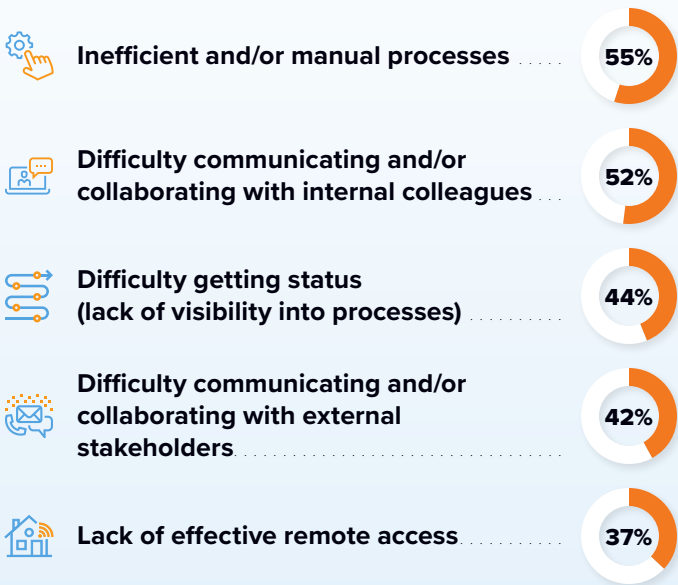




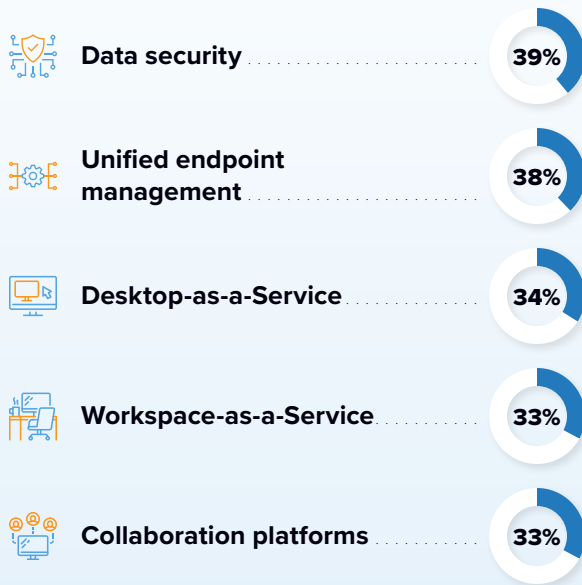
# Delivering Intelligent Digital Workspaces to Support Today's Hybrid Workforce Environment

## Top Enterprise Workspace Challenges



Source: IDC U.S. Future of Work Survey, 2019

## Top IT Spending Priorities in 2021



Source: IDC COVID-19 Impact on IT Spending Survey, 2020

**As a result, only 4% of enterprises offer an "optimized" end-to-end user workspace environment for their employees.**

Source: IDC 2020 Unified Endpoint Management MaturityScape Benchmark Survey

## Establishing Workspace Infrastructure Platforms First

Enterprise workspaces, and the nature of work itself, were massively disrupted by COVID-19. In order for employees to take advantage of a remote collaborative workspace, organizations must first establish the underlying workspace infrastructure platforms. These platforms will play a crucial role in supporting remote workspace management and in getting end users functioning and being productive in their new work environments.



## Unified Endpoint Management's Maturity Distribution

Even pre-pandemic, enterprise workers had trouble communicating, collaborating, and being productive with the digital tools given to them. Few enterprises (only 4%) were delivering “optimized” workspace environments—the fifth stage of IDC's Unified Endpoint Maturity MaturityScape, where devices are universally managed and provisioned, with a focus on worker productivity, satisfaction, and security. IDC found that 6.3% of firms are at Stage 1 (Ad Hoc); 60% are at Stage 2 (Opportunistic), 18% are at Stage 3 (Repeatable); and 12% are at Stage 4 (Managed).

## Intelligent Digital Workspaces

No single technology can enable intelligent digital workspaces. Instead, it takes a layered, integrated approach: unified endpoint management provides baseline device management and control; virtual desktop or workspace solutions deliver the environment workers are used to; and security—especially data-centric security—is an underlying component of every aspect of the intelligent digital workspace. But setting up a workspace framework is not enough. Delivering critical apps and collaboration platforms via this framework—with security and device environment management baked in—is what differentiates intelligent digital workspaces from just providing device provisioning and app delivery tools.

## Hybrid Workforce

As workers settle into their new home environments—whether as a first-time work-from-home (WFH) employee or a WFH veteran whose workspace is already optimized for remote work—IT teams will have to consider a number of scenarios for the management of endpoint devices in order to create WFH workspace foundations. Devices in WFH workspaces will be the starting point for all collaborative, creative, and analytical activity, as well as other standard business operations and functions. How quickly and effectively IT teams can provision these workspaces as well as ensure their stability and security—while also supporting hybrid and new back-to-office workspace scenarios—will determine which companies will survive and thrive now and when business activity eventually returns to normal.

## IDC's 5 Stages of Unified Endpoint Management Maturity:

### STAGE 1

#### **Ad hoc**

Disconnected endpoint management

### STAGE 2

#### **Opportunistic**

Bridging the islands of management

### STAGE 3

#### **Repeatable**

Unifying the experience

### STAGE 4

#### **Managed**

Streamlined end-user computing

### STAGE 5

#### **Optimized**

Managed end-user workspaces

### Message from the Sponsor

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