ZONES
First Choice for IT™

HOW TO TRANSFORM YOUR
EMPLOYEE EXPERIENCE

Empowering your workforce through
Device as a Service (DaaS) innovations.

Your employees are everything

They resolve existing customers' problems, engage with potential leads, keep your internal operations humming, and just about everything in between.

And yet, most companies focus on their customers' experience almost exclusively and address their employees' experience as an afterthought. Increasingly, that's becoming an ineffective and potentially detrimental way to look at things.
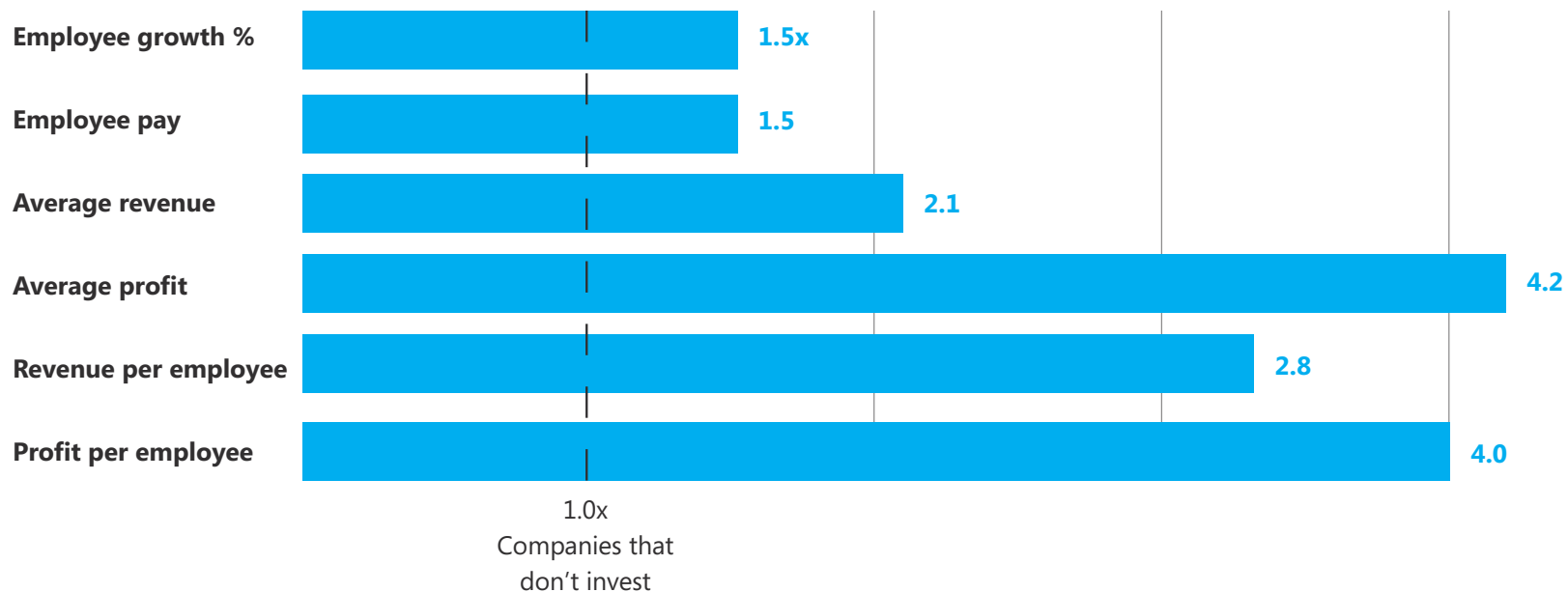
Employee experience advantage

Organizations that tout digital transformations laser-focused on customer experience often fall down badly when it comes to the IT experience of their own employees. But employee experience (EX) – which aims to help those who actually deliver a company's products, services and support – is key to productivity and retention. In fact, companies with great EX outperform the S&P Index by 122 percent and are 21 percent more profitable than those with low workforce engagement scores.

Amount by which companies that invest in employees outperform those that don't.

Category	Value
Employee growth %	1.5x
Employee pay	1.5
Average revenue	2.1
Average profit	4.2
Revenue per employee	2.8
Profit per employee	4.0

1.0x
Companies that
don't invest

Source: The Employee Experience Advantage, by Jacob Morgan (Wiley, 2017)

Chris Drumgoole, vice president and CIO at GE, sees IT having a significant impact on employee experience, beginning with how IT shapes the experience of acquiring and using technology.

"So many companies emphasize customer experience and work toward making that part of their experience strategy – treating employees like end-users – but we think about it differently," Drumgoole says. "We think about the employee as a consumer of technology as part of their job and their working world."

Worse, however, may be the leadership disconnect when it comes to IT. Nine out of 10 C-suite executives say they choose new technology that delivers what employees need. 50 percent of employees disagree.

We're a long way from "worker-first" IT design, says Dion Hinchcliffe, vice president of Constellation Research. "Today's business applications are approaching a highwater-mark of malleability that allows users to deeply adapt them to their work and needs," he says. The leading enterprises are beginning to insist on a "more human-centric approach because that turns out to be beneficial to everyone."

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Chris Drumgoole,
VP and CIO at GE

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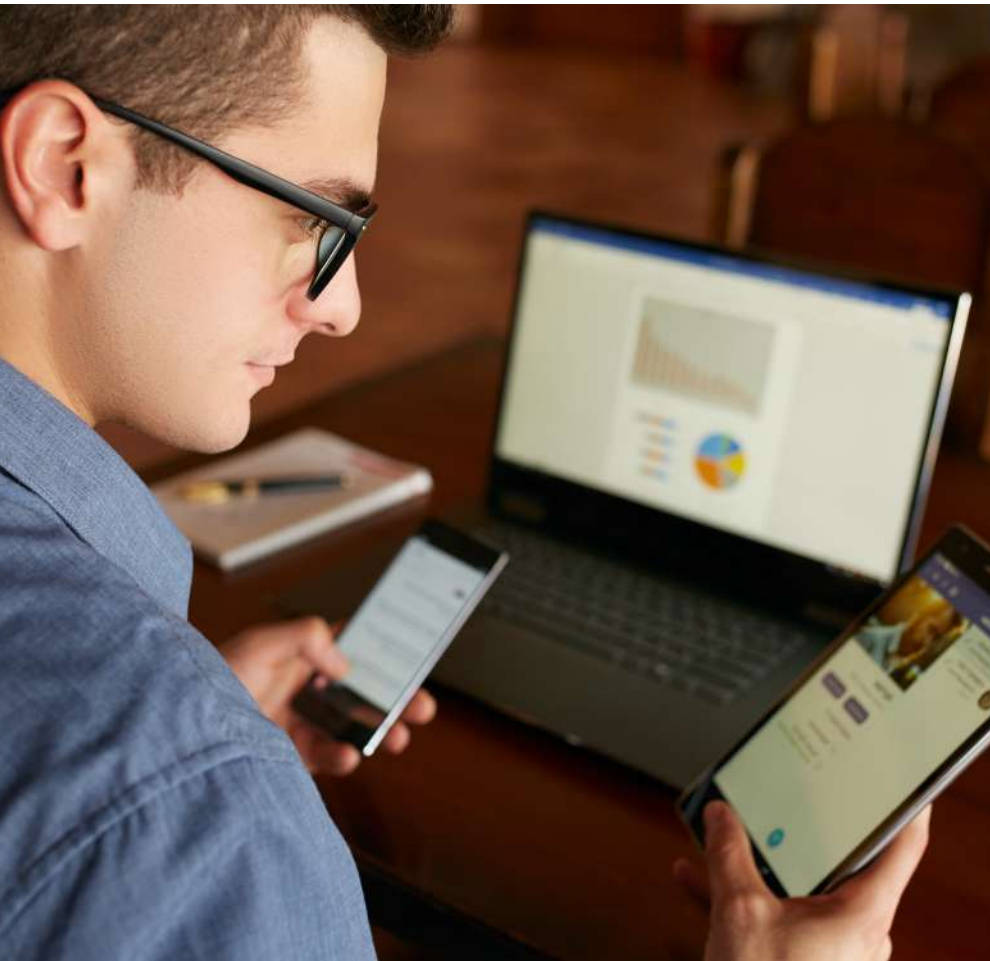
Workplace trends

There's no doubt remote work is on the rise, and it's here to stay.

On top of flexible working hours, employees who work from home show increased productivity, reduced stress, and greater work-life balance compared to those who work in an office full-time. Having remote workers benefits employers, too, with businesses saving $11,000 per half-time remote worker per year.

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Workplace trends

The freedom and flexibility to work anywhere leads to increased productivity and efficiency.

However, businesses are challenged to provide this flexibility while keeping costs down and ensuring security on mobile devices. Additionally, remote workers need the ability to connect seamlessly and collaborate from any location at any time. Even if you recognize the benefits, setting your employees up for success can be a lot to establish and maintain. That's where Device as a Service (DaaS) comes in.

How DaaS benefits your business

There are multiple ways that DaaS can benefit your business, your employees, and your bottom line.

> Lower, more predictable costs.

> Unburdens IT.

> Boosts security.

> Improves customer experience.

How DaaS benefits your business

Lower, more predictable costs.

> DaaS offers flexibility. You can scale device deployment up or down as needed to accommodate seasonal influx or changes in your workforce.

> Since payment occurs on a monthly per-seat basis, costs over the lifecycle of the device are more certain. Along with your subscription, you not only receive the latest technology – you also have access to customized services and support, including device configuration, installation, data migration, onsite support, and technology recycling, all of which results in a more manageable total cost of ownership.

> For organizations looking to move their spending form capital expenditure (CapEx) to operating expenditure (OpEx), DaaS offers a great vehicle to achieve that goal. Instead of owning the device (and its depreciation), you can factor the services and lease of the device into your OpEx calculations.

How DaaS benefits your business

Unburdens IT.

> IT departments have a limited amount of resources. By eliminating the responsibility to manage and maintain a fleet of devices, DaaS frees IT staff to focus on strategic initiatives that move the company ahead, better serve customers, and meet competitive challenges. At the same time, employees have the assurance that devices are more secure, are well-maintained, and come with 24/7 support whether they work on-site or remotely.

How DaaS benefits your business

Boosts security.

> DaaS protects companies against vulnerabilities that could pave the way for these attacks by monitoring a company's entire fleet of devices to assure adherence to security policies at all times regarding passwords, approved apps, and access to data.

> DaaS also provides analytical insight on fleet inventory, including location and condition to maintain better security. Since the delivery model includes fleet end-of-life disposal, companies have the assurance that devices and data don't fall into the wrong hands.

Improves customer experience.

> When your workforce feels empowered with optimal technology, the experience of your customers will inherently improve as well.

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Zones DaaS

Working together to improve the employee experience.

Zones provides best-in-class services bundled as DaaS offerings through industry-leading partnerships with Microsoft Surface, Apple, HP, Dell, and Lenovo. Zones' DaaS offering allows enterprise clients to choose any end user device from any of our OEM partners and add Zones device lifecycle services – all for a fixed low monthly device price.
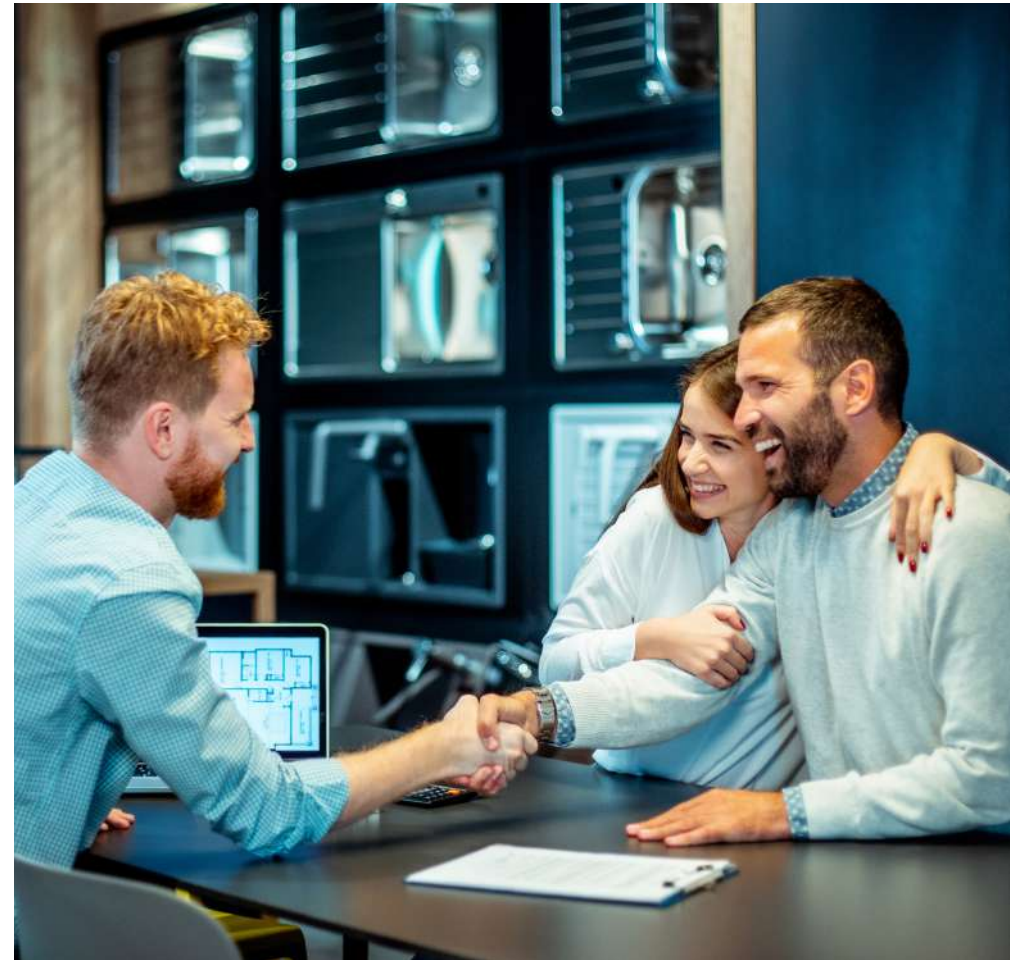
Zones DaaS

Our services.

Our DaaS solutions are tailored to our clients' specific device, software, and service needs. Some of the services we offer are:

> Configuration & Deployment: We procure the devices you choose and either enroll them in Mobile Device Management (MDM) or apply imaging.

> Project Management: We assign a project manager to manage your project, ensuring quality delivery and smooth deployment.

> Support and Maintenance: Our service desk is available 24/7 and provides support for our clients' end user needs.

> IT Asset Disposition (ITAD): We offer end-of-life reclamation services for client assets, including retiring and data wiping of devices.

Ready to get a DaaS assessment and see how Zones can help improve your employee experience?

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GET STARTED ›

Microsoft Surface