

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:



¹IDC's Asia/Pacific Enterprise Services Sourcing Survey 2021
²IDC'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 themselves & their support for transformative Digital Workplace capabilities



End-End Lifecycle

Comprehensive and rich ecosystem of end-to-end services for asset lifecycle management and end-user support

Built-in Security

Proactive and robust security of not just devices, but also corporate data and resources across all hybrid work locations/environments

The 3 Dimensions of Workplace Experience

<p>1</p> <p>Digital Experience</p> <ul style="list-style-type: none"> High quality hardware Camera, mic/speakers, display Features and functionality Touch, voice commands, natural interfaces Device ergonomics Form factor, weight, cable-light 	<p>2</p> <p>Built-In Security</p> <ul style="list-style-type: none"> Device security Enhanced MFA, secure boot, on-chip virtualization Environmental security Zero-touch, software entitlements, MDM, antivirus, malware protection Resilience Data archiving/replication, data loss prevention 	<p>3</p> <p>End-to-End Device Life Cycle</p> <ul style="list-style-type: none"> Device acquisition/disposal Device procurement, refresh/evergreening Device management Monitoring, maintenance, field services, software/hardware support Device financing Pricing options, financing mechanisms, consumption models
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Benefits of a Device-as-a-Service Model

Financial benefits

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

Enhanced employee productivity and experience

- Employees enabled with latest, most powerful, and feature-rich devices
- Highly integrated and automated workplace environment

Support for enterprise environmental, social, and governance (ESG) goals

- Sustainable device sourcing
- Lifecycle management and disposal within an extended circular economy

Operational benefits

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

Improved security and enterprise resilience

- Shorter device refresh cycles
- Proactive software patching and updates
- Effective license and compliance management
- Comprehensive range of security and resiliency services

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, security, productivity — and quantify the desired benefits and outcomes.

Capabilities

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

Services

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