

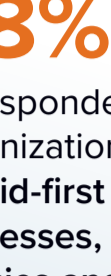
REGION FOCUS: GLOBAL

Seamless Device Lifecycle Management for an Empowered Hybrid Workforce

How engaging with IT asset management and disposition service providers can help CIOs improve the end-user experience, manage the risk profile, and improve TCO.



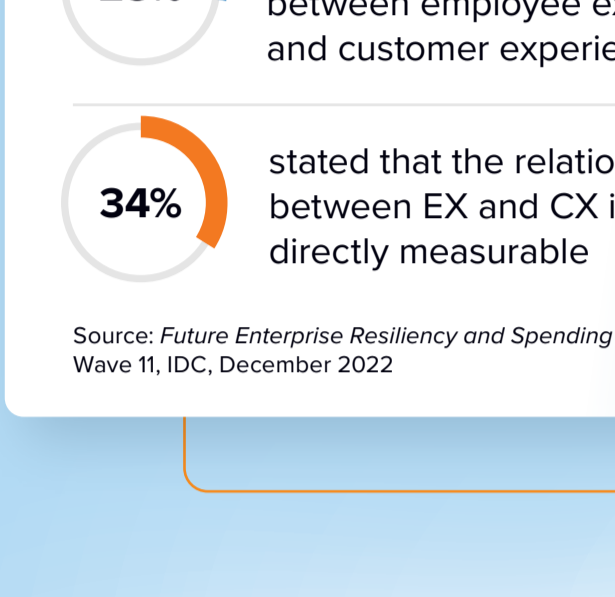
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Today's Organization Must Support a Hybrid Workforce

Enterprises have to prioritize an improved employee experience.



78%

of respondents indicated their organizations were "adopting hybrid-first work models, redefining processes, technologies and policies and engaging with more diverse talent pools."

n = 810. Source: Future Enterprise Resiliency and Spending Survey - Wave 12, IDC, January 2022.

Employees expect access to a diverse assortment of end-user devices to accomplish work tasks.

IDC research also shows connections between the employee experience (EX) and the customer experience (CX):

28% of organizations have identified a defined causal relationship between employee experience and customer experience

34% stated that the relationship between EX and CX is directly measurable

Source: Future Enterprise Resiliency and Spending Survey Wave 11, IDC, December 2022



Device Management in this Hybrid World Isn't Easy

IT organizations need help managing routine, repetitive tasks that are critical to delivering a high-quality experience.



IT organizations are looking for help improving business continuity and operational resiliency while accelerating innovation in technology to support new business models.



Streamlining day-to-day operations to enable remote work and maintain IT service delivery remain key strategies for most CIOs and business managers.



Despite many predictions claiming the "end of the PC era," most business users continue to rely on PCs and laptops to accomplish critical business tasks.



Given the broad recognition that a best-in-class device experience can be a key driver in EX, CIOs need to prioritize device management across the lifecycle to enable critical business tasks.

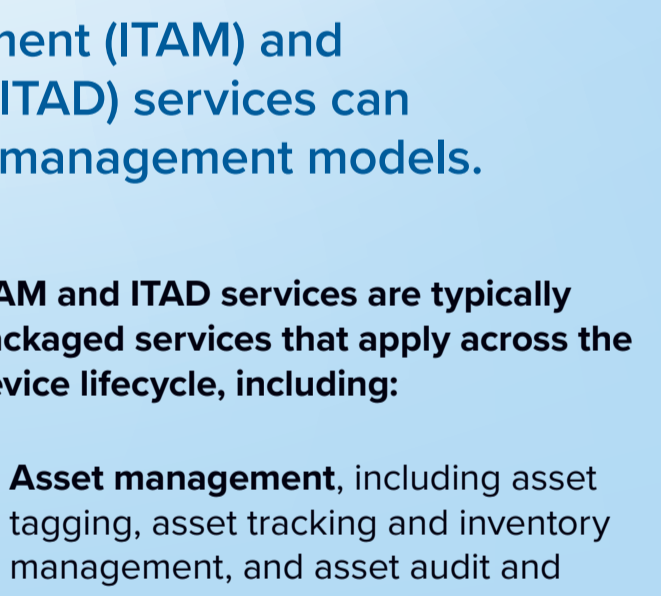
Device Management Requires an Enterprise-Wide Approach

More CIOs are considering a comprehensive, integrated strategy that spans the asset lifecycle.



CIOs and IT organizations are **looking for help optimizing device management strategies** with improved and updated IT processes for a complex mix of devices.

CFOs want to make sure **enterprises are maximizing their technology investments**, with improved asset management and full transparency into the fleet.



ESG teams require circular economy guidelines to meet **compliance and sustainability goals**, with **guaranteed better asset disposition practices**.

External Lifecycle Services Providers Can Help

IT asset management (ITAM) and IT asset disposition (ITAD) services can complement internal IT management models.



ITAM and ITAD services are typically packaged services that apply across the device lifecycle, including:

- **Asset management**, including asset tagging, asset tracking and inventory management, and asset audit and compliance reports
- **Project management and configuration planning** for new device or device upgrades, including readiness assessments, scheduling and planning, shipping and logistics
- **Physical and remote deployment**, including imaging, device shipment and/or return, as well as physical device deployment and setup
- **Ongoing system support and operations**, including call management and handling, physical break fix, system management (patching, troubleshooting, optimization), management of warranty and support extensions, and battery replacements
- **Asset recovery and disposition**, including proper chain of custody and disposition of equipment at end of life, data destruction, lease returns, as well as asset value recognition for resale or re-use within the organization



IDC research on improving PC IT operations shows that when customers use outside resources, they can deploy new and used PCs to their users faster with fewer touchpoints (42% faster); 37% of systems were not recovered or disposed of properly – but when using outside resources, that number dwindled to 12%.

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

Enterprises Are Seeing Real Benefits From ITAM/ITAD Services

Integrated delivery across the lifecycle can mean fewer cost of business losses due to device-related problems.

In an IDC survey, respondents were asked to identify the top benefits associated with ITAM and ITAD lifecycle services, and how they have affected business outcomes:

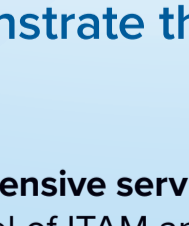
76%

indicated improved security



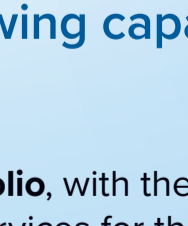
42%

cited improved employee productivity



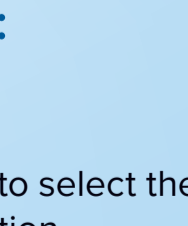
38%

experienced improved customer satisfaction and increased sustainability



35%

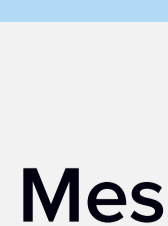
were seeing reduced business risk



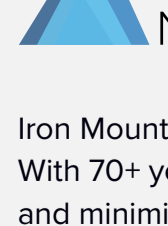
Source: IDC's PC Life-Cycle Optimization Survey, April 2022

What to Evaluate When Considering ITAM/ITAD Services

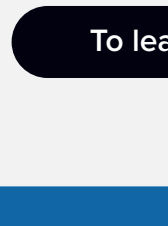
IDC recommends looking for providers who can demonstrate the following capabilities:



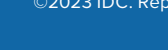
A comprehensive services portfolio, with the flexibility to select the correct level of ITAM and ITAD services for the organization



Proven methodologies across ITAM and ITAD processes, with a focus on best practices and industry-specific capabilities when appropriate



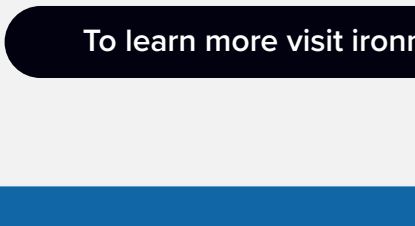
Refined IT asset management practices, including processes that consider the integrations between key internal stakeholders (i.e., HR and IT for employee device management)



Robust metrics and reporting to continually track efforts to comply with sustainability goals and employee experience management

Secure and sustainable asset disposition practices, including data wiping and destruction when necessary as well as recycling and reclaiming processes across devices

Message from the Sponsor



Iron Mountain is a trusted partner for secure, sustainable Workplace IT Asset Management. With 70+ years of expertise, Iron Mountain provides a secure chain of custody, maximizes ROI, and minimizes environmental impact. Iron Mountain's Workplace IT Asset Management is ready to actively manage your organization's hardware including storage, configuration, deployment and support through end-of-life disposition.

To learn more visit ironmountain.com/ITAM

