

Managed Desktop Services Address Critical IT Challenges

Third-Party Managed Desktop Services Fill Key Gaps In Employee Experience and Security Needs

FORRESTER

IT INFRASTRUCTURE CHALLENGED WITH PRODUCTIVITY AND FLEXIBILITY

"Rate your level of agreement with the following statements regarding your IT infrastructure."

72%

Our IT productivity could increase with up-to-date operating systems.

57%

We tend more toward locking devices and apps down rather than providing more flexibility.

52%

Our current IT infrastructure keeps us from delivering the best experience.

47%

Our IT processes keep us from embracing innovation.

EMBRACING DIGITAL TRANSFORMATION COMES WITH A UNIQUE SET OF CHALLENGES

"Rate your level of agreement with the following statements regarding the technology needs of your employees."

83% Our employees are increasingly mobile.

83% The tools our employees use require updated operating systems and infrastructure.

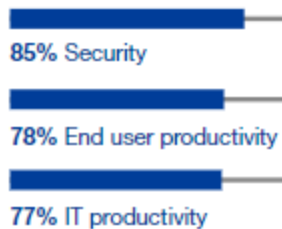
82% Employees need to access apps wherever they are.

68% Our employees frequently use devices that are two to three years old.

THIRD-PARTY IT DESKTOP SERVICES ADDRESS KEY IT CHALLENGES

"To what extent are the following components of your IT tools and resources challenging?"

(Moderately/extremely challenging)



"Why is your company interested in or already using third-party IT desktop services?"

- 1) Increased IT productivity
- 2) Increased security
- 3) Reduced cost
- 4) Improved manageability of end user devices and apps

Cost Savings By Moving To Managed Desktop Services

- 54% Increase in the amount of time that IT staff can reallocate to other tasks
- 50% Decreased management cost over time
- 49% Decreased support costs over time

We "have adopted a cloud-first approach for better security implementation."

- PRIMARY DECISION MAKER AT A UK FINANCIAL SERVICES FIRM



Methodology

Source: A study conducted by Forrester Consulting on behalf of Microsoft, April 2019.
Base: 303 technology decision makers responsible for desktop management at companies with 500+ devices.

Read the full study