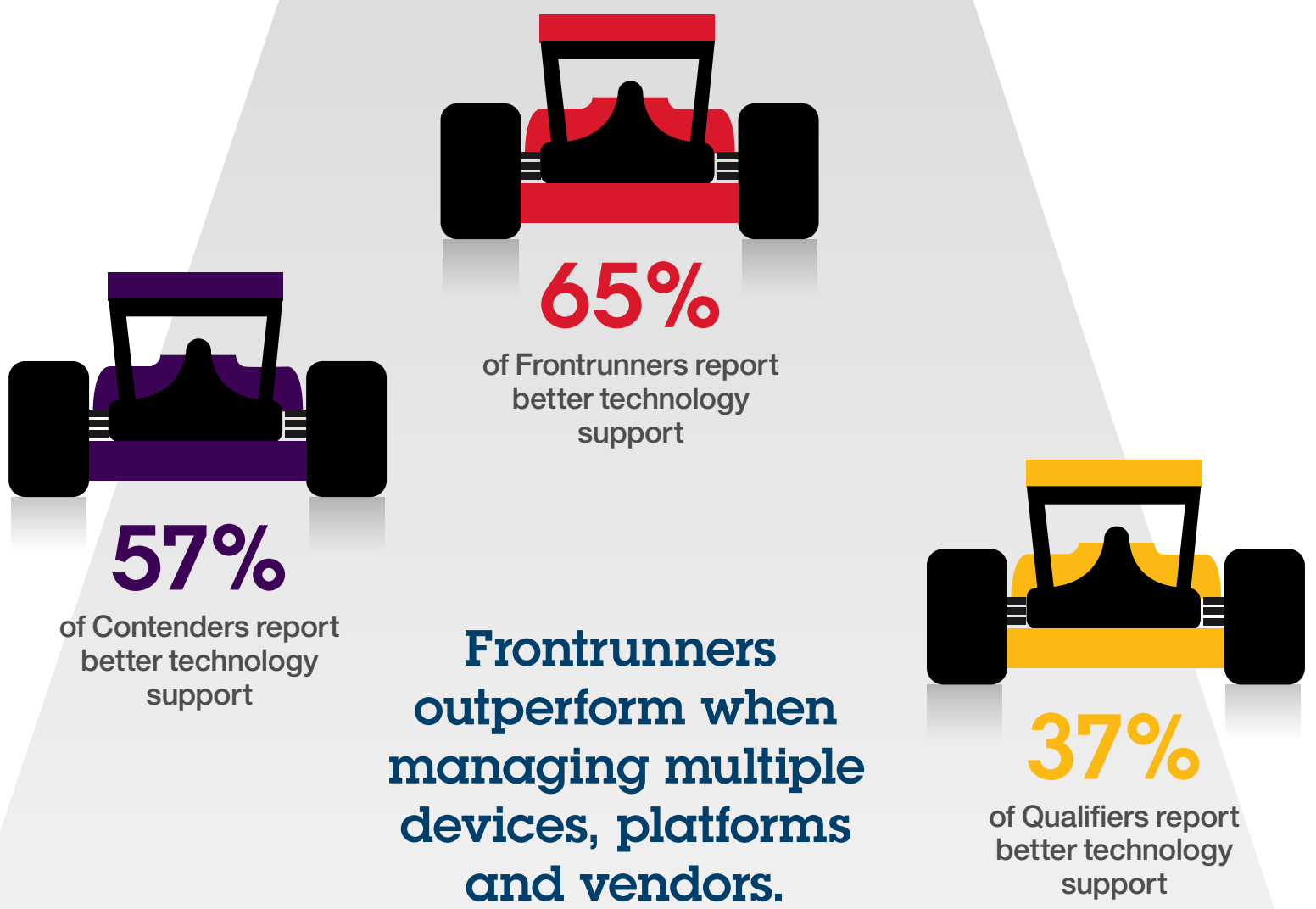
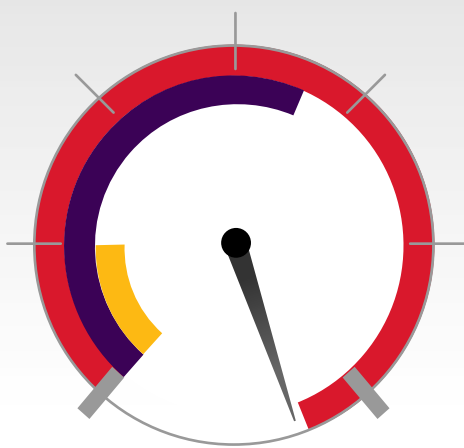


# Who leads in technology support?



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

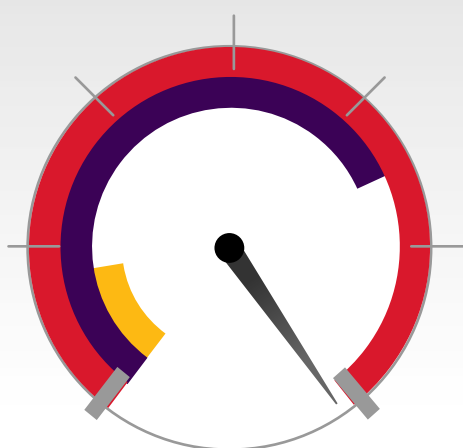
**83%** of Frontrunners  
**45%** of Contenders  
**13%** of Qualifiers  
have an established and strategic approach for support



### PLAN

support strategically

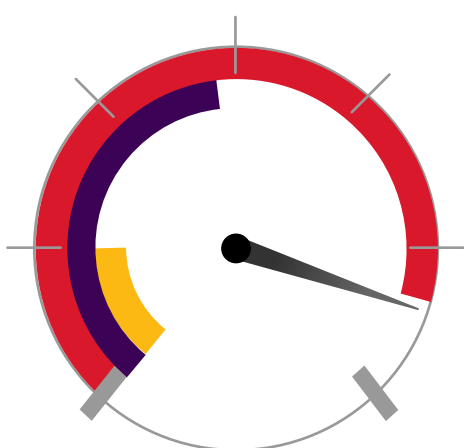
**72%** of Frontrunners  
**58%** of Contenders  
**12%** of Qualifiers  
use management dashboards to track support contracts



### MONITOR

their performance

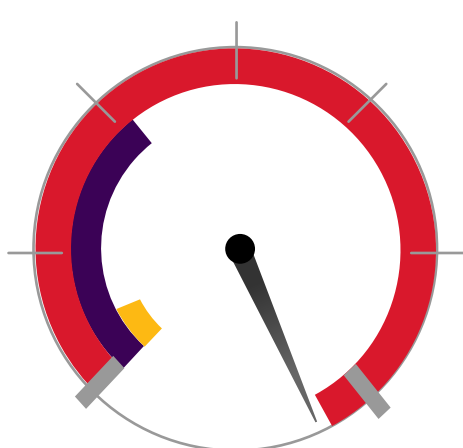
**68%** of Frontrunners  
**37%** of Contenders  
**14%** of Qualifiers  
use diagnostic analytics to understand causes



### 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 here](#)