

# 360°

Business & IT Transformation Insights from Pivot



## Endpoint Empowerment: How Unification Can Drive Improved Employee Experiences

Can your endpoints help propel your business? Unified endpoint management (UEM) can improve every interaction with employees.



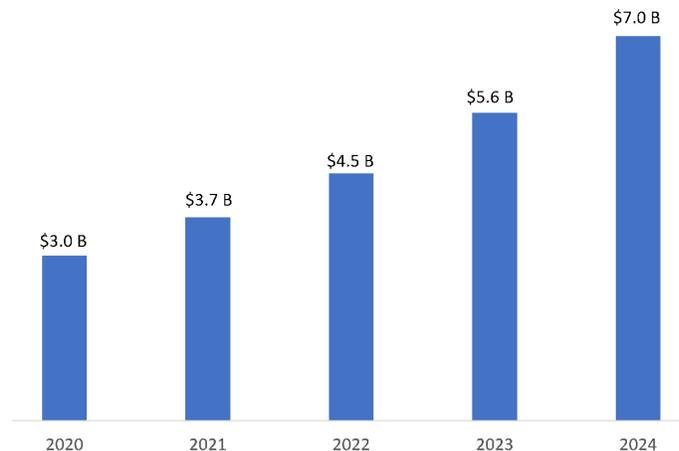
**Chris Park**

Pivot Director of  
Workplace Experience  
Services & Technology

As more computing power and capabilities reside in the hands of employees, organizations are finding that their endpoints – PCs, laptops, tablets, and smartphones – are more crucial to their business success. In fact, the majority of future computing experiences will be realized through tools such as smartphones and browser-based laptops, predicts a January 2019 Forrester report.<sup>1</sup>

But enterprises need a way to optimize the use of devices by their workers – whether they’re at the office, at customer sites, or working from home. That’s why more and more are turning to UEM. Investment in UEM will more than double over the next five years. (See the Figure.)

**Figure: Global Growth in Investment in Unified Endpoint Management<sup>2</sup>**



“UEM benefits your company in two primary ways,” says Chris Park, director of Workplace Experience Services and Technology for Pivot. “First, it simplifies and automates an important aspect of IT management. Second, it gives your employees a better experience with technology and with their jobs overall.”

To achieve those goals, Park recommends a three-pronged approach to UEM, focusing on business alignments, technologies, and processes that will position organizations for high UEM return on investment (ROI).

## Employee Experiences Out of the Box

UEM is a set of software tools and processes designed to provide a “single pane of glass view” for the management of PCs, laptops, and mobile devices. You can think of it as the evolution of mobile device management (MDM). The approach enables you to manage hardware, applications, data, collaboration, and security to improve their efficiency and productivity.

People have become accustomed to powerful, easy-to-use technology in their personal lives. So they expect the same experience in their work lives. UEM helps meet those demands.

UEM gives employees a better out-of-the-box experience, Park says. “It enables them to get up and running quickly with the devices and software they use for work. And if they need a replacement, UEM enables that, as well.”

UEM also supports user choice, a rising employee expectation. Team members can choose a laptop or tablet, their preferred operation system, and so on. Because you manage all endpoints through a single console, it’s no harder to allow users their choice of technology than it is to lock them down to a single company standard.

“Millennials and Gen Yers in particular demand the technology they want,” Park says. “If technology doesn’t work the way they want, right from the get-go, they’re done with it.”

## Lining Up With Lines of Business (LoBs)

UEM begins before you install an endpoint management tool. For UEM to be effective, Park says, you need to understand the needs of your LoBs.

Every business function has unique requirements for endpoint hardware and software. IT needs to recognize those needs to know how to provision and manage endpoint lifecycles. That requires a focused and ongoing program for LoB collaboration.

“IT doesn’t always communicate well with other parts of the business,” Park concedes. “That’s a problem, because while business functions know their own needs, they often don’t know the best technologies to meet them. One of IT’s jobs is to translate business needs into technical requirements.”

## Technologies for Endpoint Automation

At the core of modern endpoint management is the UEM software that makes it happen. “Many IT departments still use multiple toolsets to manage Windows PCs, macOS laptops, company-issued tablets, employee bring-your-own-device (BYOD) hardware, and so on,” Park notes. The result? Manual processes prone to error, inefficiencies, and poor user experiences.

UEM software involves two key components. One is the UEM platform. This include tools such as Microsoft Intune and VMware Workspace ONE®. A good UEM platform should enable you to:

- Automate or at least streamline device provisioning, application delivery, updates, and endpoint policies.
- Access cloud-based tools to manage configuration and security, and to track endpoint analytics.
- Protect devices and data from vulnerabilities, attacks, and loss.

The second component of UEM is a tool to manage the endpoint lifecycle. An example is ServiceNow®, a platform-as-a-service (PaaS) offering for IT service management (ITSM) intended to help organizations design, plan, deliver, and operate IT.

“You need a tool that automates the workflow of endpoint lifecycle management,” Park says. “For example, you need a single place to submit a request for technology for a new hire, where you can capture all the requirements upfront.”

## Processes That Pay Off

That process is as important as the technology, Park believes. “UEM needs to be integrated with the overall lifecycle management of your IT assets.”

After all, endpoint management involves a lot of touchpoints and orchestration. Without automation, you can overlook details, miss key steps, and fumble handoffs. The result is that employees don't get the technology they need when they need it.

Automating the workflow enables you to recognize the devices and software you own, where they are in their lifecycle, and how to get them into the hands of workers. “A typical new hire can take two weeks to process manually,” Park points out. “With UEM, you should be able to get that down to two days, or even same-day.

“Likewise, if a device gets broken, you should be able to get the user back up and running in a day or two at most,” Park continues. “When we work with clients, it's not unusual for us to reduce employee downtime by 30% or 40%.”

## The Endpoints Justify the Means

The benefits of effective UEM are manifold, Park says. For starters, you can onboard new hires quickly and smoothly. You can even handle more new hires altogether – especially important in industries, such as retail, that need to rapidly ramp up headcount during peak sales seasons.

What's more, you can keep employees productive and serving customers. In this way, UEM can improve customer experiences. “Imagine a healthcare worker with a broken tablet,” Park says. “Until you replace that tablet, they can't see or process patients. That creates a bad experience for the healthcare provider and for the patient.”

Such experiences – and the successful operation of your business – will increasingly depend on UEM. “In many ways, endpoint management is no longer about the device,” Park concludes. “Think about it: Employees use all kinds of devices. Many of the applications they use reside in the cloud. It's not about the specific hardware or software. It's about making that technology available in a way that give employees an excellent experience, so they can help optimize your business.”

UEM supports user choice - a rising employee expectation.  
Learn more at [www.pivotts.com](http://www.pivotts.com).

1 “The Future of Enterprise Computing: It's Time to Develop a Long-Term Vision of Devices and Apps,” Forrester, January 2019

2 “Revenue From Unified Endpoint Management (UEM) Market Worldwide From 2020 to 2024,” Statista, 2020

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