- 4** Predictive maintenance **25%**
- 5** IT asset management **24%**



AI is primarily leveraged for security and improving operational efficiency.

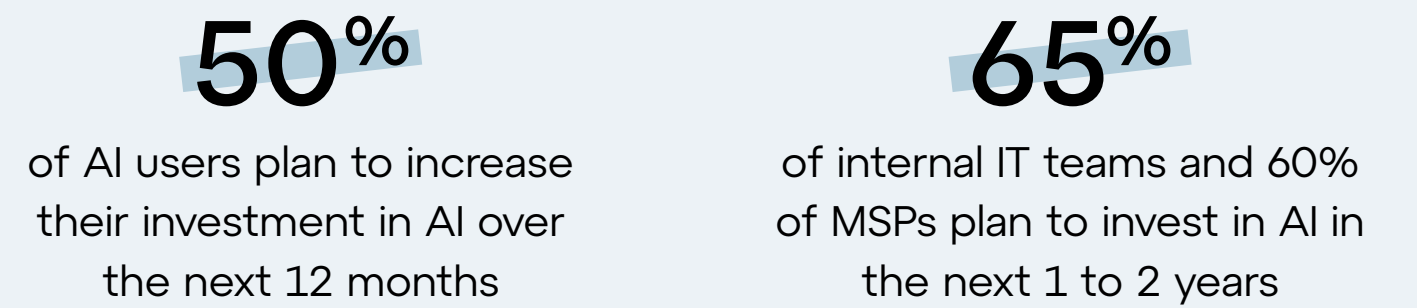
Impact of AI Implementation:

Percentage reporting “Very Positive” or “Positive” impact:

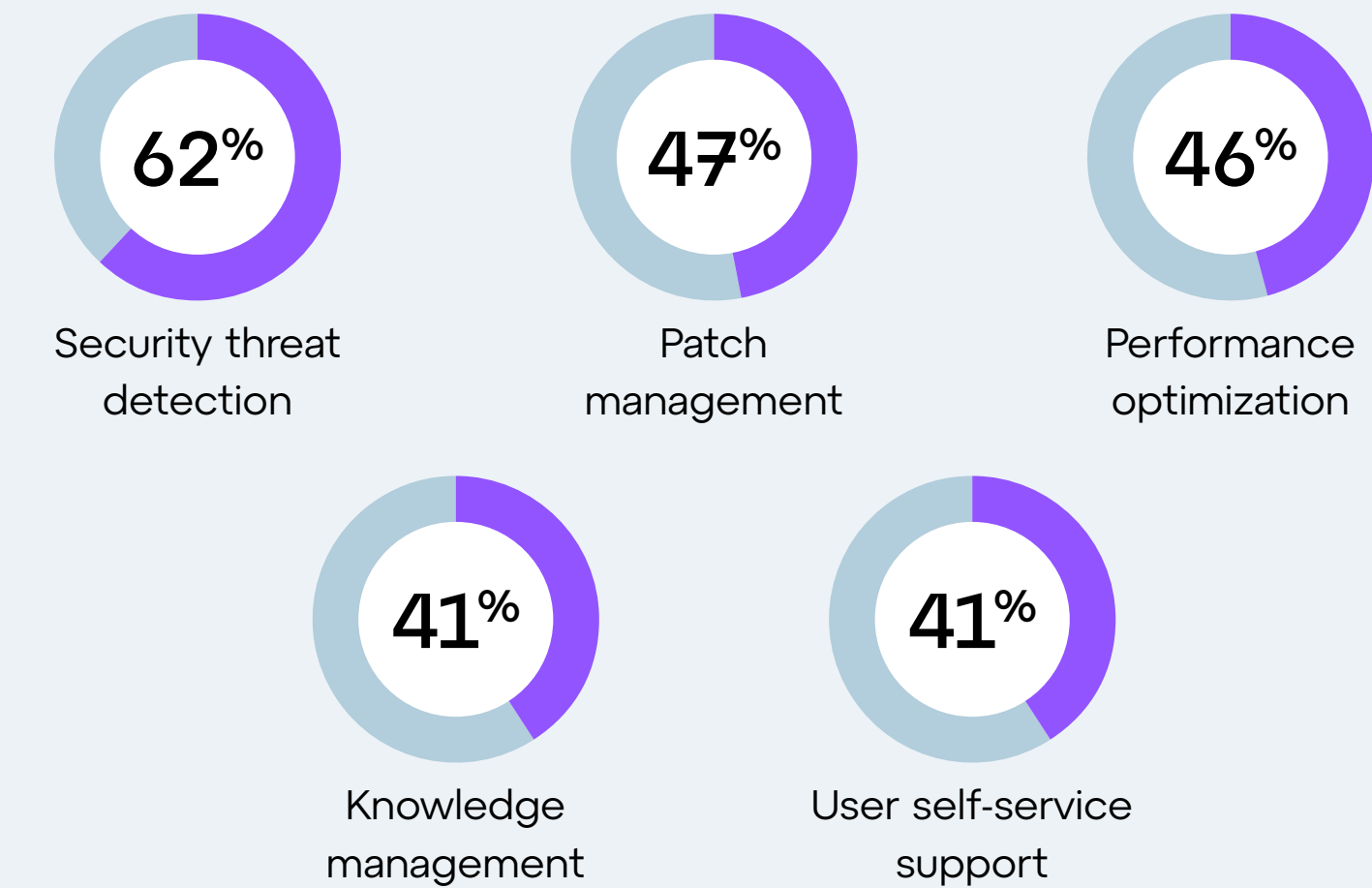



 Organizations implementing AI are seeing significant positive impacts across various IT management and support areas.

Future Plans for AI Implementation:



Top areas for future AI implementation among non-AI users:



 There is a strong interest in expanding AI usage, with a continued focus on security and operational efficiency.

MSPs and AI: A Comparative View

As key IT service industry players, managed service providers (MSPs) have a unique perspective on AI adoption. MSPs demonstrate a strong optimism about AI's potential in IT management and support, which is concurrent with growing customer expectations.

However, there's a noticeable gap between customer expectations and MSPs' actual AI readiness. MSPs that can bridge this expectation gap stand to gain a significant competitive advantage in the evolving IT services market.

MSPs' Perceptions of AI:

67% of MSPs believe AI will have an overall positive impact on IT management and support

67% think AI will improve efficiency

56% expect AI to reduce costs

62% anticipate AI enhancing accuracy

Customer AI Expectations vs Reality from MSPs:

45% of customers expect their MSP to leverage AI in their support


27% of MSPs have implemented AI solutions, and **38%** are planning to implement AI in the next 12-24 months



MSPs are generally optimistic about AI's potential in IT services.

Areas where customers want MSPs to implement AI:

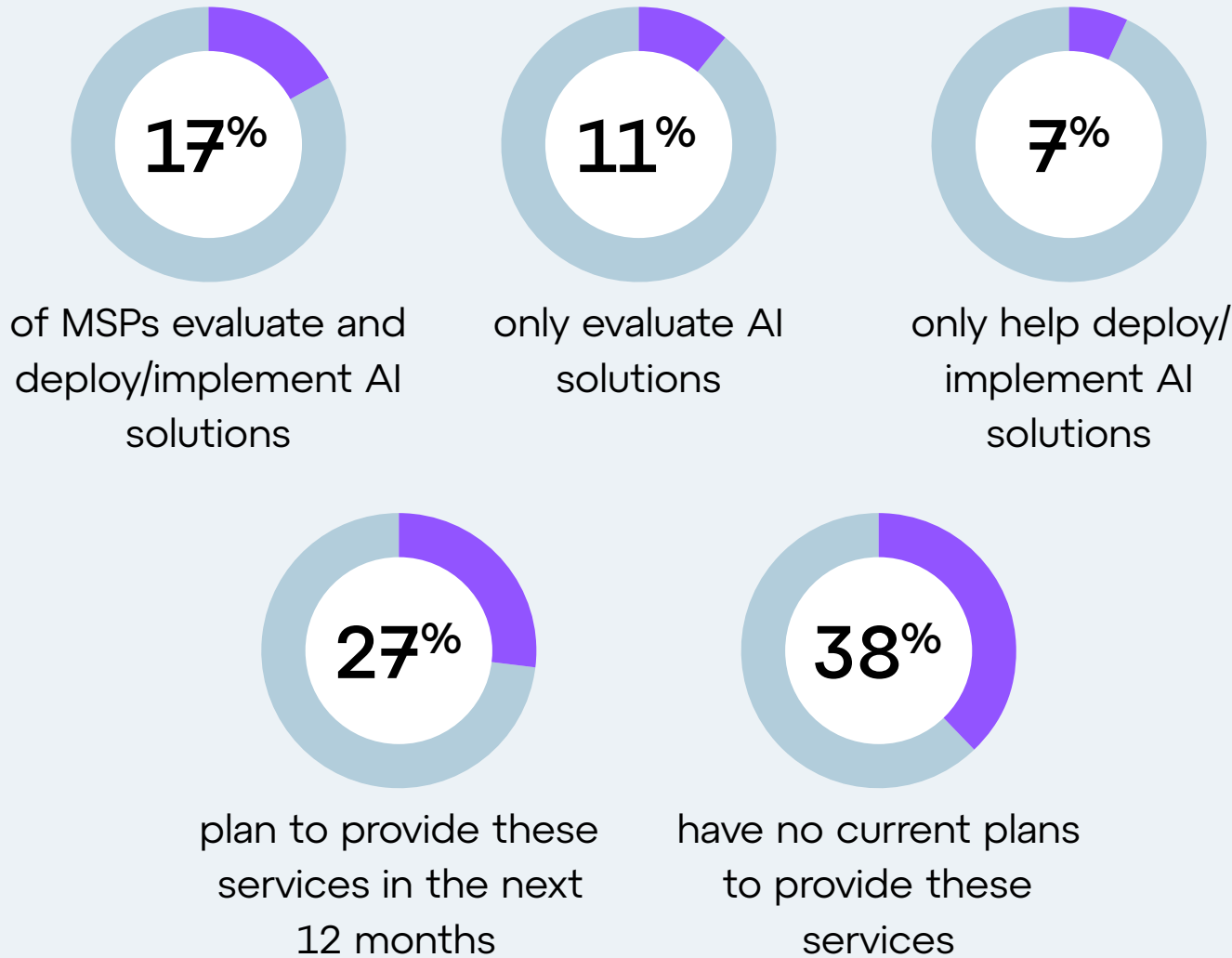
- 1 Intelligent network monitoring and management 63%
- 2 Real-time threat analysis 58%
- 3 Self-service support 50%
- 4 Predictive maintenance 44%
- 5 AI-driven help desk 35%

 MSPs are increasingly expected to incorporate AI into their service offerings; however, there is a potential gap between customer expectations and MSPs' planned AI service offerings.

AI Services - Customer AI Expectations vs. Reality:

50% of customers expect their MSP to help with the evaluation and deployment of AI technology

MSPs' AI Service Offerings:



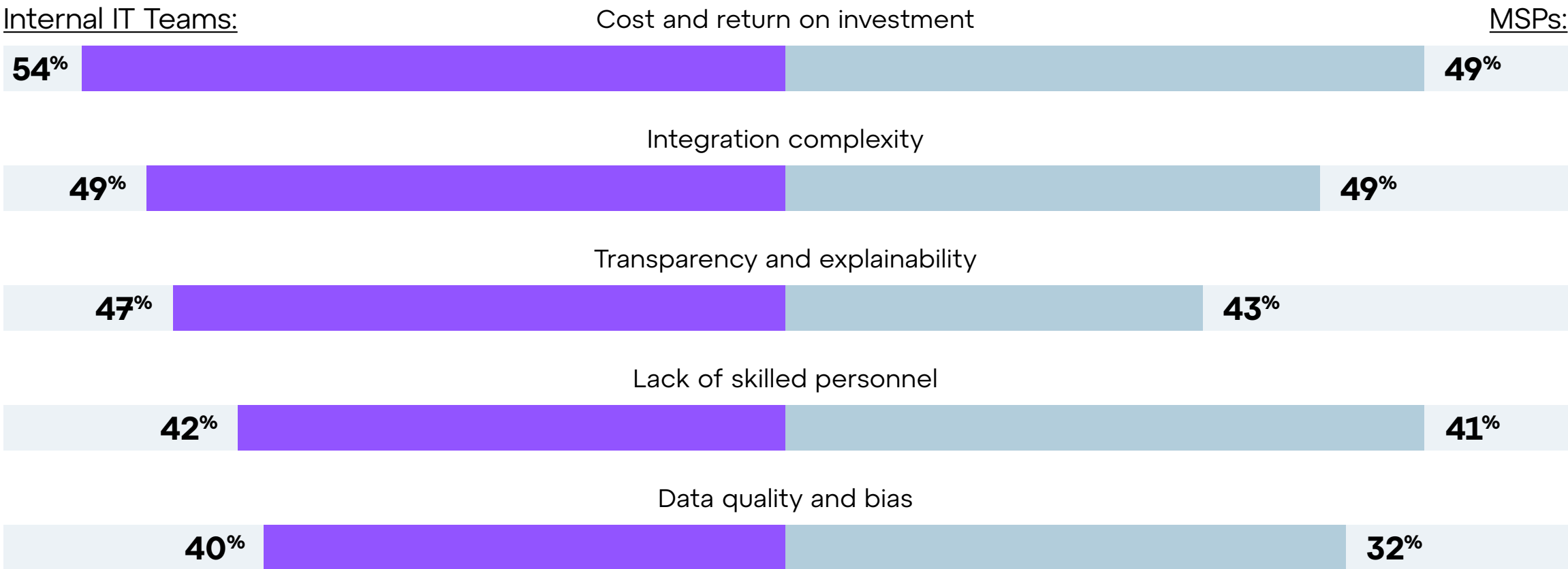
 Customer expectations for consultative support of AI technology are not aligned with current services offered by MSPs today.


Barriers to AI Adoption

Despite the recognized potential of AI, various challenges hinder its widespread adoption in IT management and support. Both internal IT teams and MSPs grapple with similar obstacles and concerns, chief among them being questions about cost and return on investment, data privacy, and control over AI decision-making.

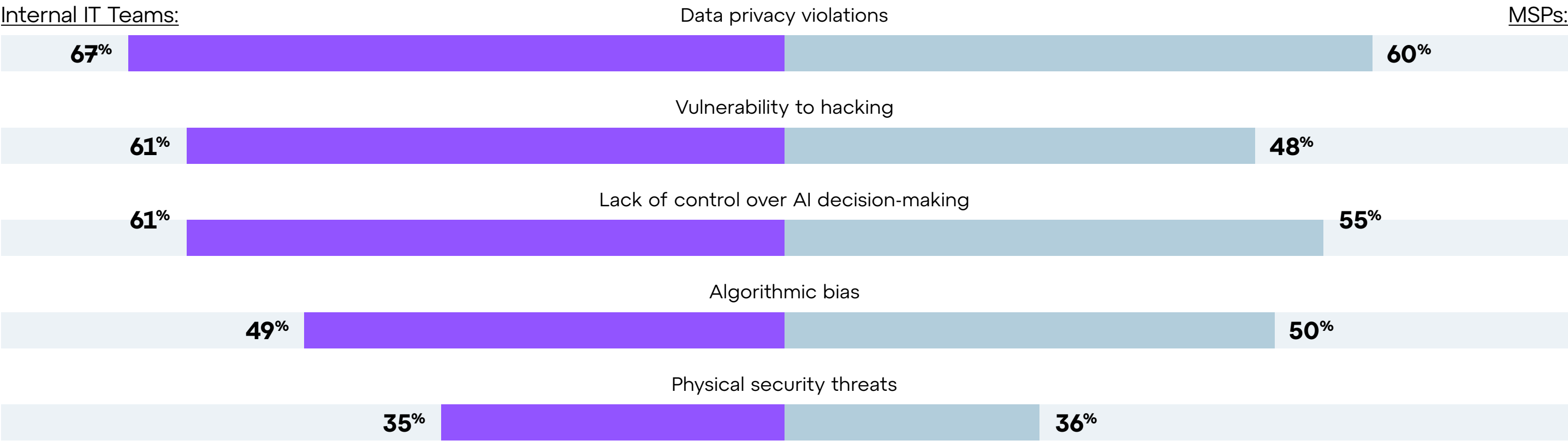
Findings indicate that while there is significant interest in AI, the path to widespread IT management and support adoption will require educating IT professionals and addressing these key challenges head-on.


Key Challenges in Implementing AI:

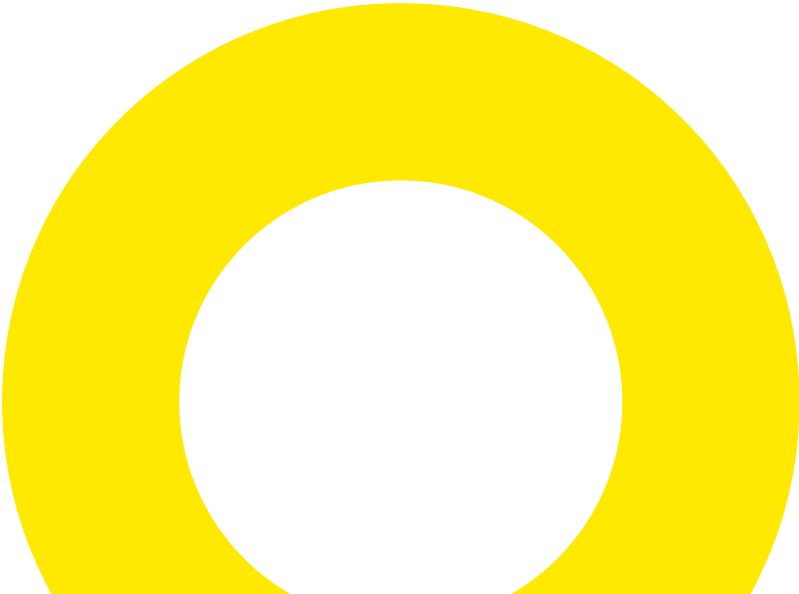



Internal IT teams and MSPs face similar challenges, with costs, integration, and skills being the top concerns.

Security Concerns Related to AI Implementation:



 Security concerns, particularly around data privacy and control over AI decisions, could be significant barriers to AI adoption.



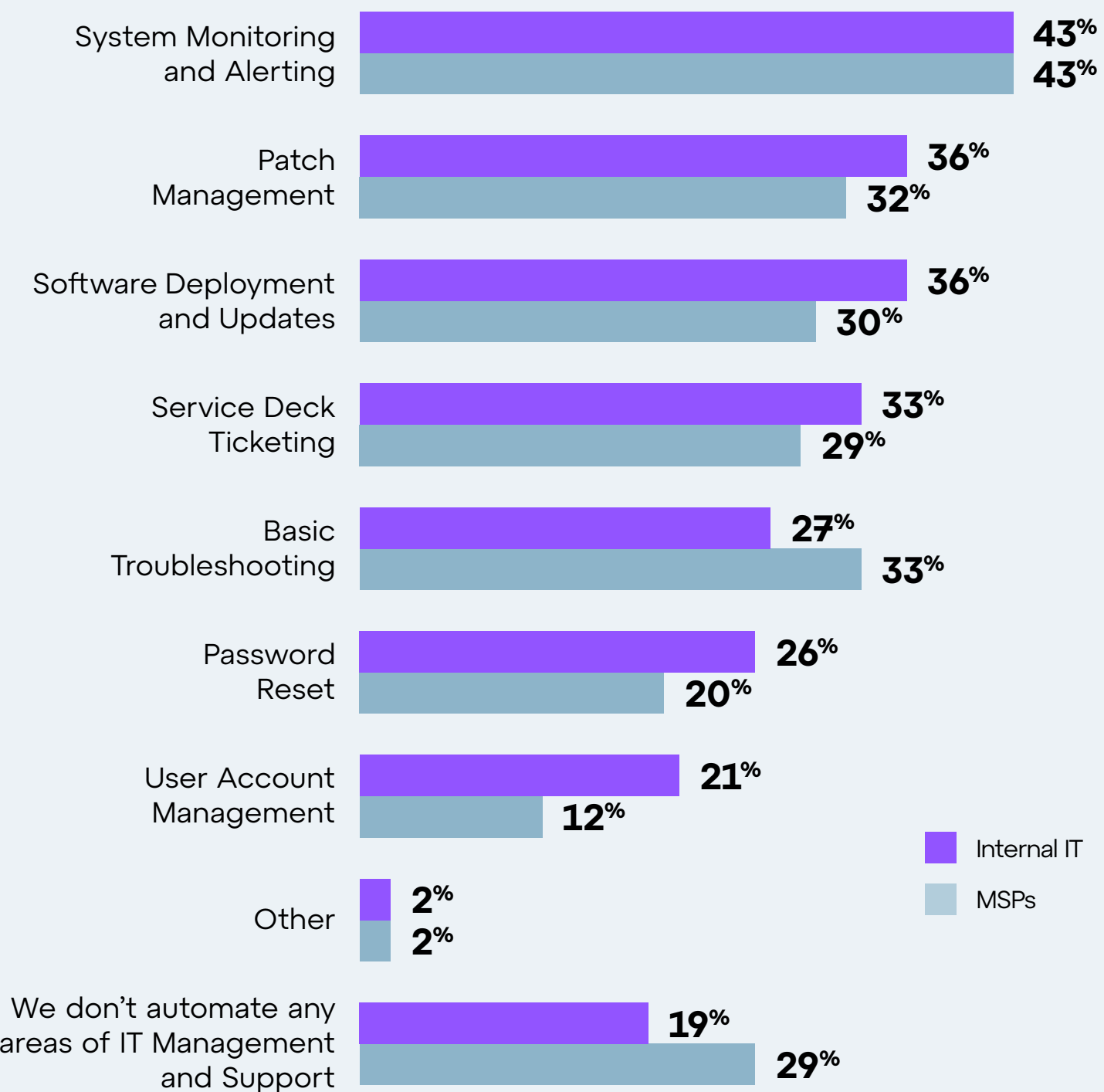
The Role of Automation in IT Management

While AI is gaining attention, automation continues to play a crucial role in IT management and support. With an established foothold, automation can provide valuable insights into the potential trajectory of AI adoption.

The impact of current automation efforts is significant, with organizations reporting substantial time savings. This demonstrated value of automation provides a compelling business case for more advanced AI implementations.

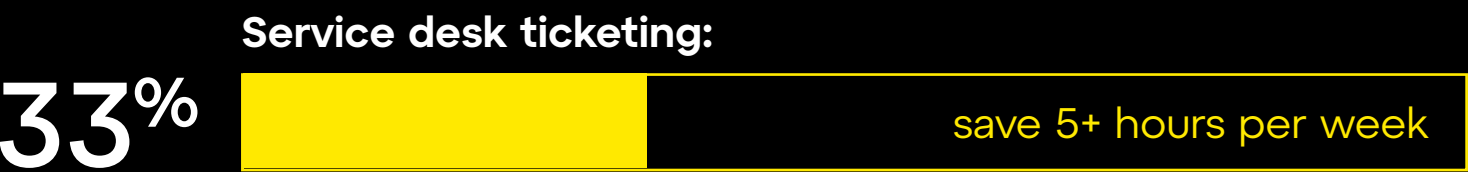
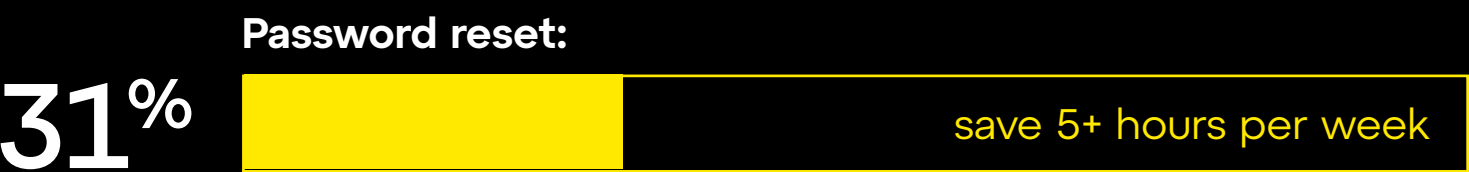
However, the distinction between automation and AI understanding also suggests that organizations recognize that AI represents a significant leap forward in capability and complexity compared to automation. Successful implementation of AI will require careful consideration and planning.

Current Use of Automation in IT Management and Support:



Automation is already widely used in various aspects of IT management, particularly in monitoring and routine tasks.


Time Savings Achieved Through Automation:

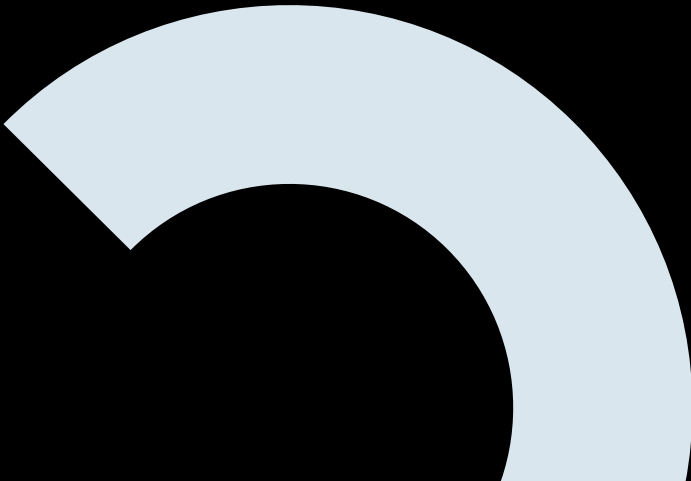


 Automation delivers significant time savings across various IT functions. Not surprisingly, the most savings occur in routine yet time-consuming areas.

Distinguishing Between Automation and AI:

77% of internal IT professionals and **80%** of MSPs do not consider automation and AI to be the same thing

 The industry clearly understands that AI and automation, while related, are distinct concepts.



Key Takeaways and Future Outlook



As we look to the future of AI in IT management and support, several key takeaways emerge:

Growing adoption:

While only about a quarter of organizations have implemented AI solutions, there's strong interest in future adoption. 50% of current AI users plan to increase their investment and 64% of those not currently using AI plan to do so in the next 2 years.

Focus on security and efficiency:

AI is primarily leveraged for security threat detection, knowledge management, and operational efficiency.

Positive impact:

Organizations that have implemented AI report overwhelmingly positive impacts across various IT management and support areas.

Challenges remain:

Cost, integration complexity, and lack of skilled personnel are the main barriers to AI adoption. Security concerns, particularly around data privacy and control over AI decisions, also pose significant challenges.

MSP opportunities:

MSPs are increasingly expected to incorporate AI into their service offerings, which presents challenges and opportunities for service providers.

Automation foundation:

Widespread use of automation in IT management provides a strong foundation for AI adoption, with clear distinctions between the two concepts.

Future Outlook:

1

AI is expected to be increasingly important in enhancing security measures, particularly in threat detection and real-time analysis.

2

Significant AI-driven improvements in predictive maintenance and performance optimization will likely lead to more proactive IT management.

3

AI-powered knowledge management and self-service support solutions are expected to improve user experience and reduce the workload on IT staff.

4

As AI technologies mature and become more accessible, we can expect to see increased adoption among smaller organizations and MSPs.

5

As AI technologies mature and become more accessible, we can expect to see increased adoption among smaller organizations and MSPs.



Conclusion

Integrating AI into IT management and support represents a significant opportunity for organizations to enhance their operations, improve security, and deliver better user experiences. While challenges exist, the potential benefits of AI adoption are clear.

For IT Professionals

- 1 Stay informed:** Continue educating yourself about AI technologies and their IT management and support applications.
- 2 Start small:** Begin with pilot projects in areas where AI can provide immediate value, such as security threat detection or knowledge management.
- 3 Address skills Gaps:** Invest in training and development to build AI expertise within your team.
- 4 Collaborate:** Work closely with vendors and partners to overcome integration challenges and maximize the value of AI solutions.

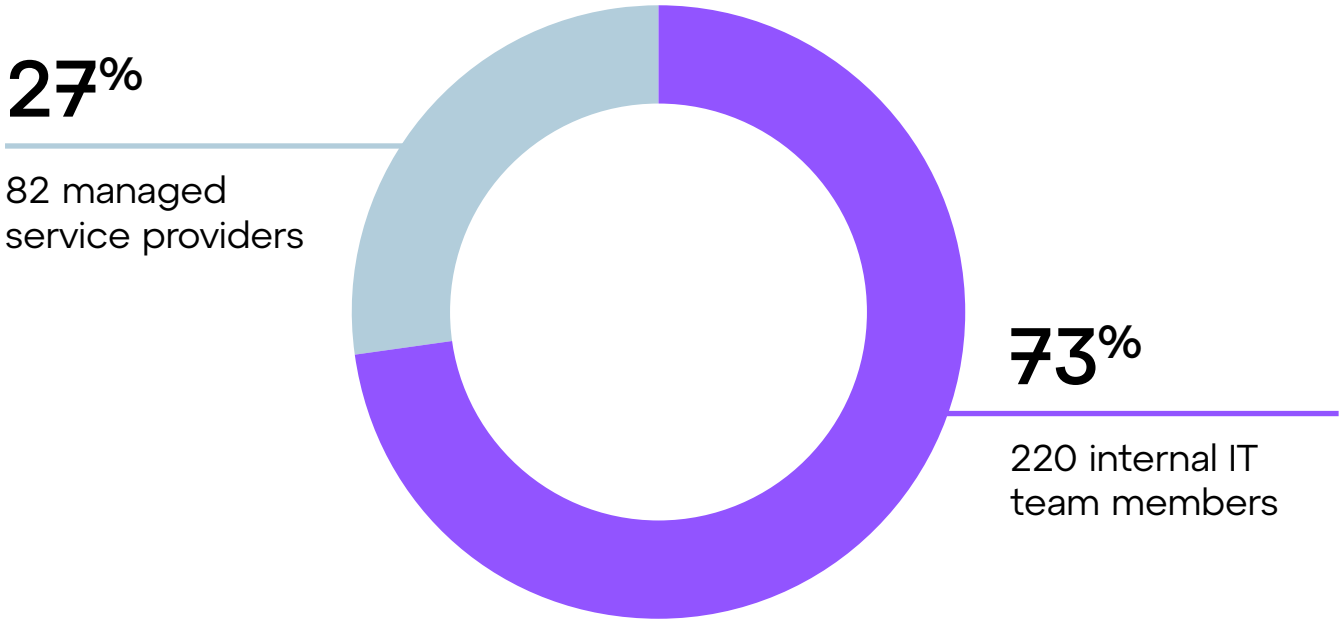
For MSPs

- 1 Develop AI offerings:** Build AI capabilities into your service offerings to meet growing customer expectations.
- 2 Educate customers:** Help your clients understand AI's benefits and potential applications in IT management and support.
- 3 Focus on security:** To build trust with your clients, prioritize addressing security concerns related to AI implementation.
- 4 Differentiate:** Use AI capabilities to differentiate your services in a competitive market.

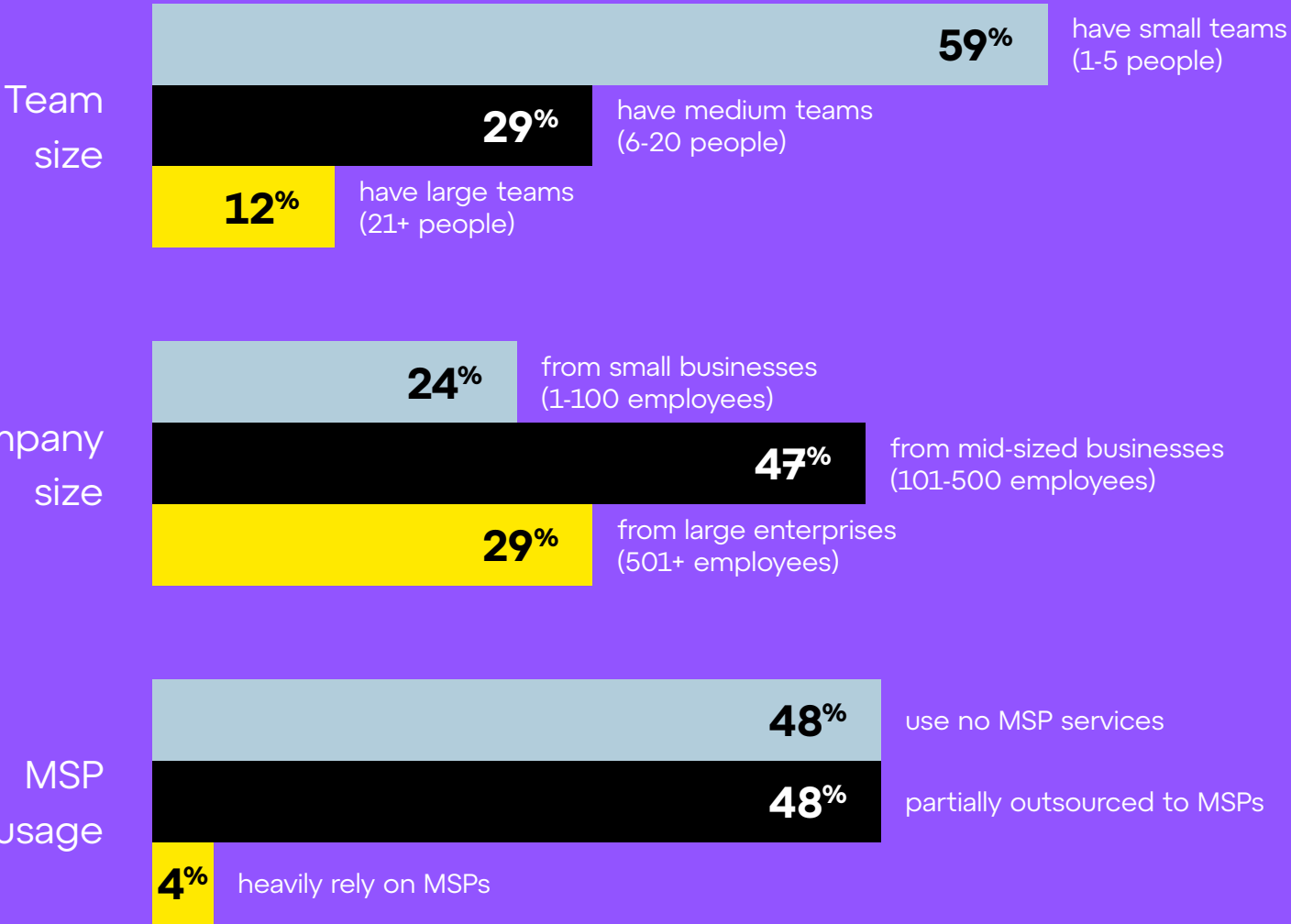
The journey towards AI-enhanced IT management and support is just beginning. By embracing these technologies and addressing the associated challenges, IT professionals and MSPs can position themselves at the forefront of this exciting transformation. The future of IT is intelligent, and the time to prepare is now.

The Survey Landscape: Understanding Our Respondents

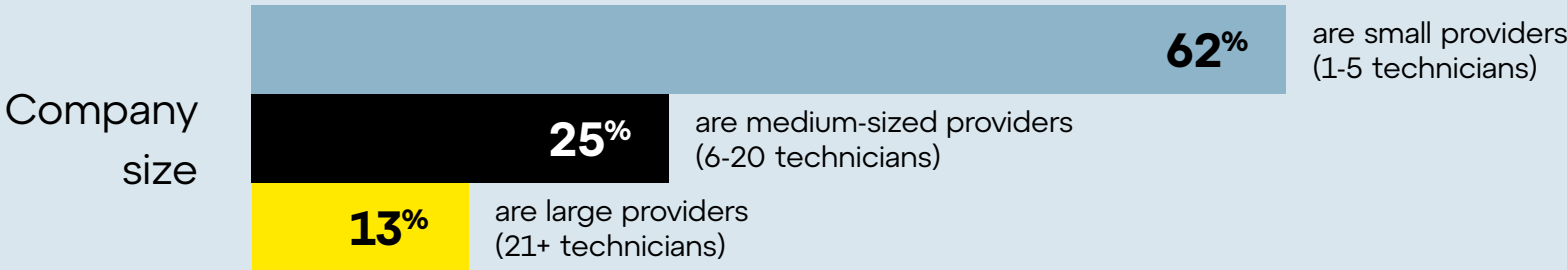
This comprehensive survey captured insights from 302 IT professionals across two main categories:



Internal IT Team Profile:



MSP profile:



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LogMeIn Resolve transforms IT management for agents and MSPs with practical, human-centric AI. Resolve helps organizations of all sizes take control their IT infrastructure by combining remote monitoring, access and support with tools like ticketing, task automation, and patch management for faster problem-solving and better IT oversight.

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