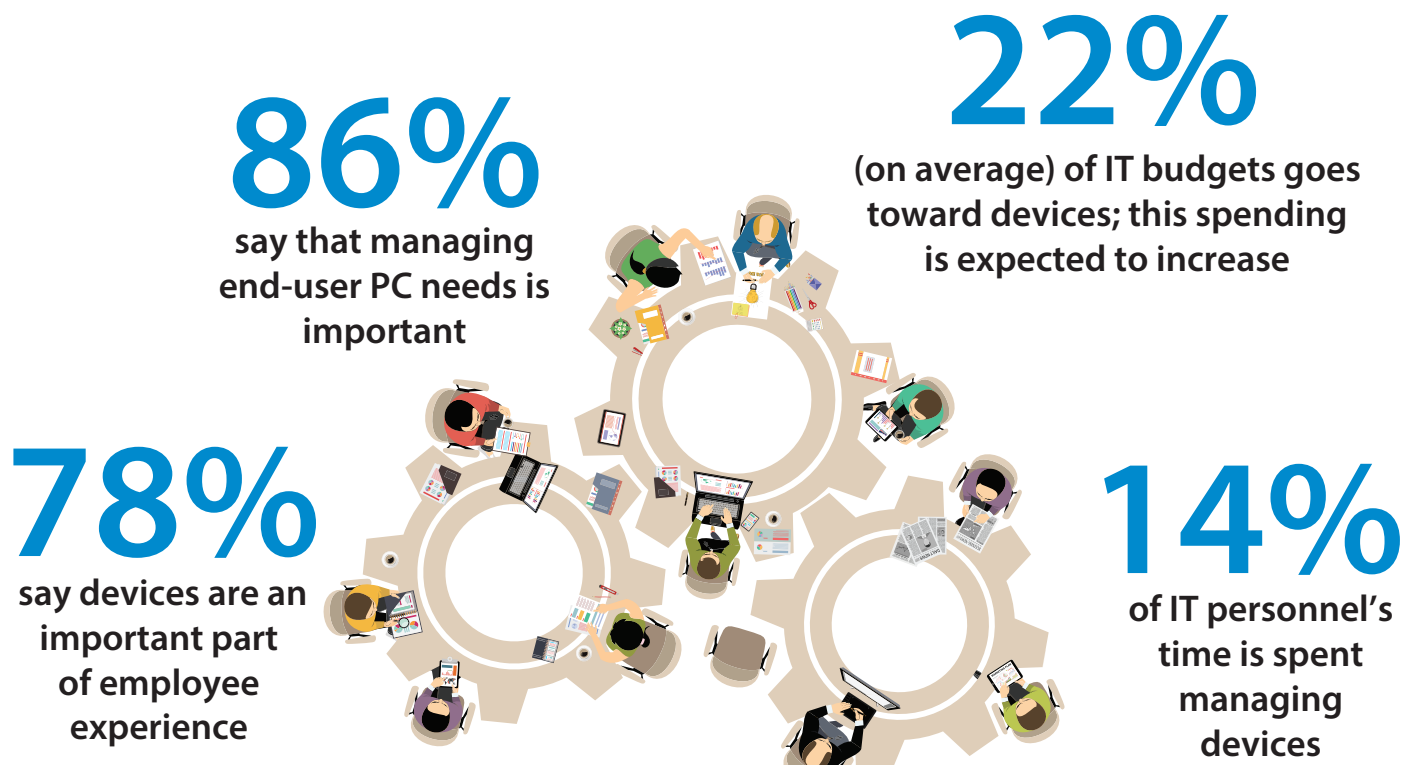# What IT leaders say about Device as a Service

An IDC Infographic, sponsored by HP Inc.

IDC study shows that Device as a Service (DaaS) could revolutionize device lifecycle management.
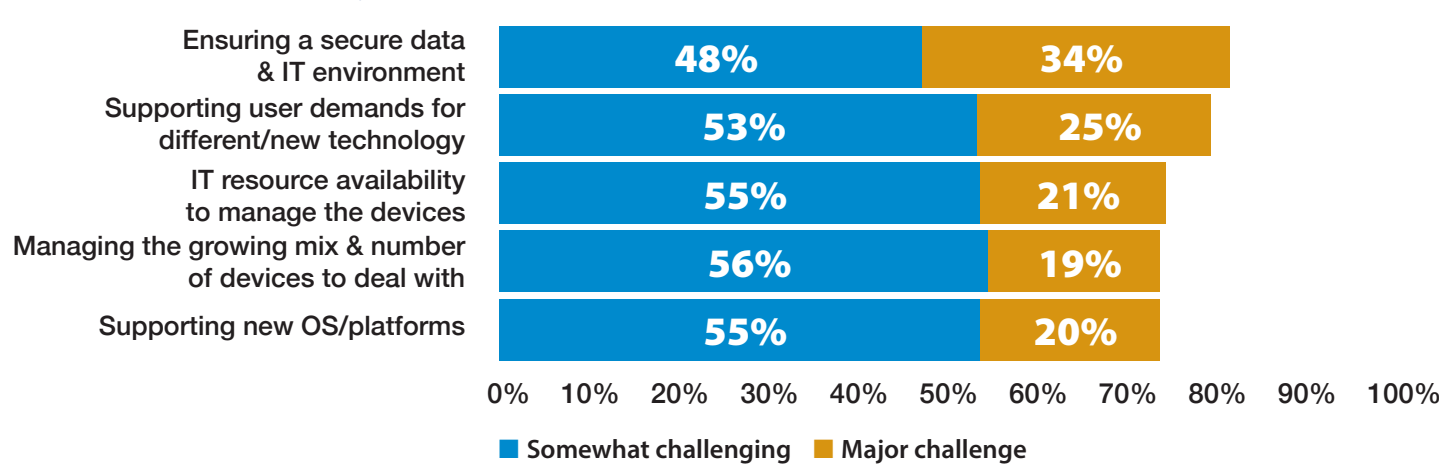
## Device Deployment and Management Remain Critical to Enterprise Success

**86%** say that managing end-user PC needs is important

**22%** (on average) of IT budgets goes toward devices; this spending is expected to increase

**78%** say devices are an important part of employee experience

**14%** of IT personnel's time is spent managing devices

## An Influx of Devices Means Managing Them All is Increasingly Challenging

Security, new technology support, and IT resource availability are the top challenges in dealing with end-user devices.

**Please rate the following when it comes to your organization's employees' devices (e.g., PC, tablet, and/or smartphone)**

| | Somewhat challenging | Major challenge |
|---|---|---|
| Ensuring a secure data & IT environment | 48% | 34% |
| Supporting user demands for different/new technology | 53% | 25% |
| IT resource availability to manage the devices | 55% | 21% |
| Managing the growing mix & number of devices to deal with | 56% | 19% |
| Supporting new OS/platforms | 55% | 20% |

■ Somewhat challenging  ■ Major challenge

## Device Management Can Be a Significant Resource Drain for IT

**50%** believe they spend too much time procuring and managing devices

**63%** say resources drained by device management could be used on other strategic IT projects (e.g., security)

**>55%** believe they need to improve their device lifecycle management. Device deployment and optimization are areas where most think improvements are needed.

## Device as a Service Can Help Alleviate Device Management Issues

Device as a Service (DaaS) is a multi-year agreement in which procurement, deployment, device management, services, and lifecycle management are all handled by one vendor. The model aims to simplify IT processes and maximize resources.

## DaaS Benefits – Reduced IT Workload and Lower Device Costs

**Which of the following would your organization perceive as major benefits of a DaaS model?**

| | |
|---|---|
| Reduces workload for IT | 40% |
| Lower device procurement cost | 30% |
| Predictable cost model | 28% |
| Benefits of single sourcing | 23% |
| Offloads device management to third party | 23% |

**64%** believe DaaS will have a positive impact on their device management

IT decision makers estimated 25% cost savings from deploying DaaS

Respondents believe they can shorten their PC refresh cycle by >6 months*
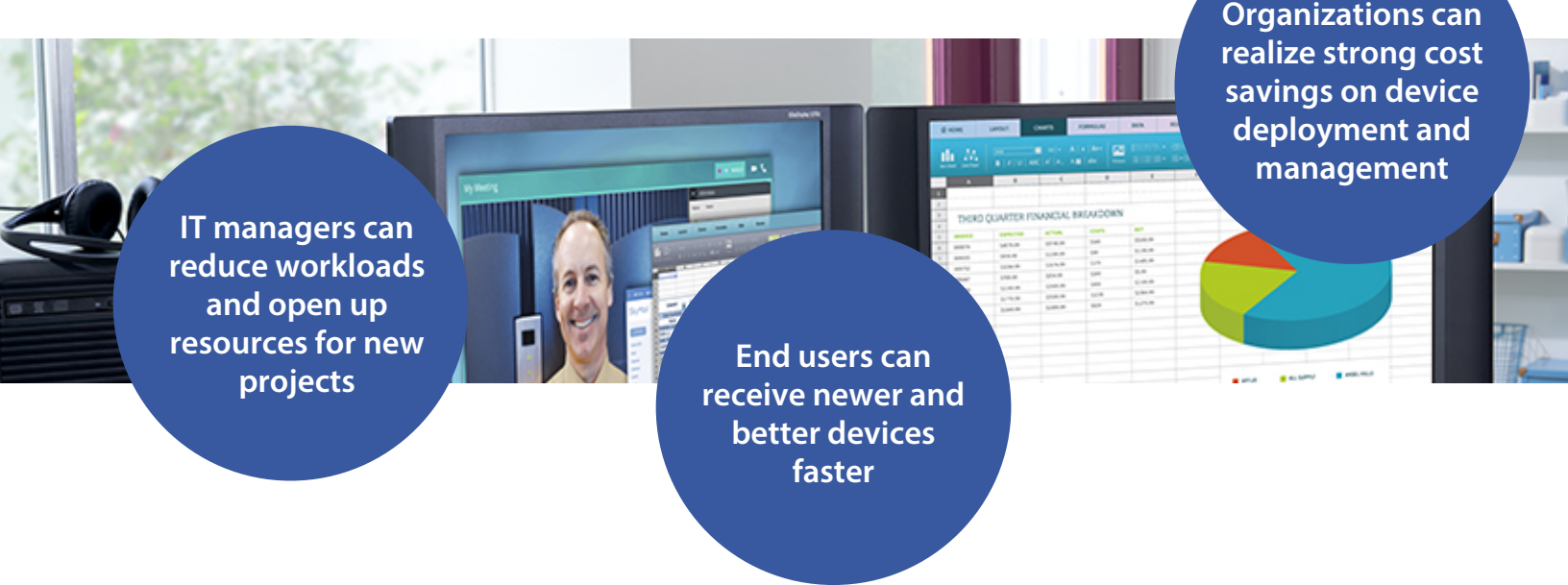
*IDC's U.S. PCaaS MCS Survey, 2016

## IDC Essential Guidance

DaaS is a win-win proposition for Enterprise IT.

Organizations can realize strong cost savings on device deployment and management

IT managers can reduce workloads and open up resources for new projects

End users can receive newer and better devices faster

Data Source: IDC DaaS Americas Survey, October 2016; N=456 IT/Device Decision Makers in Americas

To find out more about how HP DaaS could optimize your IT operations, visit www.hp.com/go/DaaS.

For more on this research, please read IDC's InfoBrief, *How Device as a Service Could Revolutionize Lifecycle Management*, sponsored by HP, Inc.

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