



Streamlined Hardware Asset Management for a Hybrid Workforce

Partnering with hardware asset management and ITAD providers helps maximize IT investments, enhance user experiences, reduce risk, and free up capital for emerging technologies like GenAI.



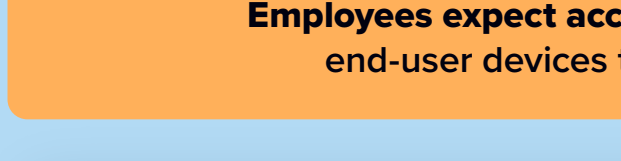
Elaina Stergiades
Research Manager,
Software and Hardware Support Services, IDC



Rob Brothers
Program Vice President,
Datacenter and Support Services, IDC

Today's Organization Must Support a Hybrid Workforce

Enterprises have to prioritize an improved employee experience.



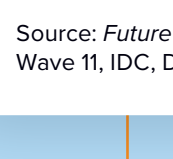
78%

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

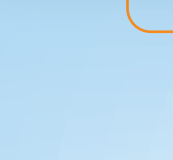
n = 810. Source: Future Enterprise Resiliency and Spending Survey Wave 12, IDC, January 2022

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

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

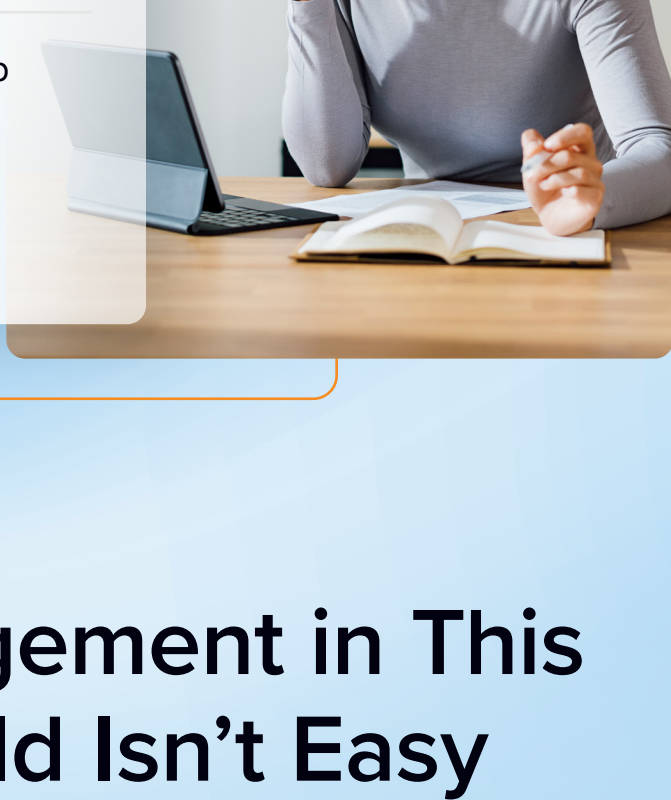


of organizations have identified a defined causal relationship between employee experience and customer experience.



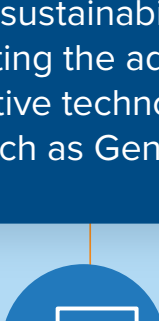
stated that the relationship between EX and CX is directly measurable.

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

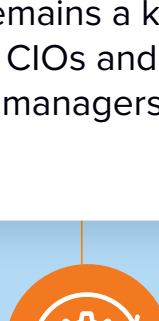


Device Management in This Hybrid World Isn't Easy

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



Companies are looking to maximize their IT investments, reduce operational costs, and improve sustainability while accelerating the adoption of innovative technologies, such as GenAI.



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



GenAI PCs will become increasingly important to organizations looking to accomplish critical business tasks more efficiently.



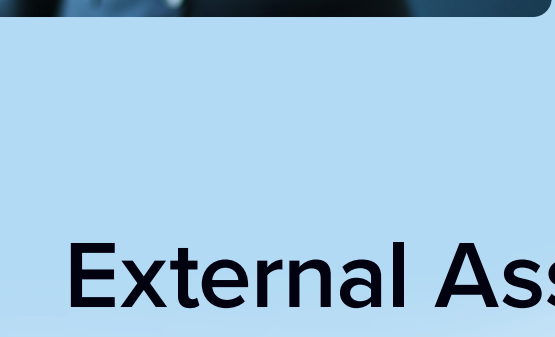
Given the broad recognition that a best-in-class device experience can be a key driver in EX, CIOs need to prioritize device management across the life cycle to enable critical business tasks.

Device Management Requires an Enterprisewide Approach

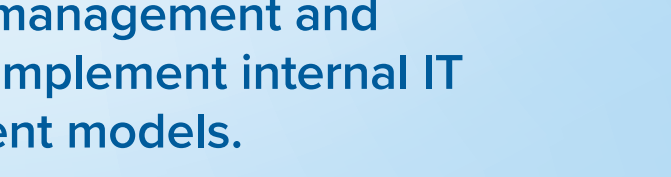
More CIOs are considering a comprehensive, integrated strategy that spans the asset life cycle.



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 Asset Life-Cycle Management Services Can Help

Hardware asset management and ITAD services can complement internal IT management models.



Hardware asset management and ITAD capabilities are typically packaged capabilities that apply across the device life cycle, 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, and physical device deployment and setup
- **Ongoing system support and operations**, including call management and handling, physical break fix, 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, and asset value recognition for resale or reuse within the organization



Organizations are looking to be more sustainable and get the most out of their IT investments. With that as a backdrop, enterprises are prioritizing better device management strategies. IDC believes comprehensive life-cycle services from external providers can help, with organizations looking for specific capabilities, including:

- ✓ **45% — asset tagging and labeling for better asset tracking**
- ✓ **44% — secure IT asset disposition**
- ✓ **39% — inventory management**

n=1319; Source: Used Equipment Market Survey, IDC, February 2024

Enterprises Are Seeing Real Benefits from HAM/ITAD Services

Integrated delivery across the life cycle 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 hardware asset management and ITAD services and how they have affected business outcomes:

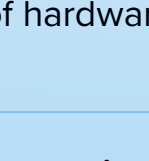
76%

indicated improved security.



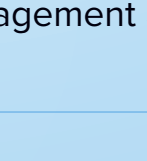
42%

cited improved employee productivity.



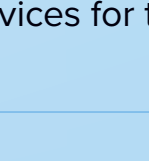
38%

experienced improved customer satisfaction and increased sustainability.



35%

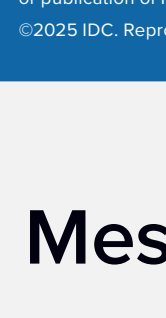
saw reduced business risk.



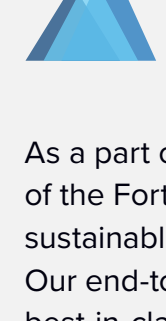
n=1319; Source: Used Equipment Market Survey, IDC, February 2024

What to Evaluate When Considering HAM/ITAD Services

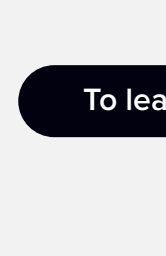
IDC recommends looking for providers that can demonstrate the following capabilities:



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



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



Refined hardware 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