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Keys to Improved Employee Experience Through Better Technology Management

Managing a More Mobile Workforce

Mobile and remote workers used to be a well-defined category that most businesses understood. Mobile workers typically meant road warriors connecting remotely from hotels and client offices, while home workers were typically employees who still lived close enough to the office to drive in for support from IT. Now those definitions have expanded. As organizations have moved to hybrid and permanent work-from-home models, IT organizations and the human resources (HR) departments they support are now servicing employees who could be anywhere in the country, or even the world. Because of this, today's businesses are increasingly deploying cloud and SaaS-based applications and services to support their users by ensuring proper imaging of systems at onboarding, tracking, updates and replacements as the technology they use moves through its lifecycle, and running proper reclamation workflows during offboarding.

The percent of hardware budget used for mobile and remote computing assets such as laptops, tablets, and phones has grown in the last two years (to 28% of budget) while desktops have declined 20%, and are now just 14% of the hardware budget
Source: Spiceworks Ziff Davis

In this ebook, we will analyze how this new reality of a mobile workforce increases challenges in security and employee retention. We'll also uncover key strategies and technology solutions including **Enterprise Technology Management** (see definition below), that help businesses carry out digital transformation initiatives while ensuring a positive employee experience for this new mobile workforce.

> **Enterprise Technology Management** is a critical business process system designed to give IT organizations complete, real-time, and accurate visibility and control over their technology infrastructure, providing a single source of truth to govern the entire IT portfolio throughout its lifecycle and integrate this critical information and capability into corporate business process systems.

The Challenges of a Hybrid Business Model

When it came to keeping business safe from data breaches and malware, IT used to focus on strong firewall and network access controls to prevent security issues. However, organizations are no longer protecting employees, systems, and data within a controlled office building or campus. They now need to protect widely-dispersed employees, using a variety of Internet connectivity, devices, and shared networks.

These new vulnerabilities expanded the enterprise's attack surface, not only making the job of IT more difficult, but also impacting the employee experience. Workers who are more exposed to security risks are often less productive and more likely to look for new opportunities. Aberdeen research has found that employees at businesses with major security breaches are 2x more likely to be unsatisfied. In this environment, businesses need to adopt technology management solutions designed for an expanded threat surface. Although it is often manifested at the employee level, security exposure sets off a chain reaction that affects the entire organization.

Aberdeen research has found that the top IT challenges that impact employee experience are:

22%

22% of IT leaders report that servicing and managing assets for "work from home" employees is adding to already heavy IT workloads

50%

At 50% of respondents, the number one challenge is the risk of a security breach

Building Seamless Employee Experience in the Face of the Great Resignation

With the rise of the Great Resignation, businesses are seeing more employee turnover than ever before. With this constant churn of both onboarding new employees and offboarding those leaving, IT staff and HR departments face a complex and difficult task when it comes to ensuring timely delivery of equipment, software and active defenses. New employees need to become productive as quickly as possible, and having properly configured hardware and cloud access is a critical component of the employee experience, as is making sure that licenses for needed equipment and software aren't still tied to employees who have left.

Onboarding new employees quickly and smoothly can ensure improved security, productivity, and employee experience, while a smooth offboard can have a positive impact on finance and compliance. Likewise, when employees leave, assets need to be efficiently reclaimed, software licenses accurately managed, and any access to systems, data, and communications channels need to be terminated. Aberdeen research shows that when businesses use Enterprise Technology Management solutions that are well-integrated with HR platforms, they can manage both the onboarding and offboarding processes far more efficiently.

One quarter of the IT workforce expects to look for a new role, change jobs, or switch careers in 2022.
Source: Spiceworks Ziff Davis

Businesses that use Enterprise Technology Management are 3x more likely to integrate with HR systems for efficient onboarding and offboarding of employees.
Source: Aberdeen Strategy & Research

How Timely Delivery of IT Assets Lets Businesses Stay Secure and Keeps Employees Productive

Even after employees are onboarded and provided with equipment, software, and access to data, there are still more challenges for remote workers. As more applications have moved to the cloud and with greater adoption of Software-as-a-Service, mobile workers are often interacting with these applications in fundamentally different ways than what they've been used to in the office. All these new connection points mean that employees have more responsibility when it comes to secure connectivity and equipment and need to know how to keep data and business information more secure and compliant. Given the ease of accessing any new application or service today, especially for dispersed work-from-home employees, IT departments need to identify and control shadow IT applications being used with business data, which can negatively impact security and regulatory compliance.

- Application workloads in the cloud have grown over 20% in the last year
- The number two driver for IT to improve employee experience is the increased move towards cloud services.
  Source: Aberdeen Strategy & Research

Aberdeen analyzed businesses who are leaders in IT management, meaning they scored in the top 20% of key metrics around IT effectiveness and optimization, and found that they are responding to increased needs to manage cost and compliance risks and track storage use by adopting Enterprise Technology Management.
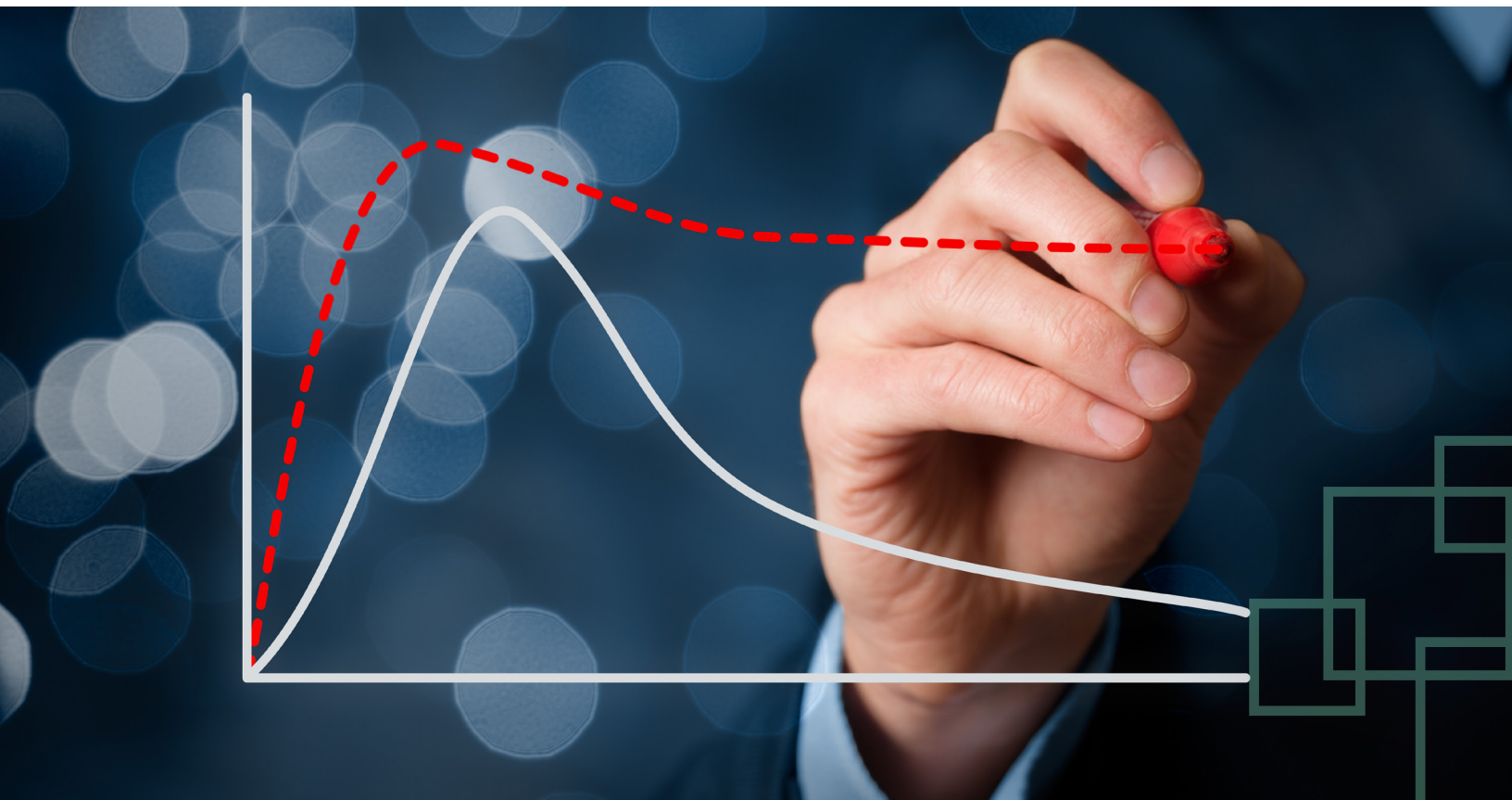
Leading Organizations Manage Employee Experience with Lifecycle Management

As IT organizations modernize and move to support the new mobile workforce and adopt cloud-based technologies, they are finding that they need enterprise technology management solutions designed to provide visibility into and manage all of the different assets, endpoints, and services within these new environments. Aberdeen's research has found that leaders in employee experience are implementing a new management model called Enterprise Technology Management to provide a single source of truth, end-to-end monitoring, security, and integration with HR to facilitate the modern mobile workforce. When businesses take advantage of this kind of unified solution, they gain key benefits over their competitors using legacy, siloed IT tools:

These benefits include:
- 4x more likely to lower the cost of delivering IT
- 2x more likely to improve support of remote workers
- 90% more likely to implement security for the full lifecycle of all devices
- 3x more likely to incorporate business processes (HR, Finance, IT) into IT management systems

Source: Aberdeen Strategy & Research

Conclusion

To empower your organization with the ability to ensure a secure and seamless employee experience and secure operations with Enterprise Technology Management, consider these key points:

- **Optimize Purchase Management:** Capture relevant product details upfront to simplify intake and create an auditable trail from the beginning
- **Effective Deployment:** To boost employee engagement, ensure the right system resources are available to the right person at the right time
- **Focus on Security:** Match security requirements to employee roles and ensure encryption, malware, Single Sign-On, and strong access controls across user devices are active
- **End-to-end Monitoring:** Have extensive ability to track and respond to issues concerning security enablement, usage, and location, and to identify behavioral anomalies
- **Employee Experience Depends on Service:** Provide updates and refreshes to both hardware and software as needed and ensure employees don't encounter avoidable problems due to under-optimized technology
- **Manage End of Life:** When employees leave, hardware devices need to be properly reclaimed. This involves multiple compliance frameworks that must be adhered to such as software licenses reclaimed and reassigned, revocation of access to cloud resources, and ensuring that employee-generated data is secured and reassigned

In an era of remote work, security threats that hinder cloud migrations and digital transformation add growing complexity to new workforce paradigms. By utilizing Enterprise Technology Management, businesses can innovate and increase agility, ensure security, and provide a great employee experience to reduce turnover.

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