

Improving the Employee Experience Through Managed Device Services

How Managed Device Services providers can help improve productivity, simplify IT, assist with sustainability goals, and reduce operating costs to deliver a better employee experience.



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The Challenges of a Sustainable Hybrid Workplace

CIOs and IT managers struggle to meet the demanding expectations of geographically dispersed teams while keeping operational cost in line, all amid a global talent crunch.

30%

of global organizations struggle with staffing and labor shortages, which prevent effective use of technology.

69%

said circularity, sustainability, and life-cycle management are either very important or extremely important for their organization.

The struggles in life-cycle management include:

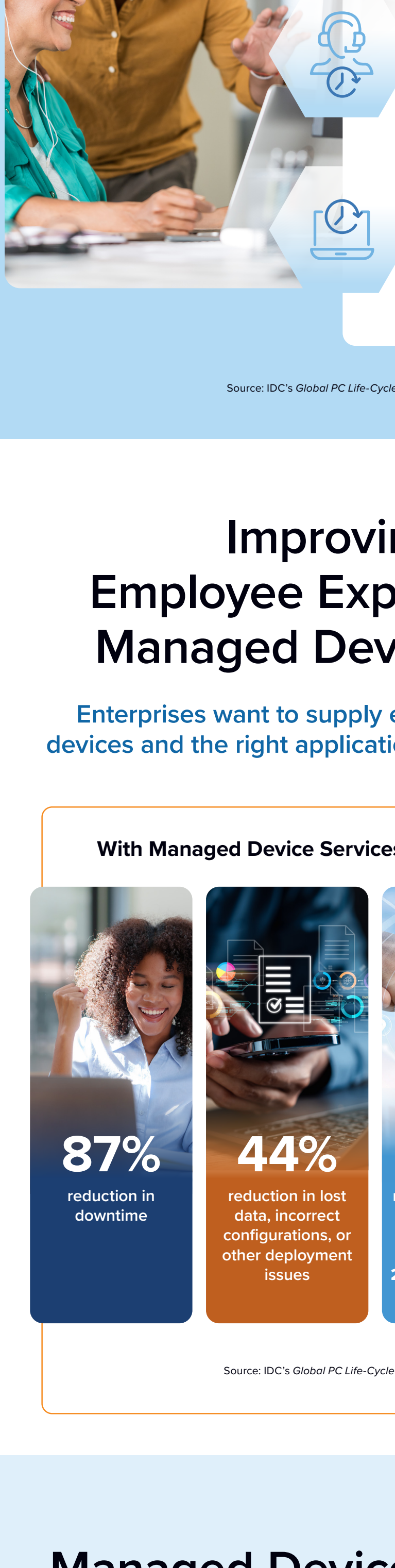


One of IT's top 4 areas for investment is providing a better employee experience through workplace solutions.

Sources: IDC's Future Enterprise Resiliency and Spending Survey, Wave 4 and Wave 8, May and September 2023

Managed Device Services Boosts Operations Efficiency

Trusted providers that offer Managed Device Services provide domain expertise and can help address ongoing technical skills gaps for many organizations.



Companies saved **2.15 hours** in IT staff time per PC on activities associated with servicing PC assets, such as **planning and design, imaging, deployment, and support.**

Organizations spent **78% less time on help desk requests**, since better deployment and migration procedures created fewer help desk requests.

Managed Device Services helped reduce the number of procurement and operations hours expended per PC by **30%** among advanced organizations.

Source: IDC's Global PC Life-Cycle Optimization Survey, 2022

Improving the Employee Experience with Managed Device Services

Enterprises want to supply employees with the right devices and the right applications for specific work tasks.

With Managed Device Services, employees experienced:

87%
reduction in downtime

44%
reduction in lost data, incorrect configurations, or other deployment issues

42%
reported improving employee productivity by an average of **24%** with Managed Device Services

30%
faster deployment time to get their devices

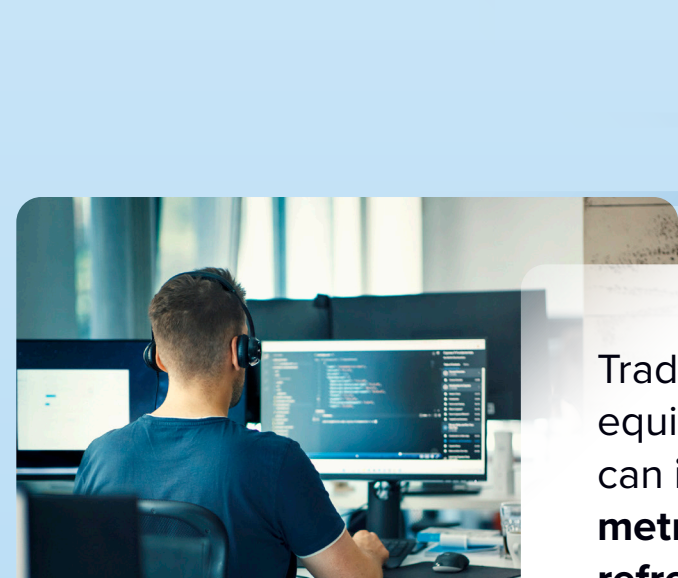
Source: IDC's Global PC Life-Cycle Optimization Survey, 2022

Managed Device Services Can Help with Sustainability Goals

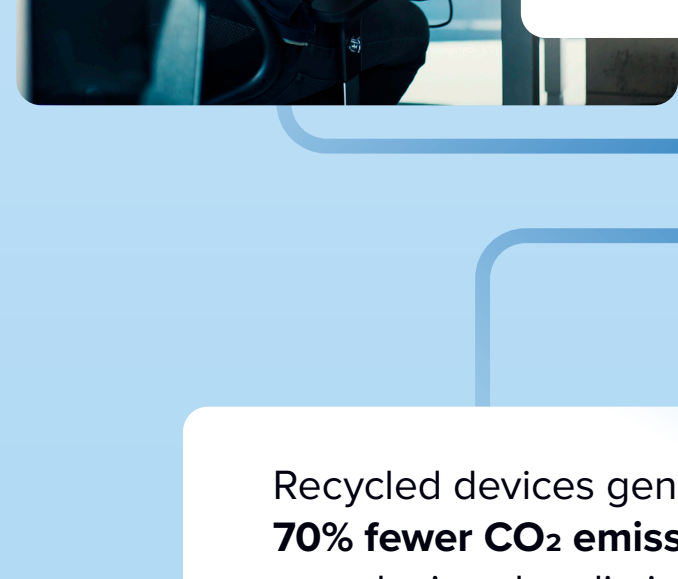
Sustainability initiatives are gaining strategic importance, yet asset recovery and disposal place a significant burden on IT organizations.



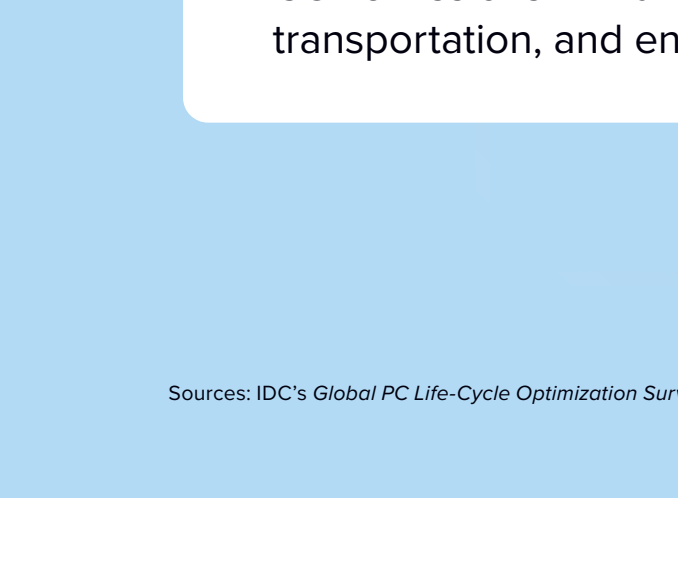
The robust security and compliance protocols of Managed Device Services can reduce IT's burden in this space by **58%**.



Managed Device Services can help ensure that IT assets are refurbished or reused, **enhancing circularity and improving sustainability metrics.**



Trade-ins can offset new equipment costs, which can **improve the budget metrics of equipment refresh cycles.**

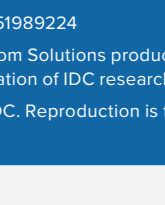


Recycled devices generate up to **70% fewer CO₂ emissions** than new devices by eliminating the CO₂ emissions in manufacturing, transportation, and end of life.

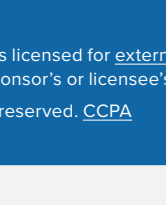
Sources: IDC's Global PC Life-Cycle Optimization Survey, 2022; IDC's Model for CO₂ reduction for IT equipment, 2022

Consider Providers That Offer Managed Device Services

Reducing the time, cost, and IT staff efforts associated with device management delivers a better employee experience. IDC recommends:



Assessing current service in device management and identifying key areas that need assistance



Examining the processes, tools, and skills necessary to enable a comprehensive workplace device life-cycle



Finding providers that can help deliver the desired experience efficiently, economically, and sustainably

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IDC #US51989224

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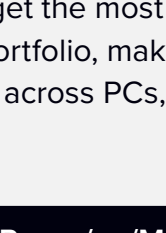
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