## An Experience-Centric View to Creating a Secure, Sustainable, and Modern Future Workplace



### The Future of Work is Hybrid As the world pivots to a hybrid work model, the ability to operate seamlessly

from any location of choice will be a defining attribute of the future workplace. This future workplace will be shaped by a few key considerations and organizational priorities:



### parameters firmly embedded in their business KPIs".

companies will have environmental sustainability

<sup>1</sup>IDC's Asia/Pacific Enterprise Services Sourcing Survey 2021 <sup>2</sup>IDC's Future Enterprise Resiliency and Spending Survey, December 2021

## Imagining an Experience-Centric Enterprise Workplace End-user corporate devices often serve as the primary interface between the workforce and the workplace. As such, these devices and services around them

shape employee perceptions and experiences relating to the workplace and the broader enterprise itself. An experience-centric approach to the workplace consists of three key, interrelated dimensions: **Digital Experience** Superlative experience with both the

> device themseleves & their support for transformative Digital Workplace capbilities





# The 3 Dimensions of

**Workplace Experience** 



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**Digital Experience** 

Form factor, weight, cable-light

Device ergonomics

natural interfaces

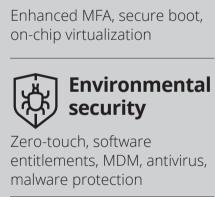


Predictable

payment models

Financial benefits

subscription-based pricing Cost-effective services bundling Diversity of engagement and



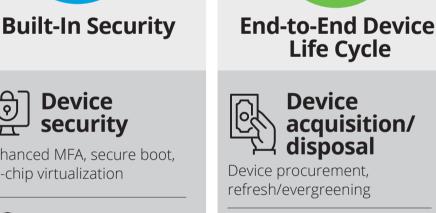
Resilience

Data archiving/replication,

data loss prevention

Device security





financing Pricing options, financing mechanisms,

consumption models

Monitoring, maintenance,

software/hardware support

field services,

🛜 management



**Operational benefits** 

experience

### Quicker issue resolution through operational analytics and Al-enabled ops Optimized and simplified IT operations management and support Accelerated device refresh cadence leading to better performance and

### experience Employees enabled with latest, most powerful, and feature-rich devices

workplace environment

Highly integrated and automated

**Enhanced employee** 

productivity and

**Support for enterprise** 



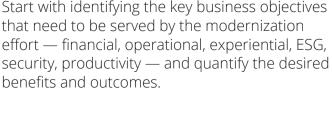
environmental, social, and governance (ESG) goals Sustainable device sourcing Lifecycle management and disposal within an extended circular economy

### • Effective license and compliance management Comprehensive range of security and resiliency services

Improved security and enterprise resilience • Shorter device refresh cycles

Proactive software patching and updates

### **Designing Your Future Workplace Experience** Outcomes Start with identifying the key business objectives that need to be served by the modernization effort — financial, operational, experiential, ESG,



**Capabilities** Map the outcomes to end-user devices and workplace solutions with the capabilities to deliver these outcomes most effectively.





Determine the optimal set of services that can help your enterprise deliver a workplace experience that meets your key organizational objectives through solutions of your choice.



the end-user devices and workplace

Microsoft Surface