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Organizations Accelerating Their Digital Workplace Achieve Improvements

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Introduction and Research Overview

OBJECTIVE:

This study sought to understand whether, and to what degree, an organization's adoption of modern device technologies has helped them to increase remote user support, improve user productivity, and deliver a better digital working and learning experience to end-users. We also explore whether modern device technology adoption is correlated to broader business success and resiliency.

METHODOLOGY:

ESG conducted a double-blind, online survey of 2,000 IT decision makers knowledgeable about a broad range of IT environment characteristics at their organizations, including end-user device technology and management tools.

DEMOGRAPHICS:

Thirty-five percent of respondents (N=700) were based in North America (US and Canada), 28% (N=550) were based in Europe (UK, France, Germany, and Russia), 23% (N=450) were based in the Asia-Pacific region (Australia, New Zealand, China, Japan, and India), and 15% (N=300) were based in Latin America (Brazil and Mexico). Organizations represented a mix of midmarket organizations (i.e., those with 100-999 employees, 21%) and enterprises (i.e., those with 1,000 employees, 79%).

Remote User Enablement: A Mission Critical Mandate

Respondents report that the number of remote users in their environments has nearly tripled over the last 12 months (an increase of 2.8x, from 20% of users on average to 56%) and for many this shift may represent a new normal unlikely to change in the near term. For organizations with sub-par device technology and without the right tools to support, secure, and manage remote users, this shift could be disastrous. Organizations, from commercial businesses to educational institutions, need to keep users online and productive and need to meet their expectations for what a modern digital experience should be.

EDUCATION INDUSTRY INSIGHT:

The remote user explosion has been even more dramatic for educational institutions: **70% of learners today are remote versus 17% 12 months ago**

Segmenting the Market in Terms of Digital Workplace Acceleration: Using the Right Tools to Deliver a Modern Digital Workplace Experience Wherever Users are Located

In order to analyze organizations by their deployment of technologies needed to optimize digital workplace experiences, ESG grouped respondents' organizations into three cohorts based on their responses to four survey questions specific to device technologies and management tools:
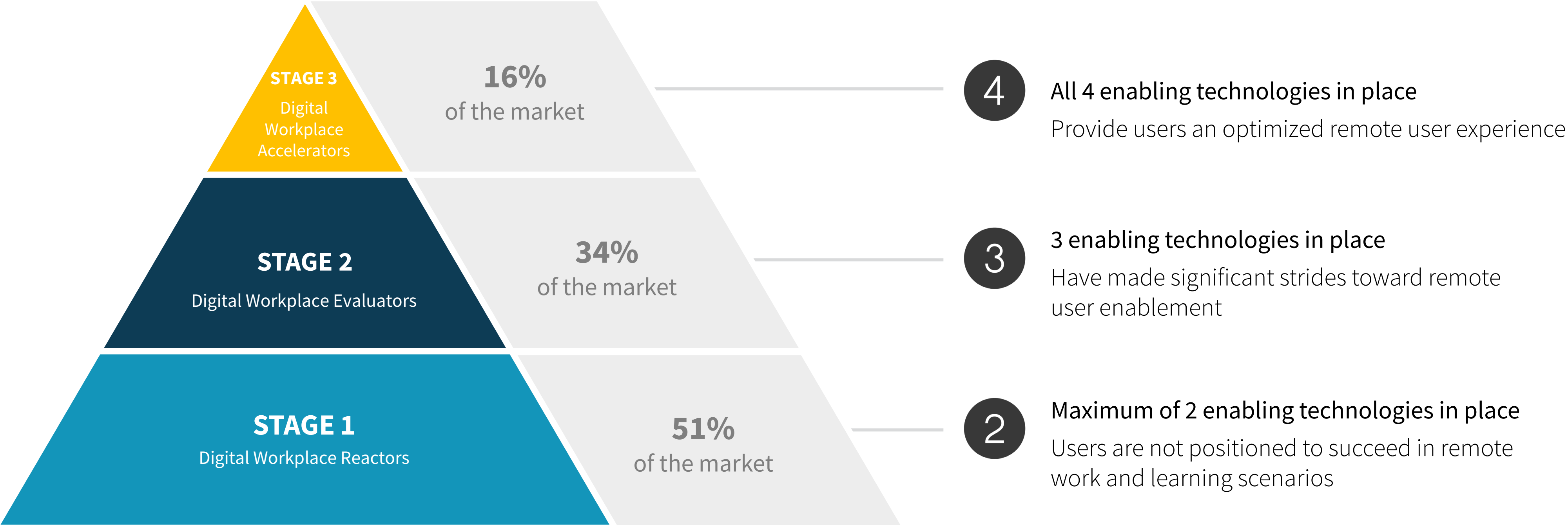
- Are modern operating systems (OSes) broadly deployed on devices? In order to optimize device performance, reliability, and security, device teams must ensure users' devices are patched and updated.

- Are device provisioning and configurations processes highly automated? Both efficiency and accuracy improve as these redundant and manual device tasks are automated.

- Does the organization use a unified endpoint management solution to support devices? Giving support teams a single console to manage all devices dramatically improves efficacy.

- Do devices have best-of-breed embedded security features? Security in remote work and learning scenarios is more difficult than when users are on the corporate network. Enabling remote users means providing secure devices with access controls, encrypted drives, and advanced monitoring capabilities.

Each of these questions is representative of a maturity characteristic: a behavior or technology in use that identifies the organization as a leader. ESG's hypothesis was that organizations with the right technologies in place to optimize digital workplace experiences would be dramatically outperforming organizations without these technologies across a broad set of user and IT performance indicators.

Three Stages of Digital Workplace Delivery

Today, the majority of organizations (51%) fall into Stage 1, showing that users at many organizations are not being put in a position where they can easily succeed. At the same time, just 16% of organizations meet the threshold of Stage 3, with the technologies needed to give users an optimized user experience regardless of location. As teams are increasingly remote today, and the remote trend is expected to continue, there is a clear imperative for most organizations to dramatically rethink the technology investments they are making to support flexible workstyles.

STAGE 3
Digital Workplace Accelerators

16% of the market

4 All 4 enabling technologies in place
Provide users an optimized remote user experience

STAGE 2
Digital Workplace Evaluators

34% of the market

3 3 enabling technologies in place
Have made significant strides toward remote user enablement

STAGE 1
Digital Workplace Reactors

51% of the market

2 Maximum of 2 enabling technologies in place
Users are not positioned to succeed in remote work and learning scenarios

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Key Takeaways: What Did We Learn About Digital Workplace Accelerators?

Accelerators enjoy big rewards:

User experience and productivity: These organizations have seen significantly larger increases in user productivity over the last 12 months (21% improvement in productivity reported, a 62% greater increase than Digital Workplace Reactors). Accelerators also achieve 6.4x higher user satisfaction scores than Reactors.

Support efficacy and efficiency: These organizations have reduced the time needed to manage their device environment by 28% in the last 12 months (a 47% greater reduction than Digital Workplace Reactors) and are 2.3x more likely to report that the pivot to remote work has been smooth for IT teams. They also see gains relative to peers in areas like onboarding efficiency, effort to resolve user issues, one-touch resolutions, and the number of security incidents experienced.

Lowering costs: These organizations are significantly more likely to have reduced costs via tool consolidation (27% reduction in costs reported, 42% greater reduction than Digital Workplace Reactors).

6.4x HIGHER

USER SATISFACTION SCORES

2.3x MORE

LIKELY TO REPORT THAT THE PIVOT TO REMOTE WORK HAS BEEN SMOOTH
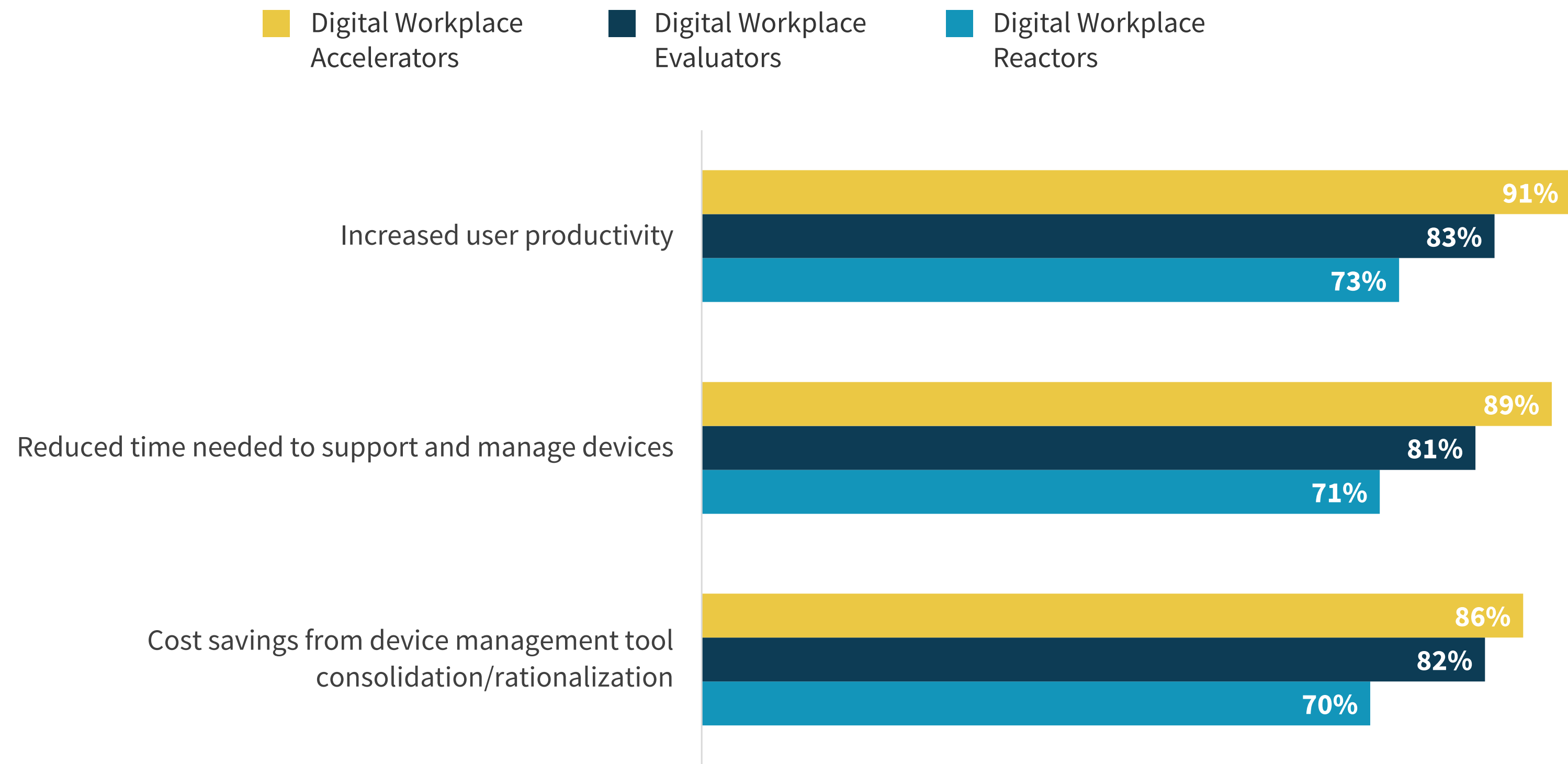
42% REDUCTION

IN COSTS REPORTED
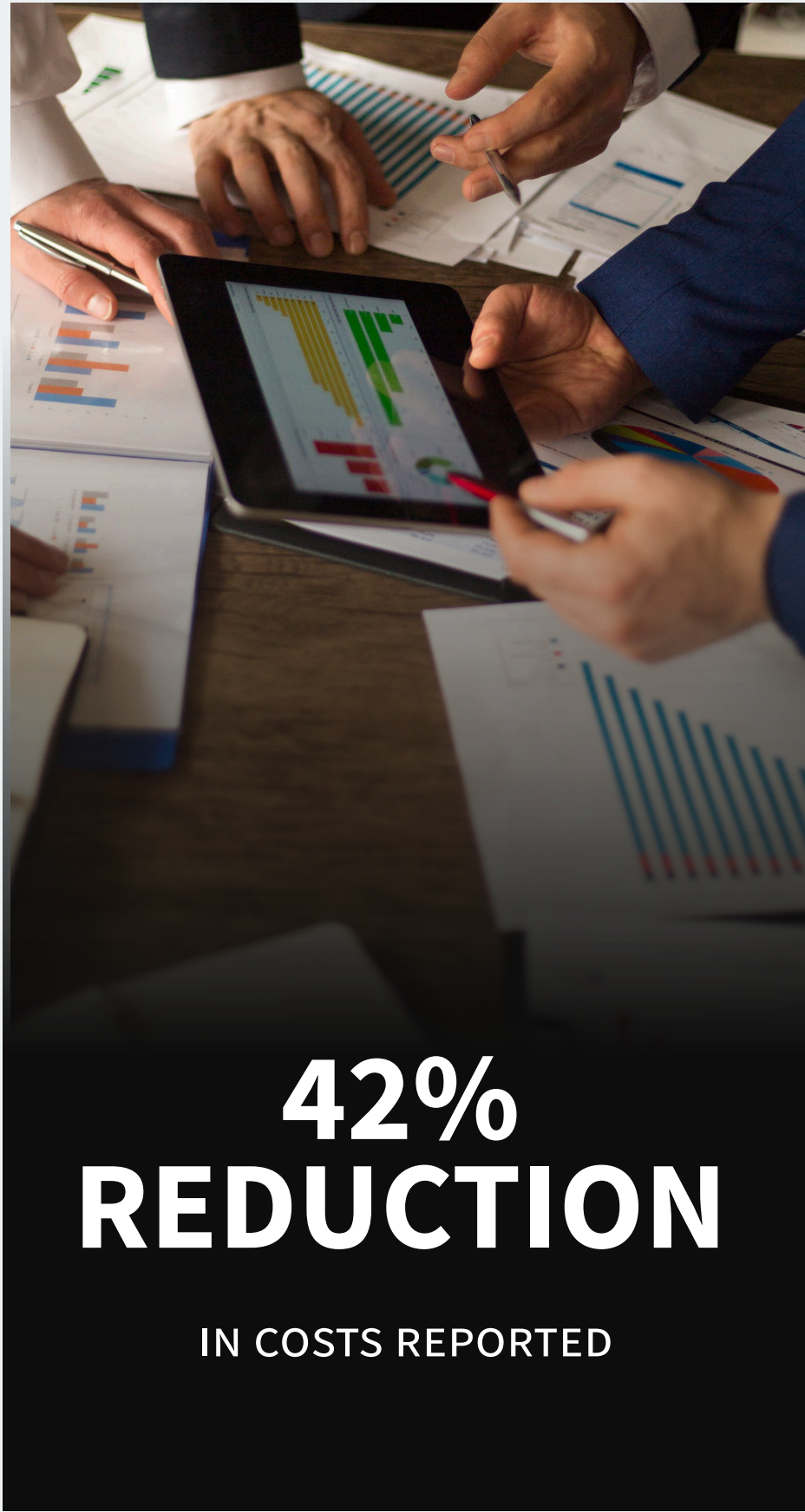
Organizations Accelerating the Digital Workplace See the Biggest Return on Device Investments

At its core, this research is aimed at determining whether organizations' device technology investments offer a compelling return. To begin, we asked respondents what benefits they had realized over the last 12 months. It's clear from the data that organizations that have prioritized investments in digital workplace technologies are more likely to have achieved benefits: **91% report increasing user productivity, 89% have reduced time to support devices, and 86% have achieved cost savings as a result of management tool consolidation.** In each area, Digital Workplace Accelerators were significantly[1] more likely than Digital Workplace Reactors to have achieved benefits.

As we will see, not only are these organization more likely to achieve these benefits, but the scale of the return also tends to be much larger.

| Benefits achieved in the device environment over the last 12 months

■ Digital Workplace Accelerators   ■ Digital Workplace Evaluators   ■ Digital Workplace Reactors

Increased user productivity
- 91%
- 83%
- 73%

Reduced time needed to support and manage devices
- 89%
- 81%
- 71%

Cost savings from device management tool consolidation/rationalization
- 86%
- 82%
- 70%

Question text: Have you achieved meaningful improvements in any of the following areas in the past 12 months as a result of investments in your device environment? (Percent of respondents whose organization has achieved this benefit)
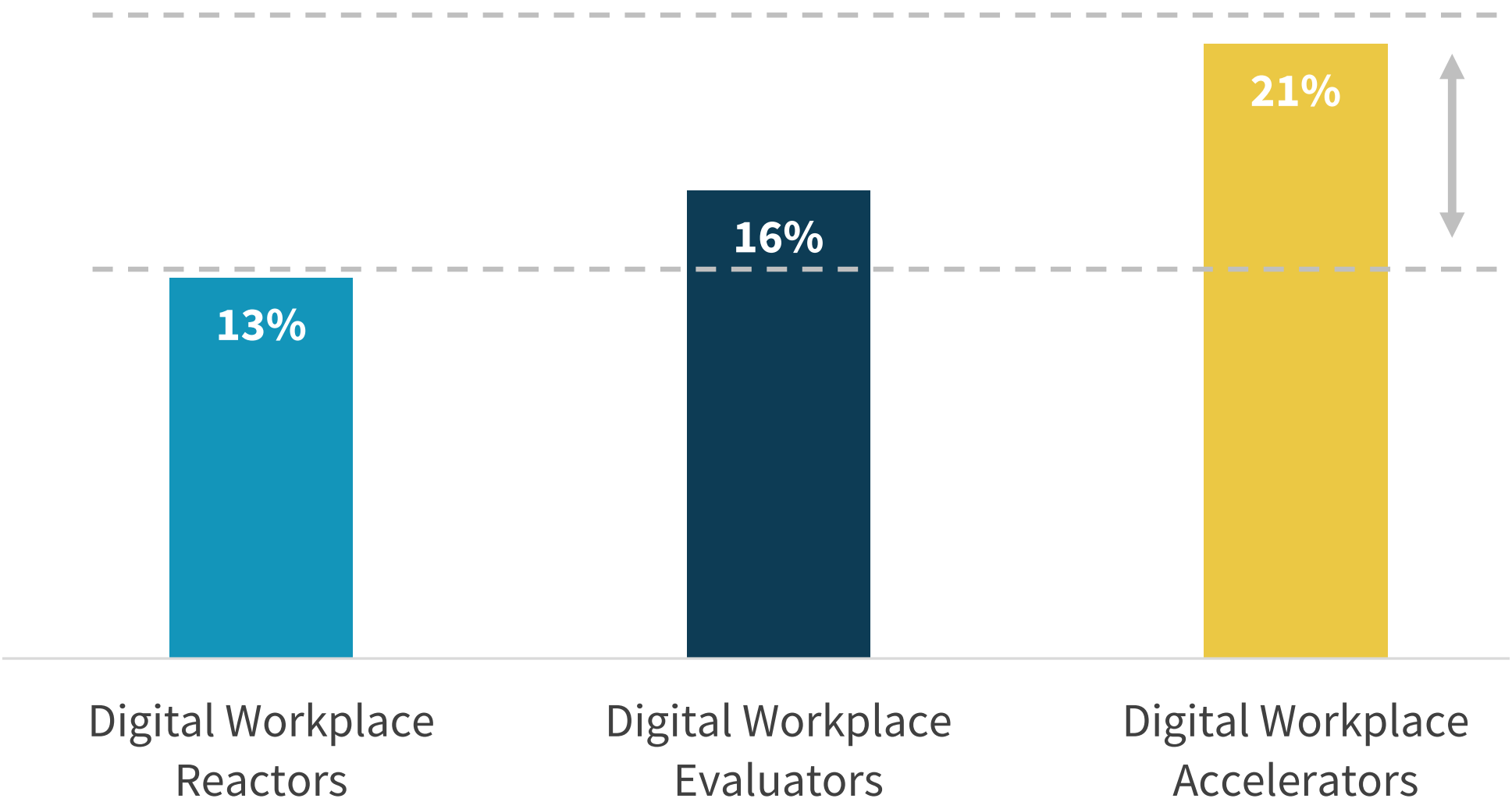
[1] These are statistically significant differences at the 95% confidence level.

Quantifying the Impact of Improving Productivity

Our devices are critical to how we work and learn remotely. Workers need access to the same apps, with the same level of performance, security, and availability from anywhere. For students, the device becomes the portal through which a classroom experience is delivered. In either case, device performance is directly linked to productivity as any issues will impede working or learning capabilities.

Our research shows that adoption of remote enabling technologies has directly increased user productivity over the last year as the rate of remote work and learning have exploded. On average, **Digital Workplace Accelerators credit device and device management investments with increasing user productivity by 21% over the last 12 months.** Said another way, **Accelerators have increased user productivity with device investments by 62% more than Reactors.**

The story is much the same when we asked respondents to think of newly remote workers and learners, but the gaps were even bigger. At **Digital Workplace Accelerators, users that have begun working or learning remotely in the last 9-12 months have seen a 2.6x larger increase in productivity than those same users at Digital Workplace Reactors** (a 13% increase versus a 5% uptick).

| Average productivity increase achieved due to device investments

| Digital Workplace Reactors | Digital Workplace Evaluators | Digital Workplace Accelerators |

- 13%
- 16%
- 21%

Digital Workplace Accelerators have achieved a

62% LARGER

end-user productivity improvement on average

Question text: By approximately what percentage do you think your organization has increased productivity as a result of device and device management improvements in the last 12 months? (Estimated mean)
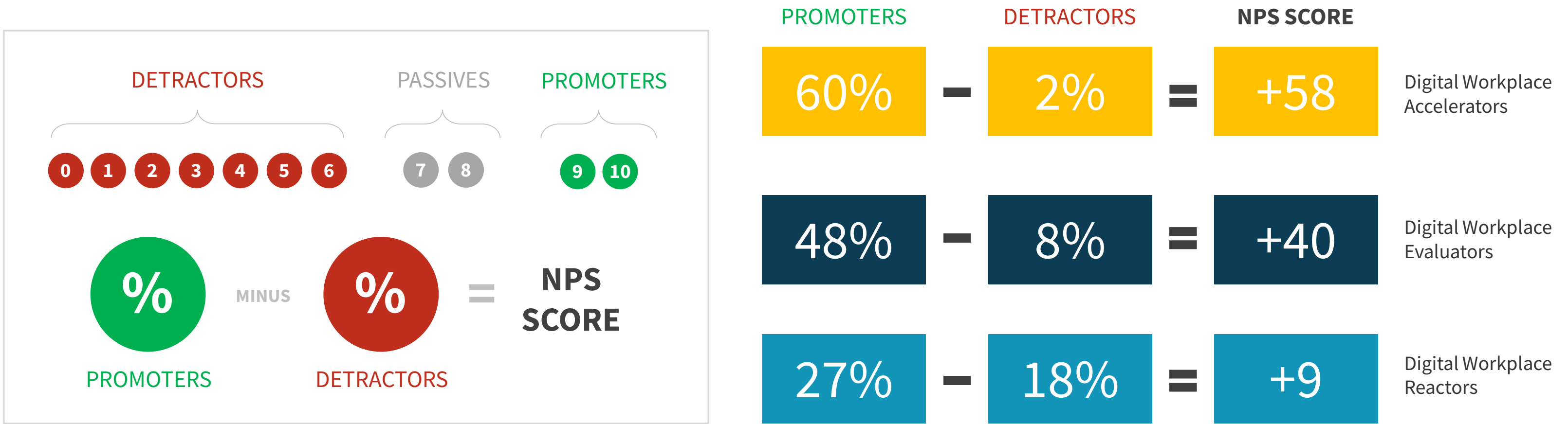
Better Technology Experience Drives Greater User Satisfaction

As we would expect, differences in productivity mirror those we see in user experience. If a user's experience on a device is good (i.e., the device is performant and reliable, and the user has access to the apps and tools they need), they are enabled to be highly productive. If user experience is poor, users will struggle to be productive.

To quantify user satisfaction with their experience, ESG asked respondents how end-users feel about their digital work experience both generally and specifically when working from a remote location. Employing[2] an NPS -style methodology, overall, **Digital Workplace Accelerators achieve a digital work experience satisfaction rating that is 6.4x higher than Digital Workplace Reactors** (a +58 score versus a +9 score). When evaluating remote user satisfaction specifically, Reactors receive an NPS score of 0 (meaning users are as likely to be dissatisfied as they are to be satisfied), while Accelerators achieve a score of +44.

These quantitative results were further backed up by respondents' qualitative sentiments. Among Digital Workplace Accelerators, 96% agree that their organization's technology experience gives users the flexibility to work and learn anywhere. Moreover, they were 2x more likely to strongly agree with that statement than respondents at Digital Workplace Reactors (60% versus 30%). Finally, 97% of respondents at Accelerators agree that their technology experience has kept the organizations running through recent challenging times and they were 2.1x more likely to strongly agree with that statement than respondents at Reactors.

DETRACTORS

0 1 2 3 4 5 6

PASSIVES

7 8

PROMOTERS

9 10

% PROMOTERS MINUS % DETRACTORS = NPS SCORE

PROMOTERS	DETRACTORS	NPS SCORE	
60% −	2% =	+58	Digital Workplace Accelerators
48% −	8% =	+40	Digital Workplace Evaluators
27% −	18% =	+9	Digital Workplace Reactors

Question text: Generally speaking, how would you categorize the level of satisfaction of end-users at your organization with their overall digital workspace experience? (Percent of respondents)

EDUCATION INDUSTRY INSIGHT:

Reactor educational institutions struggle mightily: They earn a -23 satisfaction score when it comes to remote user satisfaction, a far lower score than other verticals.

[2] Net Promoter Score, see Methodology and Demographics section for more detail.

Easier to Support End-users

Clearly technologies that enable remote users and allow for more self-service support are delivering significant user experience and productivity improvements to end-users. But, as the research shows, IT teams also reap benefits like spending less administrator time and effort on device management.

When asked to quantify time savings, Digital Workplace Accelerators reported that they have reduced the time needed to support devices by 28% over the last 12 months as a result of investments in the device environment. Meanwhile, Digital Workplace Reactors report a 19% improvement. Said another way, **Accelerators have reduced the time needed to support and manage devices by 47% more than Reactors.**

Average reduction in time to support and manage devices
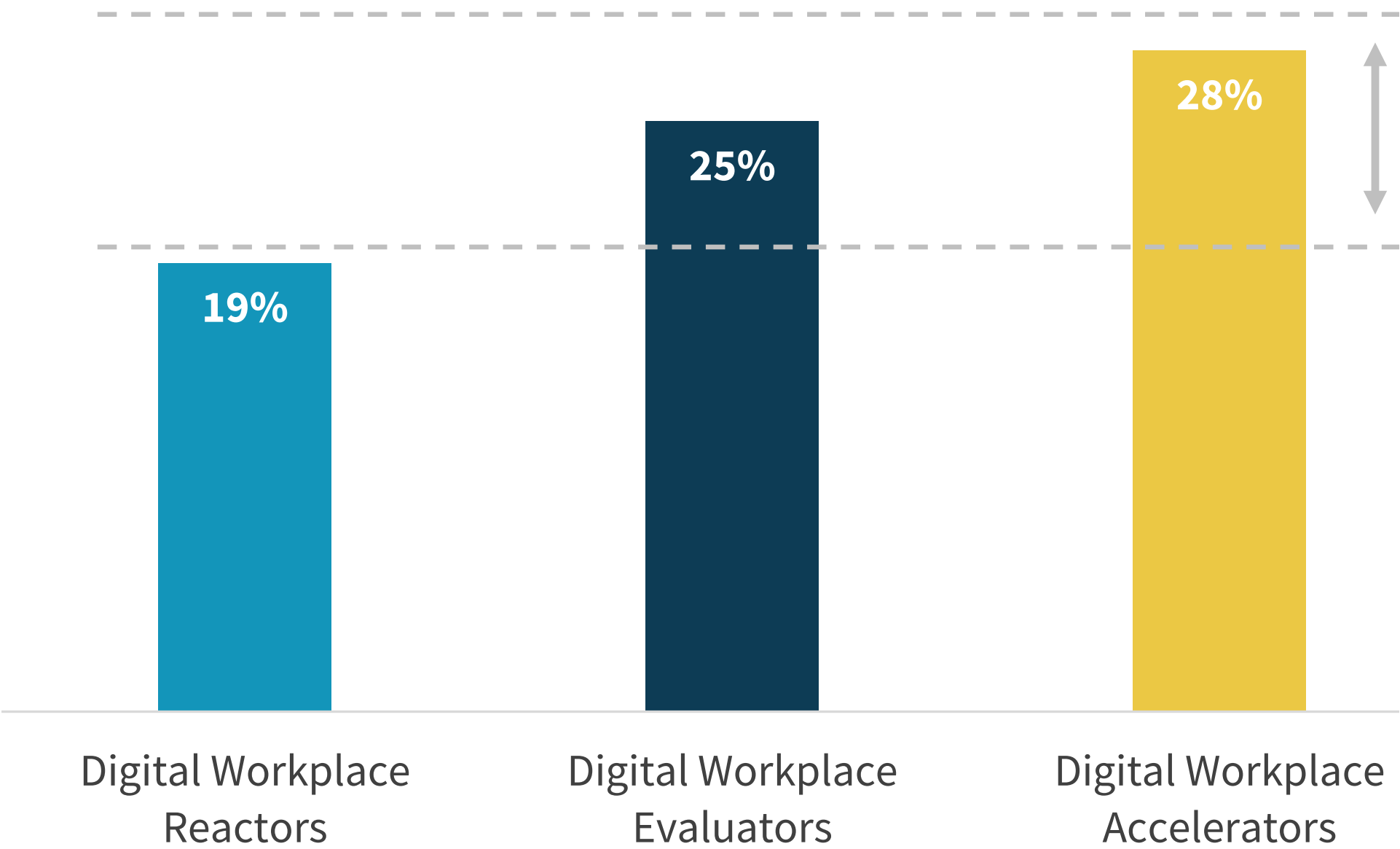
Digital Workplace Accelerators have achieved a

47% LARGER

administrator efficiency improvement on average

Question text: By approximately what percentage do you think your organization has reduced the time needed to support and manage devices as a result of device and device management improvements in the last 12 months? (Estimated mean)
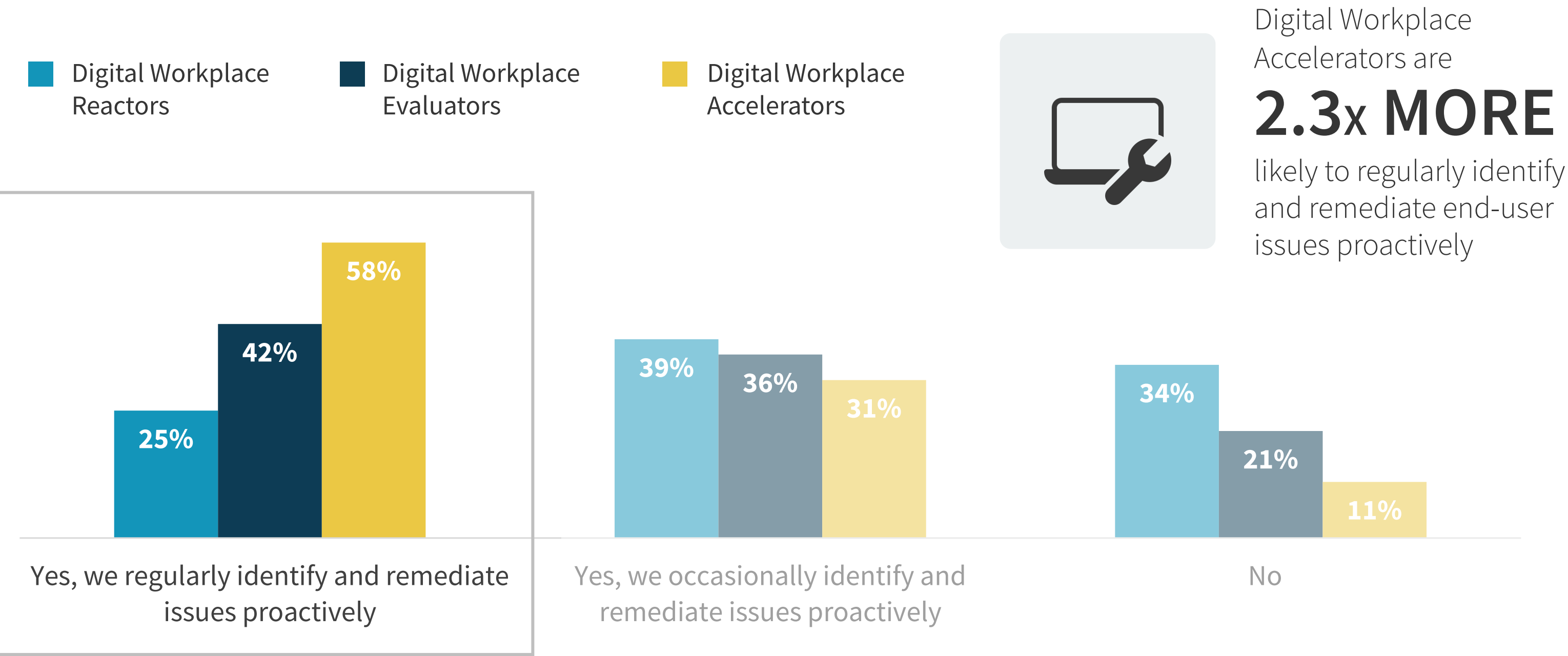
Data Enables Proactive Support

How are support teams able to save so much time? One element is rooted in how organizations leverage their device and user data. Digital Workplace Accelerators collect and analyze data from devices to identify issues even before end-users recognize them. This intelligence helps teams intervene earlier and keeps small issues from turning into big issues, impacting many users, who then submit many tickets.

Specifically, we asked respondents if the IT team ever uses end-user device and application telemetry and analytics to proactively identify and remediate issues before users complain. **Accelerators were 2.3x more likely to regularly identify and remediate end-user issues proactively.** On the other hand, **Reactors were 3.1x more likely to be completely reactive in terms of device issue resolution.**

| Can IT manage devices proactively?

■ Digital Workplace Reactors   ■ Digital Workplace Evaluators   ■ Digital Workplace Accelerators

Yes, we regularly identify and remediate issues proactively: 25%, 42%, 58%

Yes, we occasionally identify and remediate issues proactively: 39%, 36%, 31%

No: 34%, 21%, 11%

Digital Workplace Accelerators are **2.3x MORE** likely to regularly identify and remediate end-user issues proactively

Question text: Does your IT team ever use end-user device and application telemetry data analytics to proactively identify and remediate issues before an employee/student complains/submits a ticket? (Percent of respondents)

EDUCATION INDUSTRY INSIGHT:

Reactor educational institutions are particularly likely to be bogged down in a reactive device support mode, with 47% of these organizations not able to adopt any proactive support capabilities.

Effectively Managing the Remote Work and Learning Explosion

As noted, the average organization is supporting nearly three times as many remote workers and learners today as it did a year ago. This creates many challenges for IT support staff. IT needs better remote desktop management solutions, new and different ways to monitor user behavior and experience, and ways to overcome challenges of identity, access, and authentication. Since Digital Workplace Accelerators use devices with best-of-breed monitoring and access capabilities, paired with unified endpoint management tools, it is not surprising to see that they have been able to successfully keep pace with the rapid expansion of remote users.

We asked respondents to describe the impact of the growing remote user environment on IT and security staff's workloads. Answers vary radically by cohort: Accelerators were 2.4x more likely than Reactors to say that the pivot has been very smooth while Reactors were 2.1x more likely than Accelerators to report the change has not been smooth.

How is the shift to remote work and learning going?

Digital Workplace Reactors · Digital Workplace Evaluators · Digital Workplace Accelerators
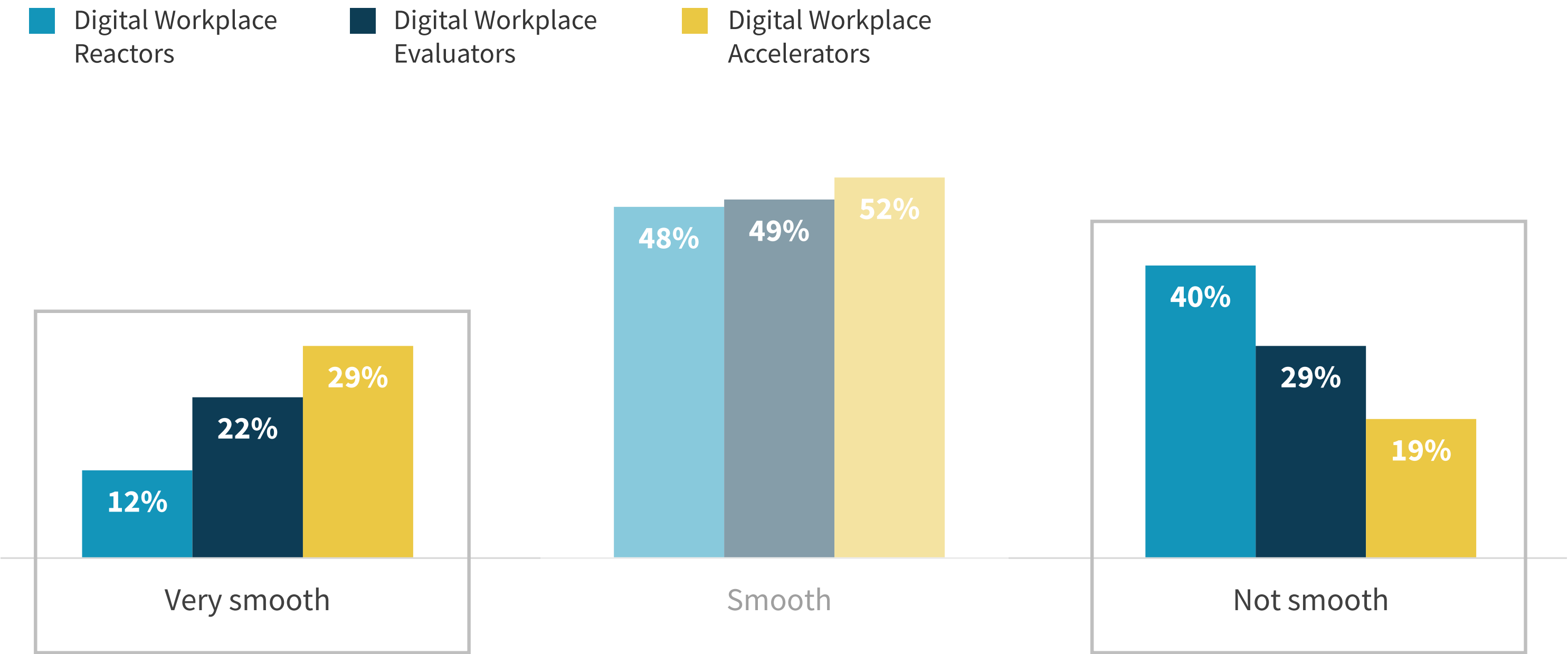
Question text: From the perspective of IT/security workload, how do you believe the efforts to support and secure more remote workers/students is going? (Percent of respondents)

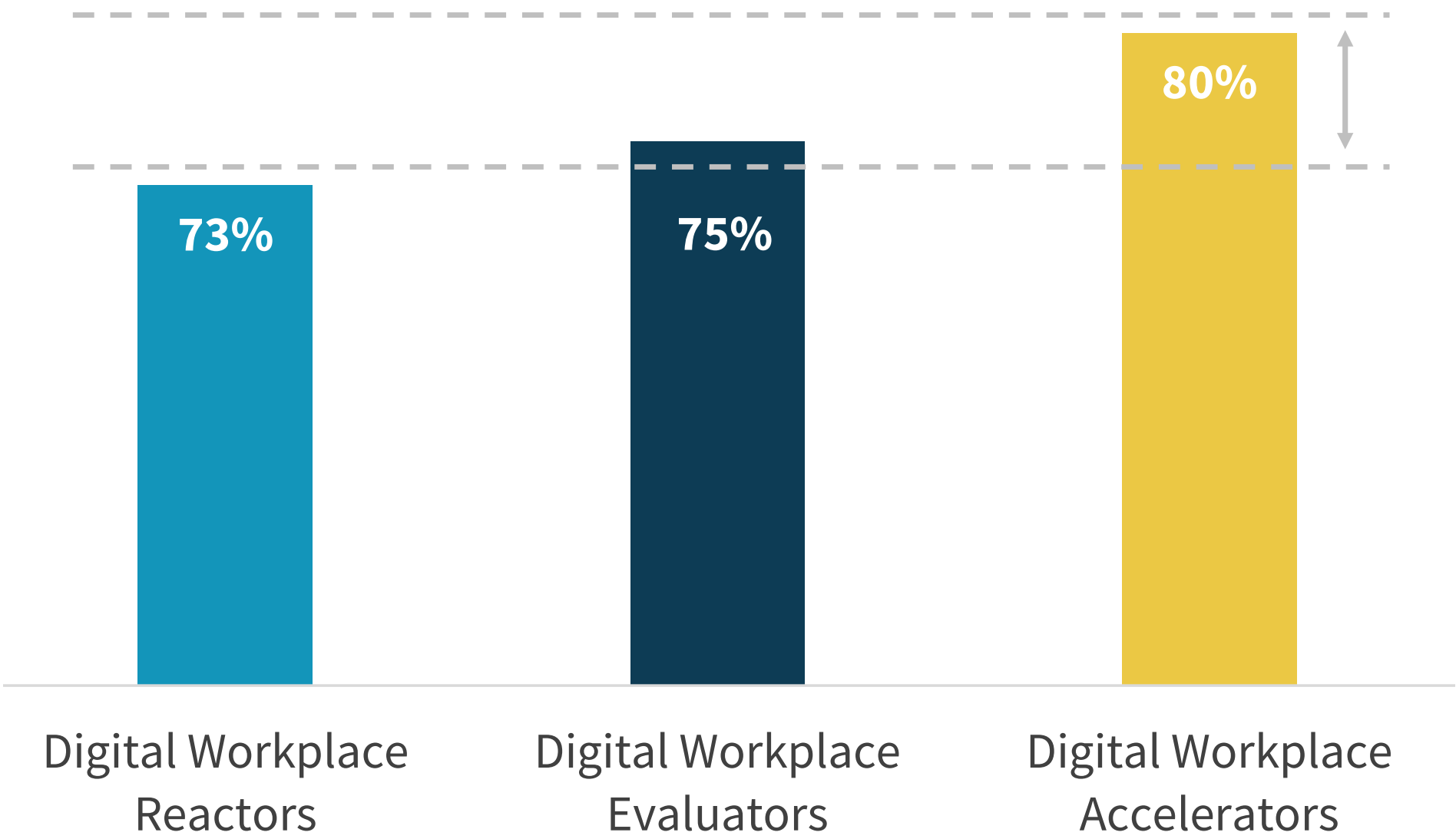# Quantifying Specific Support Workflow Improvements

At the highest level, the research shows that Digital Workplace Accelerators are significantly reducing the time required to support their device environments. But where are the gaps in IT support performance between Accelerators and their counterparts? The research captured differences in a number of areas:

Onboarding efficiency: When we asked what percentage of new users and new devices are fully onboarded and productive in a single day, Accelerators were nearly 2x more likely to report all users are typically fully onboarded on their first day (33% versus 18%) while Reactors were 2.7x more likely to report that half or fewer can be onboarded in a single day (32% versus 12%).

Ticket resolution time: We asked how many working hours typically go into support ticket resolution before the ticket is successfully closed. Accelerators close tickets 30 minutes faster than Reactors, on average. That means, for every 1,000 support tickets handled, Accelerators save approximately 12.5 person-weeks of administrator time.

One-touch resolutions: Another quantitative measure of service and support team effectiveness is the percentage of issues the team is able to resolve in a single interaction (i.e., the percent of one-touch tickets). Once again, Accelerators lead the pack in terms of their ability to solve user issues on the spot. On average, Accelerators reported that 80% of user issues are resolved in a single interaction, 10% more tickets than Reactors.

| Average percent of user issues resolved in a single support interaction

Digital Workplace Reactors — 73%
Digital Workplace Evaluators — 75%
Digital Workplace Accelerators — 80%

Digital Workplace
Accelerators close

10% MORE

support issues in
a single touch

Question text: What percentage of device-related help desk tickets/support tickets are staff able to successfully resolve with a single support interaction (i.e., percent of one-touch tickets)? (Estimated mean)
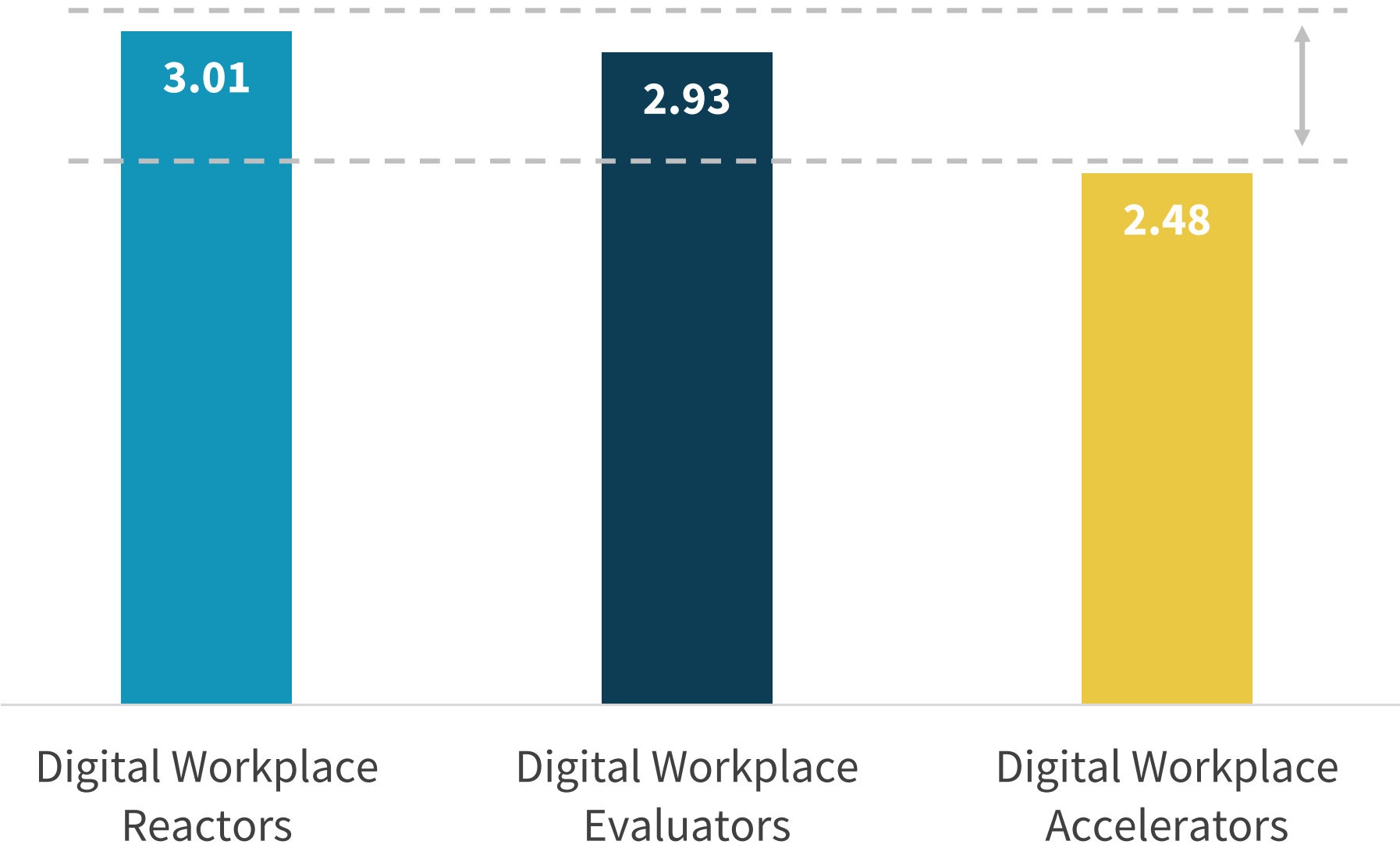
Reducing Device-related Security Incidents

Securing users in remote work and learning scenarios is different than when those users are on a corporate network. Cybersecurity controls may not extend to the edge and visibility into user behavior may be limited. But Digital Workplace Accelerators invest in devices that have excellent security features like encrypted drives, device, application and user monitoring, and strong access control features. It is not surprising to note that they have seen a reduction in device-related incidents relative to their peers.

We asked respondents how many times in the last 12 months their organizations had suffered sensitive data loss, the exfiltration of sensitive data, or the inability to access data and applications due to device compromises. On average, **Accelerators reduce the occurrence of data loss and downtime incidents by 18%.**

| Average number of device-related security incidents (data loss events, outages, etc.) in the past 12 months

| Digital Workplace Reactors: 3.01 | Digital Workplace Evaluators: 2.93 | Digital Workplace Accelerators: 2.48 |

Digital Workplace Accelerators experience

18% FEWER

critical events tied to device compromise on average

Question text: How many times in the last 12 months has your organization suffered sensitive data loss, the exfiltration of sensitive data, or the inability to access critical data due to a malware infection, ransomware, or other laptop/desktop compromise? (Estimated mean)

EDUCATION INDUSTRY INSIGHT:

*Educational institutions that have achieved Evaluator or Accelerator status enjoy an even larger reduction in incidents than was observed in other verticals, **reporting a 28% reduction relative to reactors.***

Better User Experience, More Efficient IT Operations, All with Dramatically Shrinking Costs

One might expect that, to achieve the level of performance of Digital Workplace Accelerators, organizations would have to make investments in their device environments that could be considered cost-prohibitive. In reality, our research shows that these organizations are not only optimizing performance but dramatically lowering their device management costs. One maturity characteristic of Digital Workplace Accelerators is the use of a unified endpoint management solution. By rationalizing management tools and consolidating administrator platforms, Accelerators are able to eliminate redundancy and optimize costs.

When respondents were asked how much their organization had reduced costs over the past 12 months due to device management tool rationalization, Accelerators reported a 27% reduction, on average. To put this in context, **Accelerators have reduced tool costs by 42% more than Reactors over the past 12 months.**

| Average reduction in device management costs achieved over the past 12 months

19%

Digital Workplace
Reactors

25%

Digital Workplace
Evaluators

27%

Digital Workplace
Accelerators
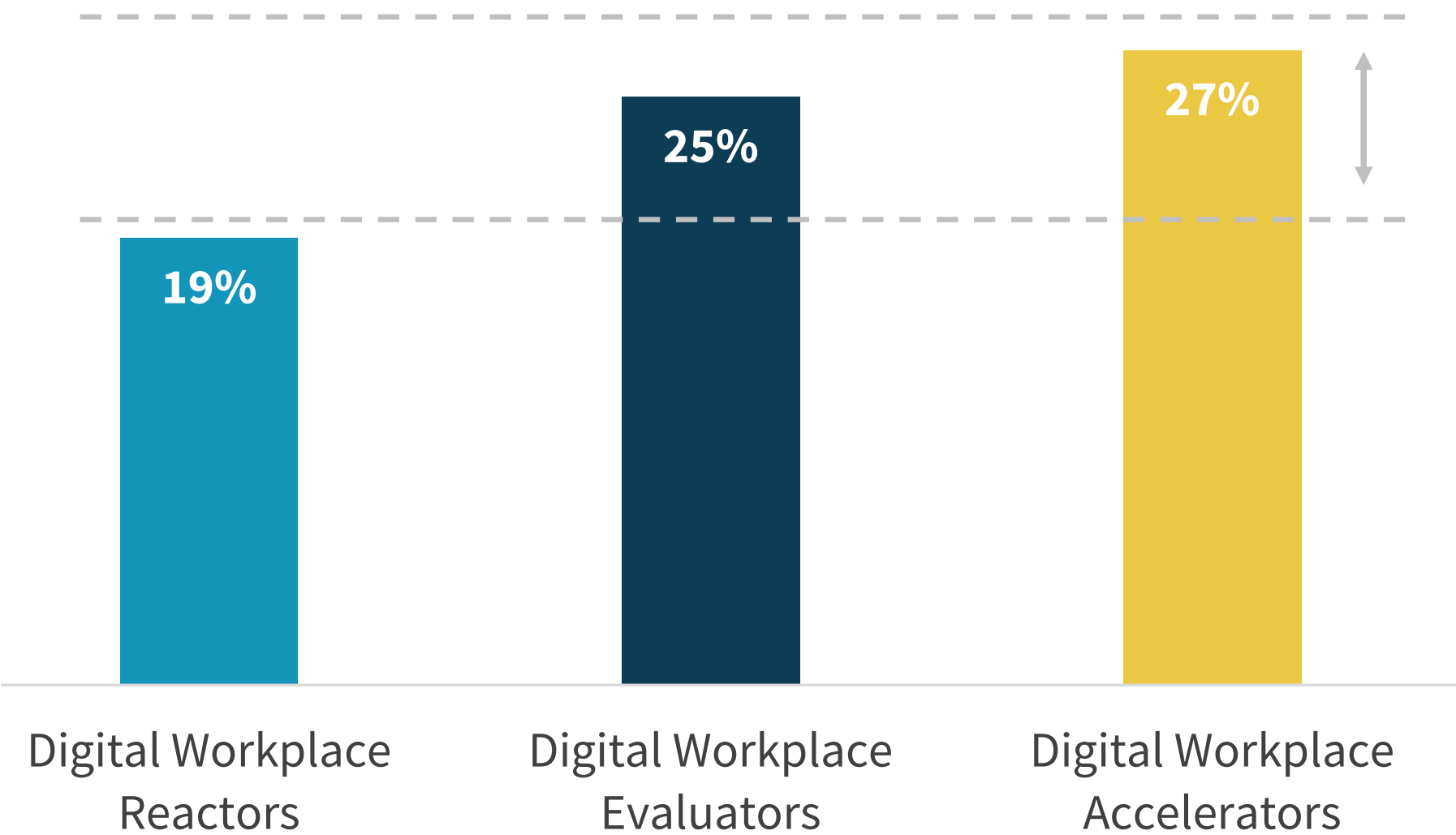
Digital Workplace Accelerators
reported a
27% REDUCTION
in costs

Question text: By approximately what percentage do you think your organization has reduced costs from device management tool consolidation/ rationalization in the last 12 months? (Estimated mean)

What are the Correlations between Digital Workplace Acceleration and Business Success?

Accelerators enjoy big rewards:

High levels of productivity contribute to more innovation and business transformation. On average, 40% more of their annual revenue is derived from newly developed, innovative offerings.

Innovation yields differentiated customer experiences and higher customer satisfaction. They are 2.1x more likely to exceed their customer satisfaction goals.

Businesses recognize IT as a competitive differentiator. They are 2.3x more likely to see IT as a competitive differentiator while less mature organizations are 2x more likely to say their IT organization is just adequate, a cost center, or even a business inhibitor.

They are positioned to adapt and thrive through uncertainty: 96% of respondents at these companies are confident that they have the technology experience at their organization to adapt and thrive through major societal and macroeconomic disruptions.


40% MORE

ANNUAL REVENUE IS DERIVED FROM NEWLY DEVELOPED, INNOVATIVE OFFERINGS.

2.1x MORE

LIKELY TO EXCEED THEIR CUSTOMER SATISFACTION GOALS.

2.3x MORE

LIKELY TO SEE IT AS A COMPETITIVE DIFFERENTIATOR

96%

ARE CONFIDENT WITH THE TECHNOLOGY EXPERIENCE AT THEIR ORGANIZATION
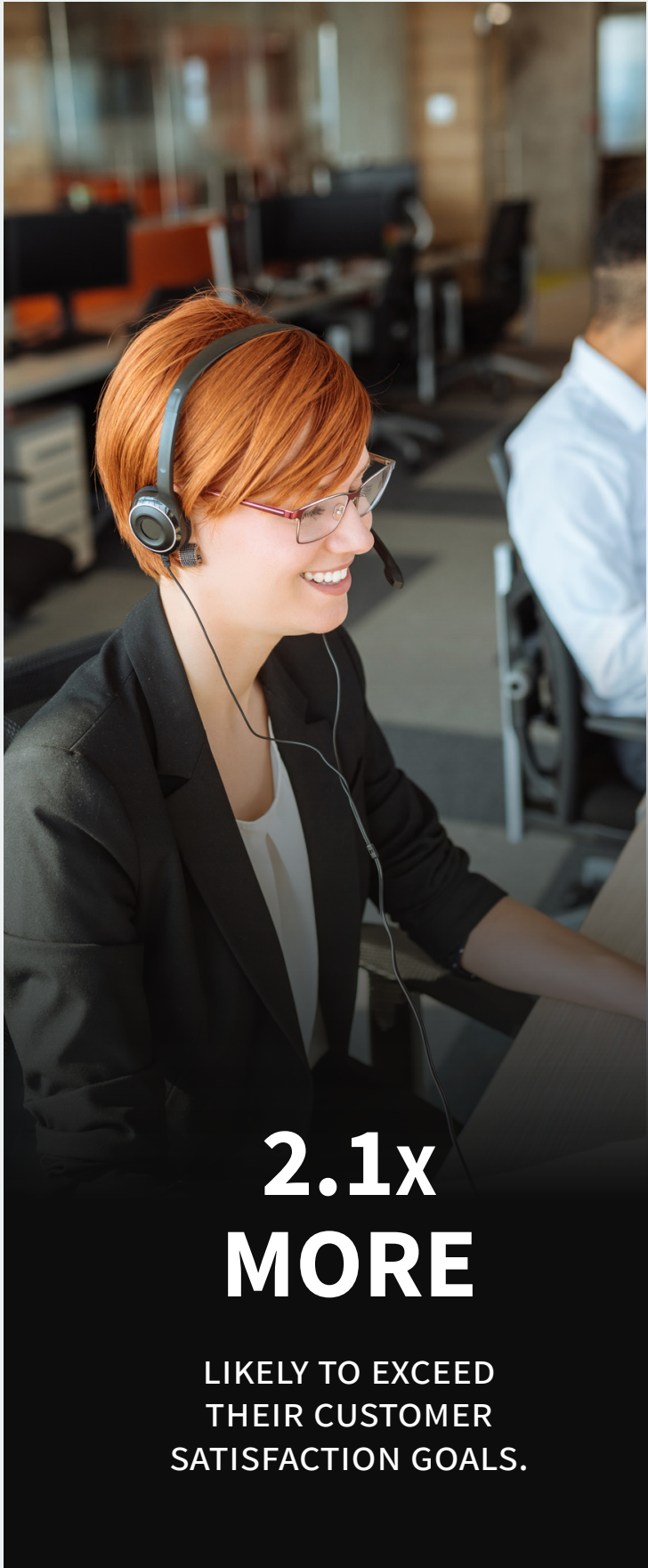
How Digital Workplace Acceleration Drives Innovation and Transformation

By adopting technologies that keep users productive in any location, Digital Workplace Accelerators have reduced the disruption associated with the increase in remote work and learning that organizations have been grappling with. Workers that are online and productive have the opportunity to innovate and we observe a strong correlation in the data.

When we asked respondents how much of their organization's revenue was tied to products and services launched within the last two years, **Accelerators reported 40% more revenue when compared to Reactors** (28% of revenue versus 20%).

IT organizations must recognize how much revenue is placed at risk as a result of a lagging digital workplace environment.

| **Average percentage of revenue driven via innovation**
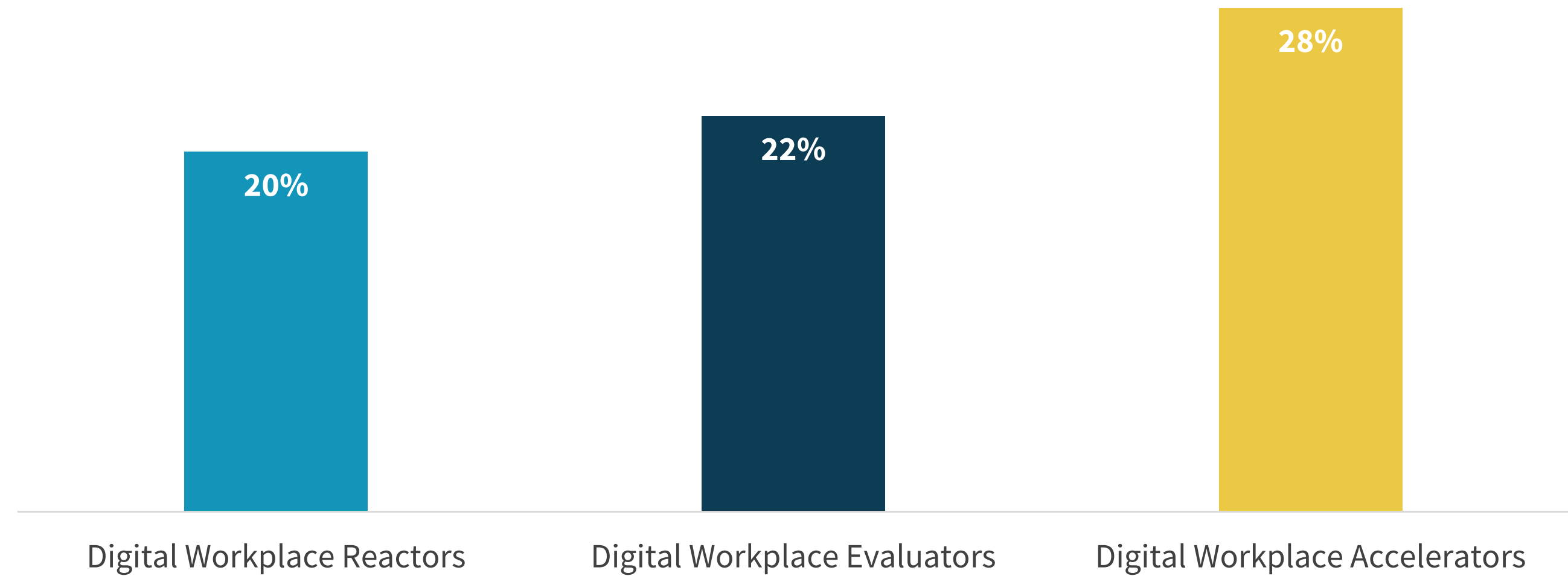
Question text: To the best of your knowledge, approximately what percentage of your organization's revenue is derived from products/services that your organization launched within the past two years? (Estimated mean)
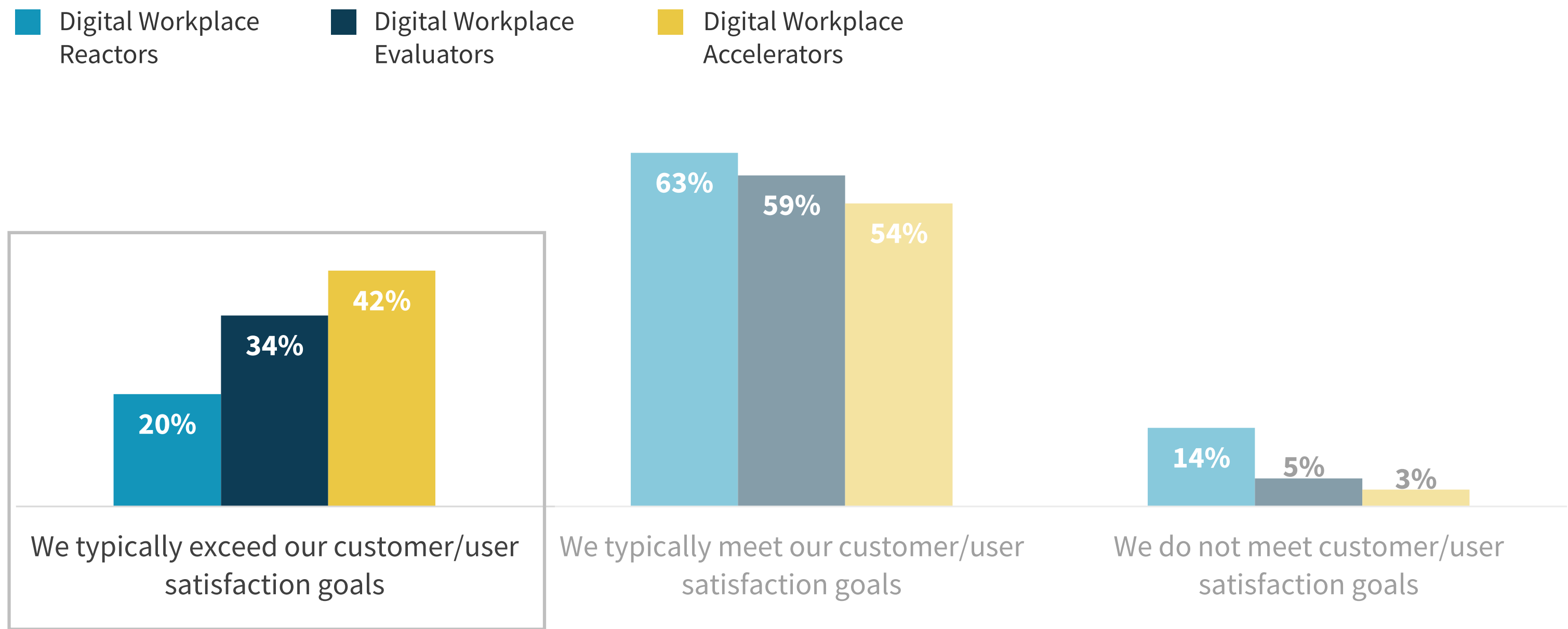
Innovation Fuels Higher Customer Satisfaction

With a more flexible and productive workforce, Digital Workplace Accelerators see a significant lift in their ability to transform their offerings, develop new products and experiences, and get them to market faster. This innovation garners high customer satisfaction and loyalty.

The data makes these connections clear: 42% of respondents at Accelerator organizations say they typically exceed their customer satisfaction goals, while just 20% of Reactors report the same level of success. **Accelerators are 2.1x more likely to exceed their customer satisfaction goals.**

For many organizations, remote work and learning scenarios are not a passing trend. IT organizations must take a long-term view of remote user enablement and invest in foundational technologies that will maximize the effectiveness of remote users.

Customer satisfaction performance

■ Digital Workplace Reactors   ■ Digital Workplace Evaluators   ■ Digital Workplace Accelerators

We typically exceed our customer/user satisfaction goals
- 20%
- 34%
- 42%

We typically meet our customer/user satisfaction goals
- 63%
- 59%
- 54%

We do not meet customer/user satisfaction goals
- 14%
- 5%
- 3%

Question text: Relative to its goals, how does your organization typically perform on formal customer/user satisfaction metrics (e.g., Net Promoter Score (NPS), Customer Satisfaction (CSAT) or similar metrics)? (Percent of respondents)
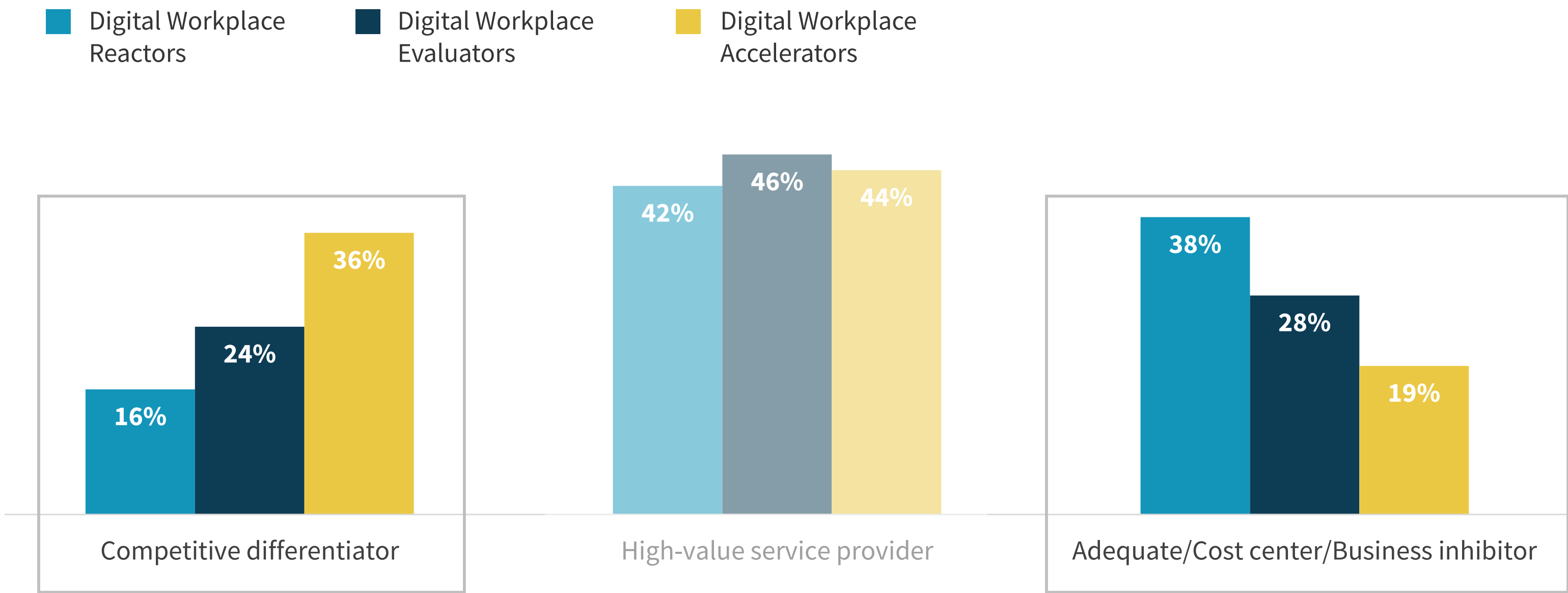
Accelerator Organizations Recognize IT as a Competitive Differentiator

Generally, when IT is doing its job well, they go relatively unnoticed. The cliché is that the only time IT receives attention is when something is going wrong. Digital workplace acceleration appears to be an exception to that rule.

Our research shows that Digital Workplace Accelerators are much more likely to recognize the IT group as a competitive differentiator. In fact, Accelerators are 2.3x more likely to be given this level of recognition by C-suite executives. IT leaders looking to raise IT's standing within the organization should explore remote work and learning optimization as a way of spotlighting the huge impact IT can have on the organization's broader business success.

| How is IT viewed by the C-suite?

- Digital Workplace Reactors
- Digital Workplace Evaluators
- Digital Workplace Accelerators

Competitive differentiator: 16% / 24% / 36%
High-value service provider: 42% / 46% / 44%
Adequate/Cost center/Business inhibitor: 38% / 28% / 19%

Question text: How do your organization's C-suite business executives view the IT organization? (Percent of respondents)
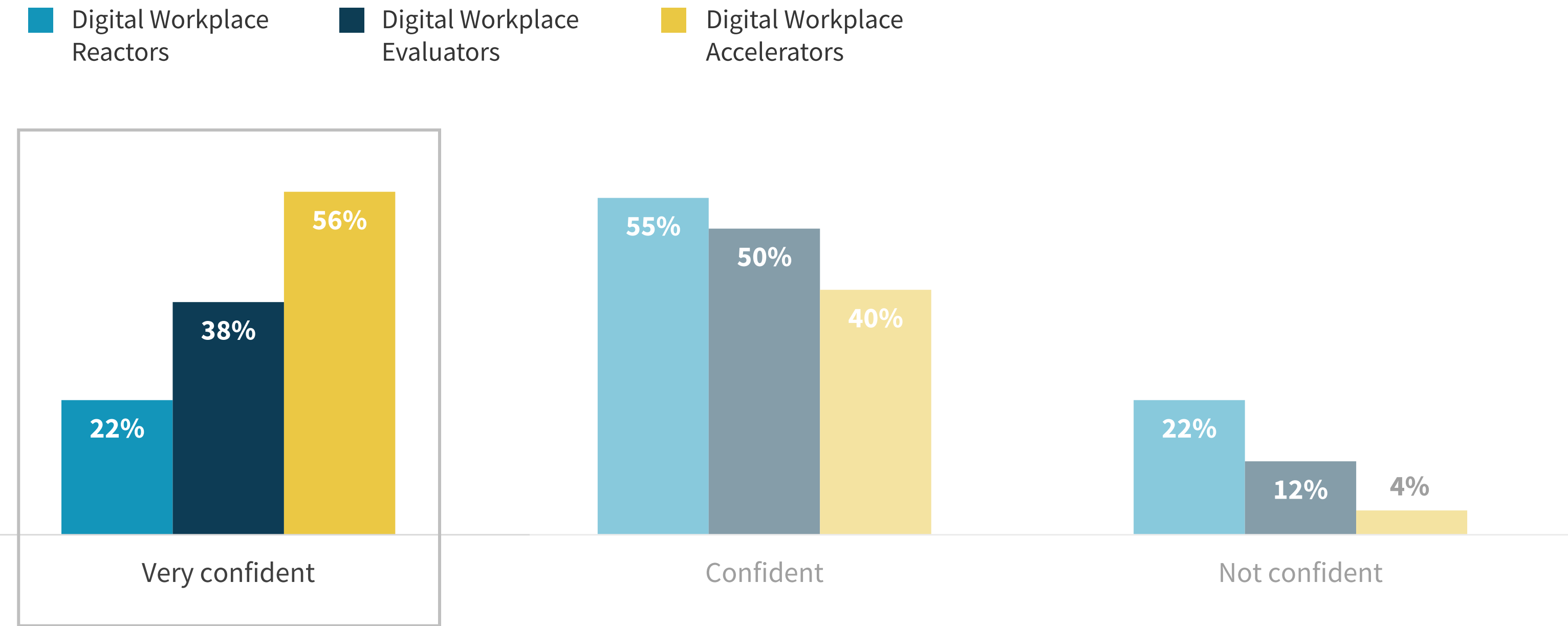
Accelerators Are Positioned to Adapt and Thrive through Uncertainty

Flexibility is key in uncertain times and that includes the flexibility for end-users to get their work and learning done in any location. Clearly not all organizations are equally positioned to keep their users productive regardless of outside factors. Our research shows that respondents recognize the risk this represents to
their organizations.

We asked respondents how confident they are that their organization has the ability to deliver technology experiences needed to adapt and thrive through major societal and macroeconomic disruptions. Respondents at **Digital Workplace Accelerators were 2.5x more likely to report they are very confident in their organization's prospects (56% versus 22%)** while **Reactors were 5.5x more likely to not have confidence in their organization's resiliency.**

Building a technology environment that is resilient and can help the organization weather any storm is the responsibility of the CIO. It is clear that remote user enablement is a critical component of future proofing the organization's technology experience.

| Confidence in organizational resiliency

■ Digital Workplace Reactors   ■ Digital Workplace Evaluators   ■ Digital Workplace Accelerators

Very confident: 22%, 38%, 56%
Confident: 55%, 50%, 40%
Not confident: 22%, 12%, 4%

Question text: How confident are you in your organization's ability to deliver the technology experience needed to adapt and thrive through major societal and macroeconomic disruptions? (Percent of respondents)

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From streamlining app access with digital workspaces to seamless Day 1 onboarding thanks to VMware Workspace One, VMware helps you build a future-ready workforce from anywhere. Dell Technologies aligns the unique advantages of VMware software with Dell synergies to deliver even more value to customers by providing the essential infrastructure to not only build their customers' digital future, transform IT, and protect their information, but empower employees to do their best work.

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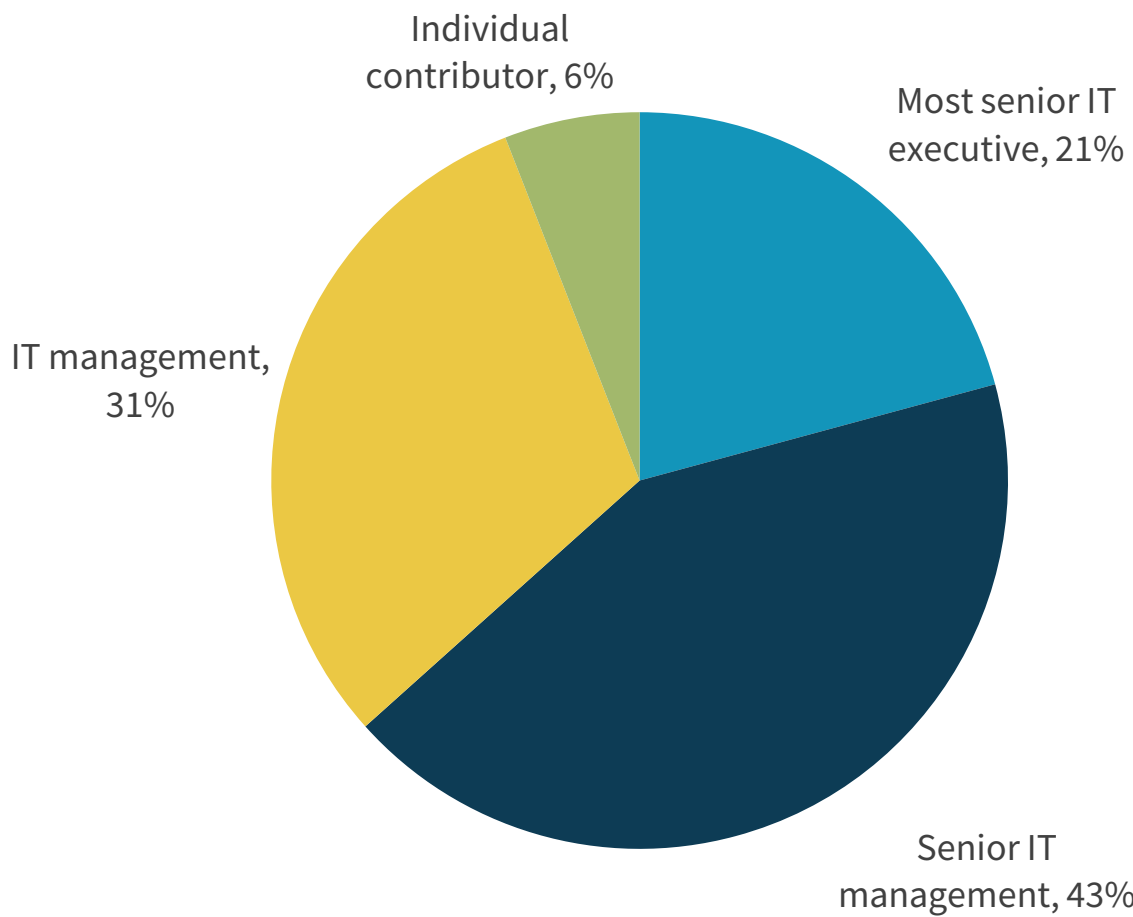
Research Methodology

To gather data for this report, ESG conducted a comprehensive online survey of IT decision makers knowledgeable about the devices, data management tools, and data center infrastructure in use at their organizations. The survey was conducted between December 8, 2020 and December 31, 2020. All respondents were distributed among North America (35%), Europe (28%), the Asia Pacific region (23%), and Latin America (15%) and employed at midmarket organizations (i.e., those with 100-999 employees, 21%) and enterprises (i.e., those with 1,000+ employees, 79%). Both public and private sector organizations were represented. All respondents were provided an incentive to complete the survey in the form of cash awards and/or cash equivalents.
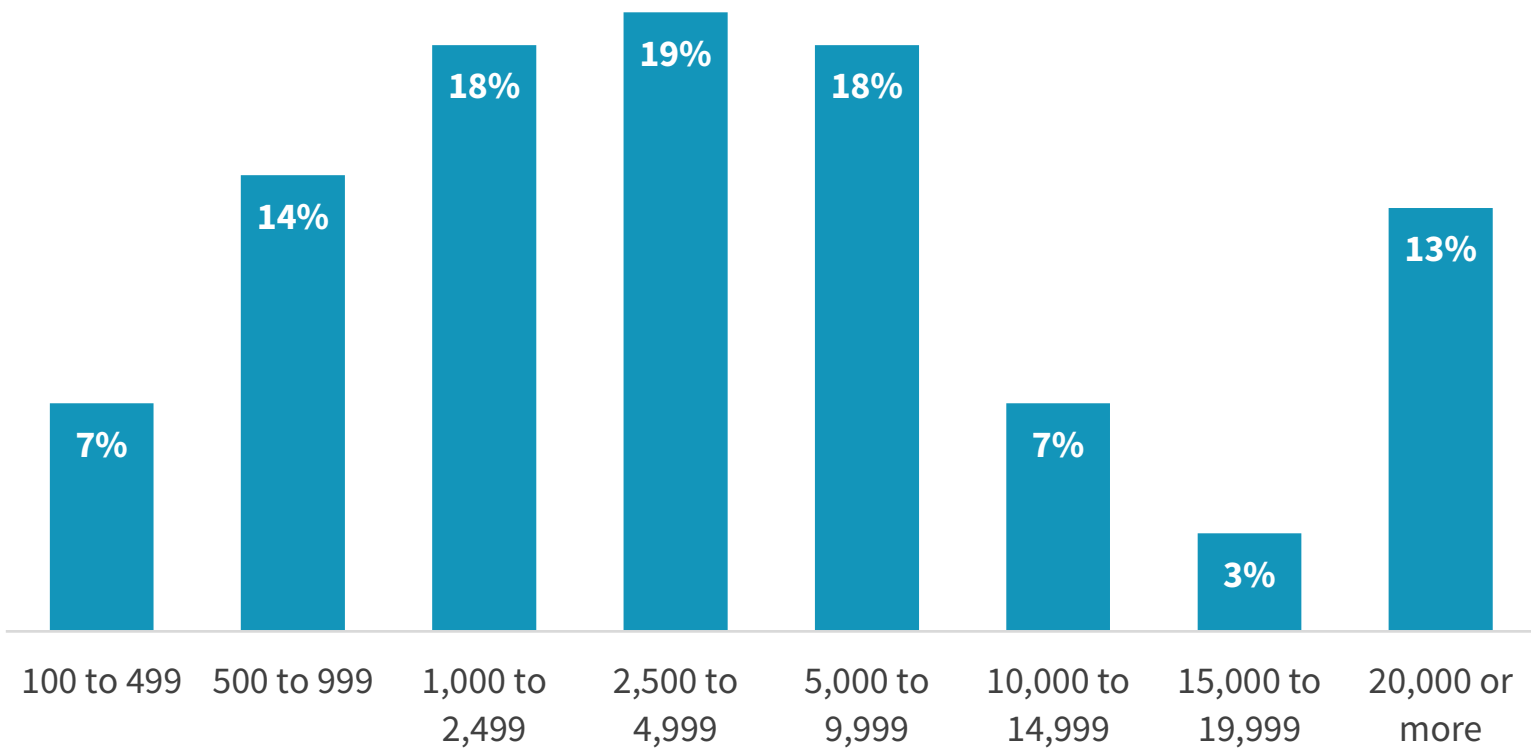
After filtering out unqualified respondents, removing duplicate responses, and screening the remaining completed responses (on a number of criteria) for data integrity, we were left with a final total sample of 2,000 professionals.

When evaluating satisfaction scores in this survey, ESG employed NPS-style methodology. Satisfaction could be rated from 10 (high) to 0 (low) and scores of 9 or 10 are considered good, 7 or 8 neutral, and 6 or lower negative. Satisfaction scores are calculated and compared by subtracting the percentage of low scores from the percentage of good scores observed in each cohort.
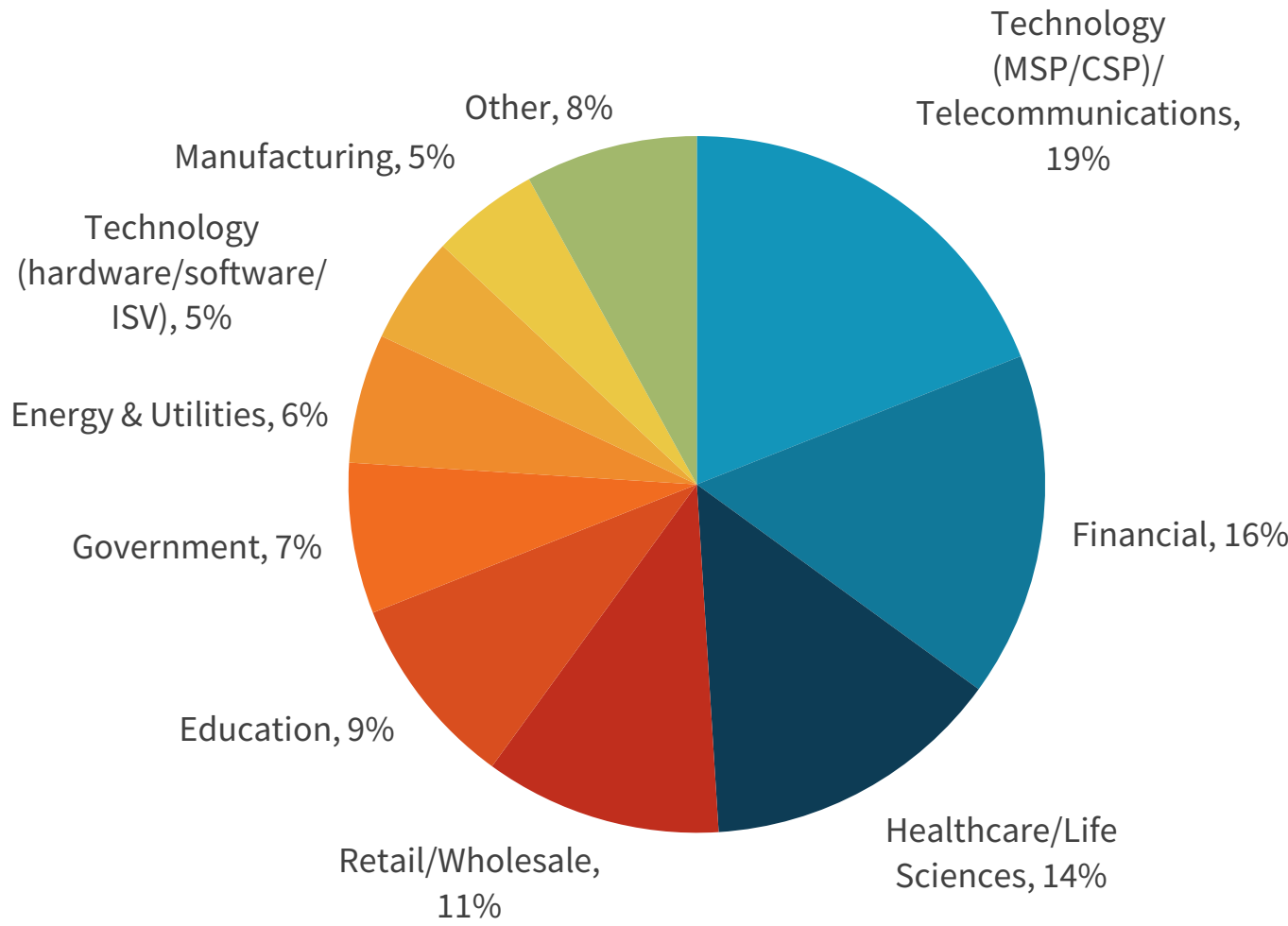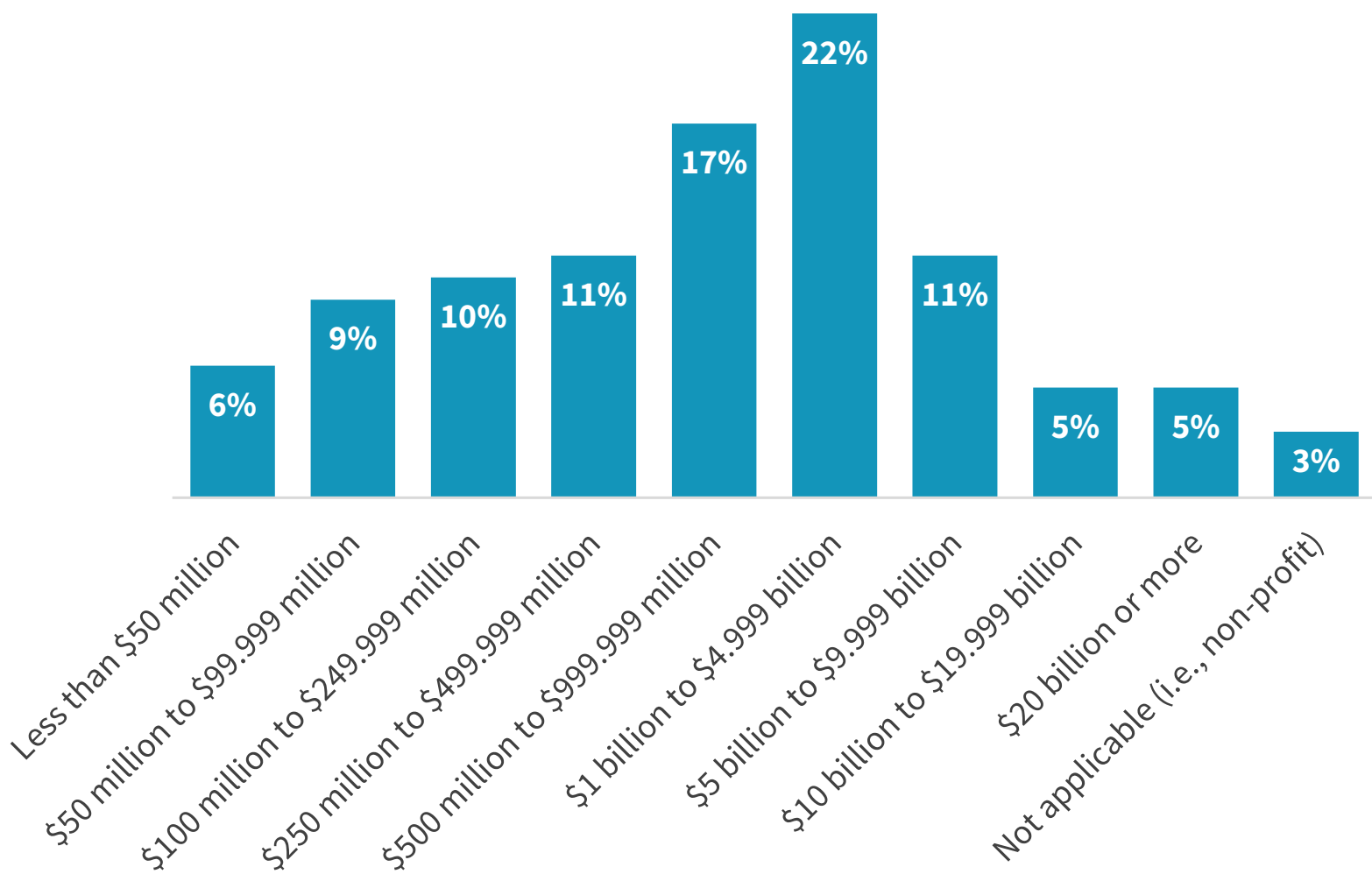
RESPONDENTS BY CURRENT JOB TITLE

- Individual contributor, 6%
- Most senior IT executive, 21%
- IT management, 31%
- Senior IT management, 43%

RESPONDENTS BY NUMBER OF EMPLOYEES

100 to 499	500 to 999	1,000 to 2,499	2,500 to 4,999	5,000 to 9,999	10,000 to 14,999	15,000 to 19,999	20,000 or more
7%	14%	18%	19%	18%	7%	3%	13%

RESPONDENTS BY INDUSTRY

- Technology (MSP/CSP)/Telecommunications, 19%
- Other, 8%
- Manufacturing, 5%
- Technology (hardware/software/ISV), 5%
- Energy & Utilities, 6%
- Government, 7%
- Education, 9%
- Retail/Wholesale, 11%
- Healthcare/Life Sciences, 14%
- Financial, 16%

RESPONDENTS BY TOTAL ANNUAL REVENUE

Less than $50 million	$50 million to $99.999 million	$100 million to $249.999 million	$250 million to $499.999 million	$500 million to $999.999 million	$1 billion to $4.999 billion	$5 billion to $9.999 billion	$10 billion to $19.999 billion	$20 billion or more	Not applicable (i.e., non-profit)
6%	9%	10%	11%	17%	22%	11%	5%	5%	3%

Segmentation Questions

Below are the specific questions ESG used to identify which organizations are accelerating data innovation:

1. What percentage of devices run a current operating system version (i.e., they are running the recent version or the update immediately preceding it)?
i.   **Threshold of an Accelerator:** >70% of users are using a device running a current OS version.

2. What percentage of device provisioning steps have been automated or outsourced to the device's OEM?
i.   **Threshold of an Accelerator:** 50%+ of all provisioning tasks are automated/pushed to the manufacturer.

3. Does the organization employ a unified endpoint management solution to manage desktops, laptops, smartphones, and tablets in a connected, cohesive manner from a single console?
i.   **Behavior of an Accelerator:** The organization has deployed a UEM.

4. What are the authentication, user monitoring, data encryption, and BIOS-level security capabilities of the device environment?
i.   **Threshold of an Accelerator:** Users must have reported that their environment is "Excellent" in each security functionality area.

Enterprise Strategy Group is an IT analyst, research, validation, and strategy firm that provides market intelligence and actionable insight to the global IT community.