

360°

Business & IT Transformation Insights from Pivot



Now More Than Ever, Organizations Need to Manage Their IT Lifecycles

Do your employees have the hardware, software, and connectivity to work when and where they need to? Better IT lifecycle management can make sure they do.



Rob Miller

Pivot Vice President of Fulfillment Services

When the coronavirus pandemic struck, healthcare providers had to respond in myriad ways – and fast. A crucial new requirement was the ability to maintain patient wellbeing while protecting them from potential exposure through in-person visits.

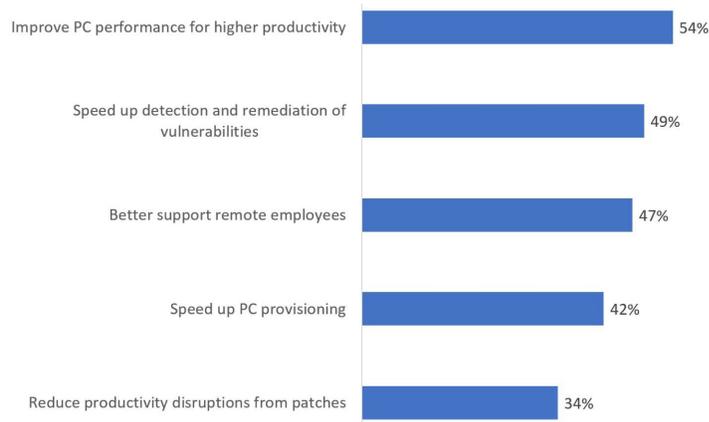
For a major provider in the Dallas area, Pivot rapidly installed hardware and software to deliver a sophisticated and easy-to-use telehealth solution. The new capability enables the organization to offer remote appointments, capture patient data, and achieve better patient care and outcomes.

Key to realizing those results is effective management of hardware and software lifecycles. But you don't need to be on the front lines of healthcare to recognize the value of connecting employees – and the mission-critical need for effective IT lifecycle management.

“Optimizing hardware and software lifecycles is ultimately about employee experiences,” says Rob Miller, vice president of Fulfillment Services for Pivot. “And because employees have better experiences, they can do their jobs more productively and effectively.”

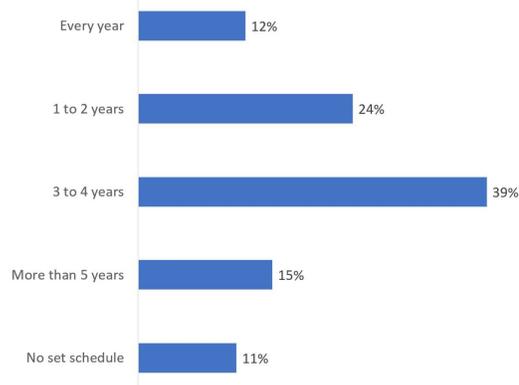
In fact, organizations say their top technology priority for 2020 is improving PC performance for better productivity. Other key areas of focus include better support for remote employees and faster PC provisioning. (See Figure 1.)

Figure 1: Top Priorities for Employee Technology in 2020¹



Despite the strategic nature of employee-enabling technology, many organizations are stuck in outdated modes of PC refreshes. In fact, only 36% refresh PCs more frequently than every three years. (See Figure 2.)

Figure 2: PC Hardware Refresh Cycles¹



It's time for enterprises to rethink their approach to IT lifecycle management, Miller believes. To achieve that goal, they must move devices to the forefront, shift applications to the cloud, conduct employee mapping, and focus on employee experiences.

Devices Move Front and Center

Hardware such as PCs and mobile devices give employees a foundation for efficiency and effectiveness, says Miller. "If hardware is outdated or unable to support workloads, employee become frustrated, and productivity bogs down," he notes.

Working from home only ups the ante. Employees are using different internet service providers (ISPs), at different connection speeds. Other family members might be using the home network, slowing performance. To mitigate these constraints, organizations need to make sure employees have up-to-date devices and bandwidth to get the most out of remote connectivity.

Most important is mobile devices as more work is mobile-enabled. Mobile lifecycle management must extend to bring-your-own-device (BYOD) situations. "Organizations overall are moving away from company-provided devices to BYOD," Miller says. "You need to make sure those employee-owned devices are capable and secure." Miller recommends strategies such as stipends to support employees in purchasing up-to-date technology.

Applications Shift to the Cloud

Just as important as personal hardware is employee-enabling software. Miller organizes such software into three categories:

- **Productivity suites** - These include familiar programs such as Microsoft® Excel™, PowerPoint™, and Word.
- **Communications technology** - Email has long been crucial to enabling employee connection and productivity. Videoconferencing software is rapidly rising in importance.
- **Core industry-specific applications** - Businesses run on their mission-critical software, such as patient-care technology for healthcare or inventory management programs for retail.

Keeping all this software up-to-date and secure is both time-consuming and costly. That's why more organizations are shifting their application workloads to public and hybrid cloud environments.

"The subscription models offered by packages such as Microsoft 365® and Google G Suite™ make software lifecycle management easier, and the costs more predictable," Miller says. They also ensure that applications are patched to mitigate against cyberattacks that capitalize on known software vulnerabilities.

Mapping for Better Management

An effective way to optimize worker-focused IT lifecycle management is through employee journey mapping, Miller says. By tracking user behavior, you can visualize each employee's technology use throughout their tenure with the organization. Effective monitoring lets you understand not just what employees say they need, but also the technology they're actually consuming and how they're consuming it.

Journey mapping leverages ongoing employee feedback to identify pain points and enable IT to be more responsive to changing needs. It also helps you better meet the varied requirements of different functions and demographics – such as Boomers, Gen Xers, Millennials, and Gen Yers.

It's All About Employees

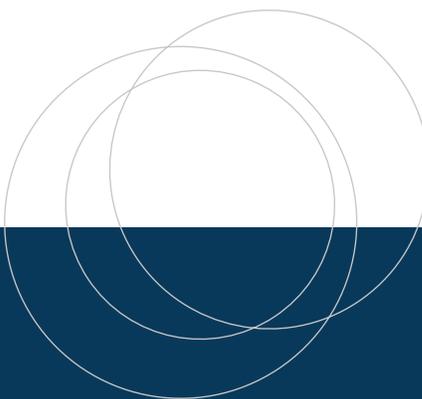
At the end of the day, IT lifecycle management is about meeting employee needs. That begins with talent acquisition and retention. “Younger employees look for companies that provide the best technology experience,” Miller says. “They expect the ease of use they get with the technology they use at home.”

Employees also want to replicate familiar capabilities like social collaboration. And they require the same high-speed, reliable connectivity from home as they have at the office. All these factors place a premium on deploying the latest high-performance hardware and user-centric software.

Ultimately, effective IT lifecycle management doesn't just improve employee experiences. It also improves customer experiences. Business magnate Richard Branson famously said, “Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients.” That's a lesson for customer satisfaction and loyalty. It applies equally, Miller says, to the management of your hardware and software lifecycles.

Help your employees get the most out of remote connectivity by ensuring easy access to refreshed technology. Learn more at www.pivotts.com.

^{1,2} “How PCs Will Drive the Future of Work,” Forrester, January 2020



Pivot delivers best-in-class information technology services and solutions to help leading organizations optimize infrastructures, improve business processes, lower costs, and achieve strategic objectives. Our client-first approach combines leading-edge technology with expert design, rapid implementation and integration, and best-practice methodologies, powering digital transformation from the cloud to the edge to the workplace.