

A Custom Technology Adoption Profile Commissioned By Dell | April 2016

Optimize Your PC Life-Cycle Management

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Exploring The Key To Maintaining An Efficient PC Life Cycle

Managing the PC life-cycle environment can be a complicated and expensive process. Enterprises with old and outdated systems require increased support, have higher maintenance costs, and see interrupted workforce productivity. However, consolidating processes and enlisting the help of vendor partners will greatly reduce costs and provide expert-level knowledge for a better PC life-cycle management operation.

In April 2016, Dell commissioned Forrester Consulting to conduct a study with 230 IT decision-makers with knowledge of desktop infrastructure environments at their organization. All respondents were significantly involved in the decision-making process for PC and device management and had significant expert-level knowledge about the PC life-cycle process.



Region:

North America: **45%**

APAC: **34%**

Europe: **21%**



Employee size:

1,000 to 4,999 employees: **43%**

5,000 to 19,999 employees: **42%**

20,000 employees or more: **15%**



Respondent role:

C-level executive: **36%**

Vice president: **14%**

Director: **25%**

Manager: **25%**



Type of organization:

Multinational organization: **73%**

Local organization: **17%**

Regional organization: **10%**

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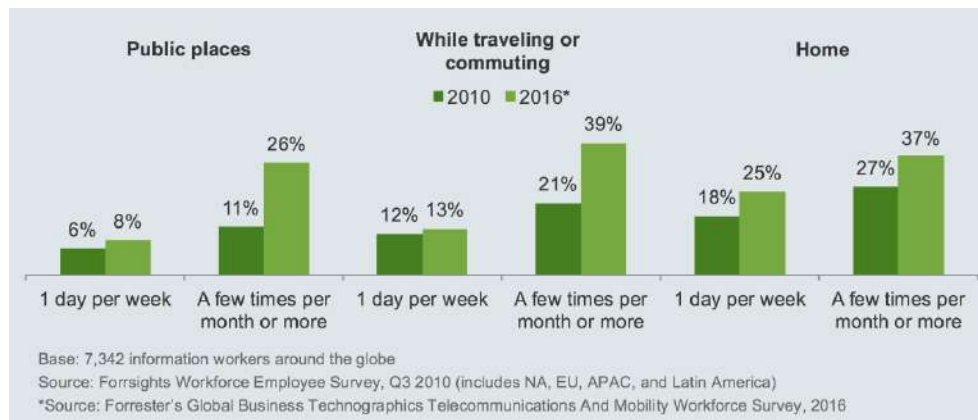
CONCLUSIONS

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Employees Are Using Various Devices To Get Work Done Wherever They Are

The rise of mobile devices and wireless hotspots is driving new behaviours among information workers — they are increasingly working in public places, while traveling, or at home. And this trend will have profound implications on how IT provisions technology.

The survey revealed that employees are leveraging multiple PC devices to support their work activities: 81% are using a desktop computer, 71% are using a laptop, 70% are using a smartphone, and 40% are using a tablet computer for work purposes.



"Which of the following devices do you use (including any supplied by an employer), for work purposes? (Select all that apply)"



Base: 7,267 global information workers
 Source: Forrester's Global Business Technographics® Telecommunications And Mobility Workforce Survey, 2015

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Firms Are Struggling To Keep Up With Workforce Demand

IT decision-makers are tasked with ensuring technology management budgets are being used to support the business needs and fulfill worker demand. But 53% of IT leaders are struggling to keep up with the increasing diversity of devices.

Due to the rise of PC device diversity and the support required to ensure devices are secure, reliable, and have the latest operating systems, IT is also having to balance and maintain costs (45%). Moreover, IT decision-makers (39%) revealed that they are finding it hard to manage all of the vendor relationships required for their PC device management. Employees are also demanding experiences that are convenient, reliable, and personal; 33% of IT respondents revealed they are striving to personalize and customize their devices for each employee.



“Which of the following challenges are you currently experiencing regarding PC device management in your organization?”
(Select all that apply)



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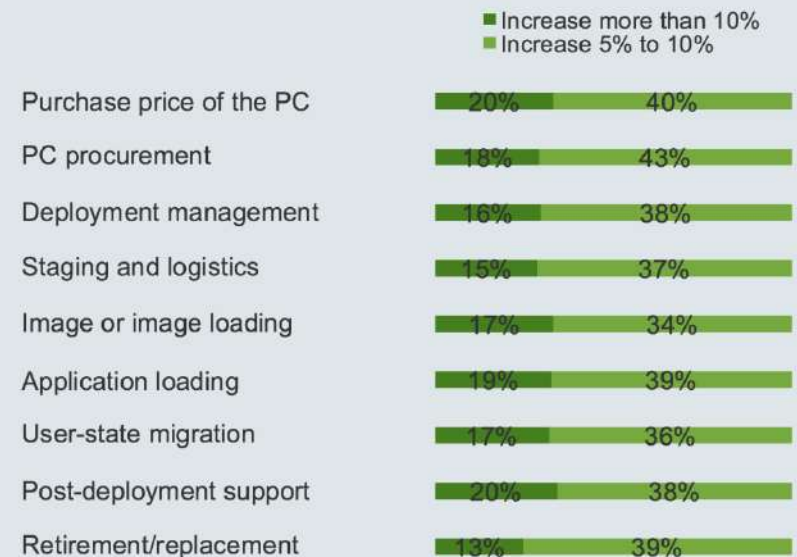
Firms Are Increasing PC Life-Cycle Management Budgets

Increasing IT's ability to rapidly respond to new business needs while cutting costs is a huge challenge. The PC life cycle makes up almost 40% of total IT budgets, and optimizing these steps will also allow organizations to meet workforce PC demands.

So it comes as no surprise that over the next 12 months, PC life-cycle budgets are expected to increase by at least 5% to 10% across all stages of the life cycle, from PC procurement to PC retirement and replacement. This is in part due to new operating systems being released. These releases aim to ease the burden of large-scale PC upgrades, which involve significant testing and reloading of operating systems.



“Do you expect your budgets for each area of the PC life cycle to change over the next 12 months?”



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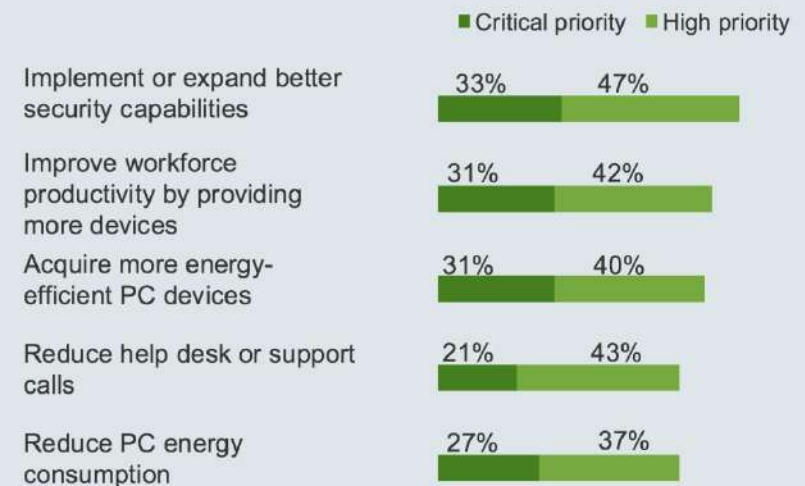
Enhancing Security And Productivity Are Top PC Life-Cycle Priorities

Older PCs are more vulnerable to security breaches and no longer provide adequate performance. Four-fifths of respondents said it was a top priority for the PC life cycle to implement or expand better PC security capabilities over the next 12 months.

In addition, the survey revealed that IT decision-makers are looking to provide more devices to improve workforce productivity (73%), while acquiring devices that are more energy efficient (71%). Other priorities are focused on reducing help desk calls (64%) and minimizing PC energy consumption (64%).



“Which of the following initiatives are likely to be your firm's/organization's top PC life-cycle priorities over the next 12 months?”



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PC Refresh Rates Have An Impact On Business Priorities

With the fast pace of technological change, organizations seek the right balance between lengthening and shortening refresh cycles. Taking too long to refresh PC devices will leave your organization with high maintenance costs (49%) and vulnerable to security (46%) and will cause disruptions to your workforce productivity (46%).

Moreover, business leaders are demanding more diverse devices (40%), and respondents indicated that by lengthening PC devices, it will be more difficult to load new applications that users need (40%). Thus, it is important to work out what the optimum refresh rate is and understand how it will affect your business.



“What are, or what do you believe to be, the consequences of lengthening your PC refresh rate?” (Select all that apply)

The repair costs and maintenance of older devices are higher than new PCs

49%

Older PCs are more vulnerable to security breaches

46%

Increase problems and disruptions due to unreliable devices

46%

Business leaders are demanding better, more diversified devices

40%

Difficult to load new applications/software that users need

40%

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Consolidate And Improve Existing PC Management Approaches

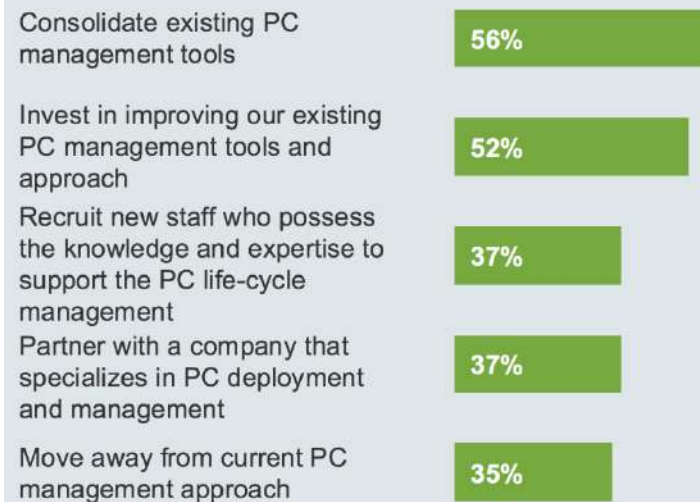
The survey revealed that organizations realize that a fundamental shift is needed to overcome challenges with PC life-cycle management approaches today. They are consolidating existing PC management tools (56%) and investing in improving their existing PC management tools and approaches (52%).

Moreover, in order to support PC life-cycle approaches, 37% said they are recruiting new staff with the right knowledge and even partnering with a company that specializes in PC deployment and management (37%).

Over a third of IT decision-makers are considering moving away from their current PC management approach.



“Which of the following are you considering to solve the challenges you face with your PC life-cycle management approach today?” (Select all that apply)



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Look For Key Attributes From Vendor Partners To Support PC Deployment

Organizations will not be able to achieve a well-rounded PC life-cycle management approach without enlisting the help from vendors that specialize in the field and provide expertise and planning.

When selecting a vendor partner, organizations look to build a clear operating PC deployment migration path (46%). They also seek vendors that can manage the delivery of the entire life cycle (45%) and have automation tools (39%) to quicken and streamline processes.



“What are the key attributes of a technology partner to support PC deployment at your organization?” (Select all that apply)



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Optimized PC Life-Cycle Management Boosts Workforce Productivity And Flexibility

Our study revealed that organizations are exploring ways to optimize their PC life cycle to enhance workforce productivity and flexibility. To do this, organizations are:

- › **Consolidating existing PC management tools.** Organizations have too many IT management tools and too much overlap through years of acquiring specialized tools. Organizations surveyed revealed that to overcome challenges with their existing PC life-cycle approach, they are consolidating tools to enable them to become reliable and responsive and increase workforce productivity.
- › **Improving security capabilities.** Older PCs are more susceptible to security breaches and cost a lot more to maintain and repair than newer PCs. Eighty percent of respondents said it was a high or critical priority to expand and implement better security capabilities to withstand breaches.
- › **Seeking knowledgeable technology vendor partners.** Forty-five percent of respondents indicated that they would like to work with a technology vendor that manages the entire PC life-cycle delivery to guide and assist their organization to become better at planning and supporting modern-day workers' flexible working habits.

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METHODOLOGY

This Technology Adoption Profile was commissioned by Dell. The custom survey questions were fielded to 230 individuals around the world responsible for PC life-cycle management at their organization.

The auxiliary custom survey began and was completed in April 2016. For more information on Forrester's data panel and Tech Industry Consulting services, visit Forrester.com

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Contributing Research:

Forrester's Global Business Technographics® Telecommunications And Mobility Workforce Survey, 2015