

# The future of work meets employee experience



Organizations are recognizing the critical role **employee experience (EX)** plays in attracting and retaining top talent, and studies show that investments in that area are paying off:

Businesses see a **5x** return on EX investments.<sup>1</sup>

Companies that invest in EX outperform those that don't.<sup>2</sup>

**4x** average profit

**2x** average revenue



**Outperform** the S&P 500

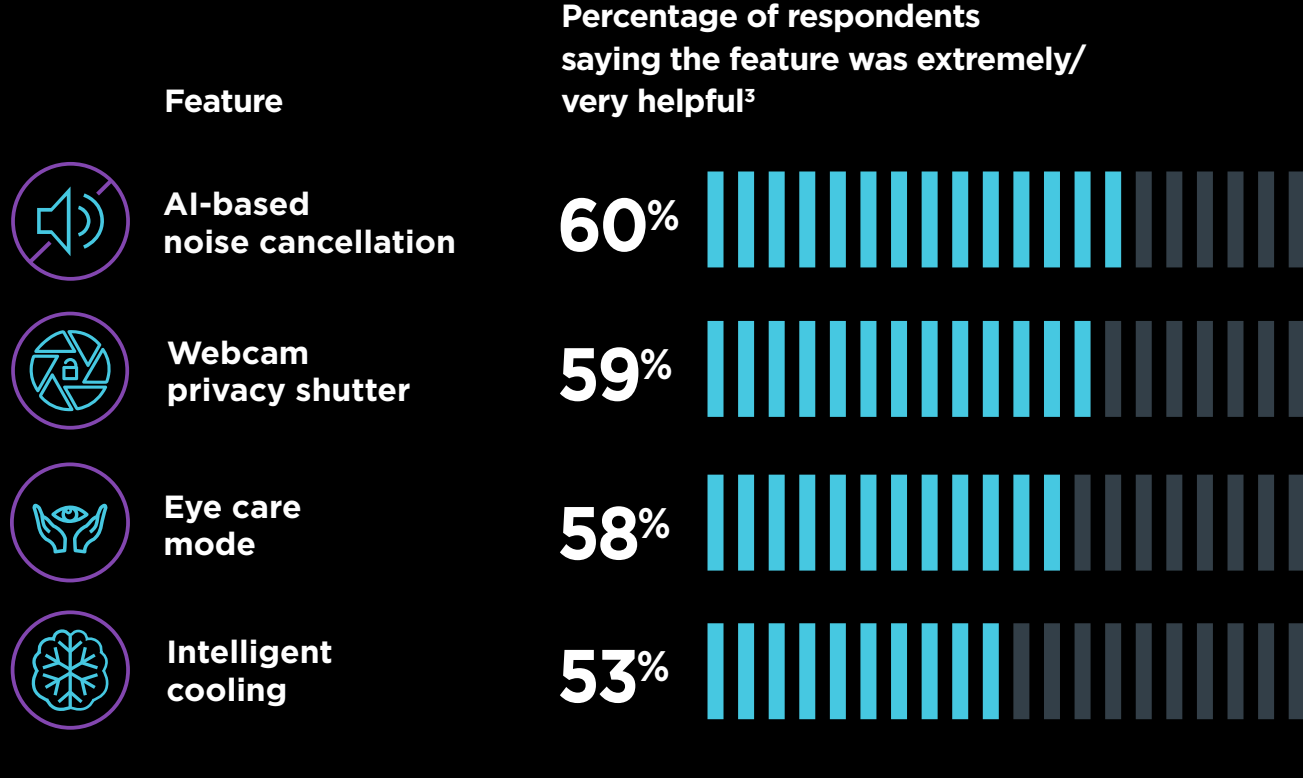


## Better technology drives a better EX

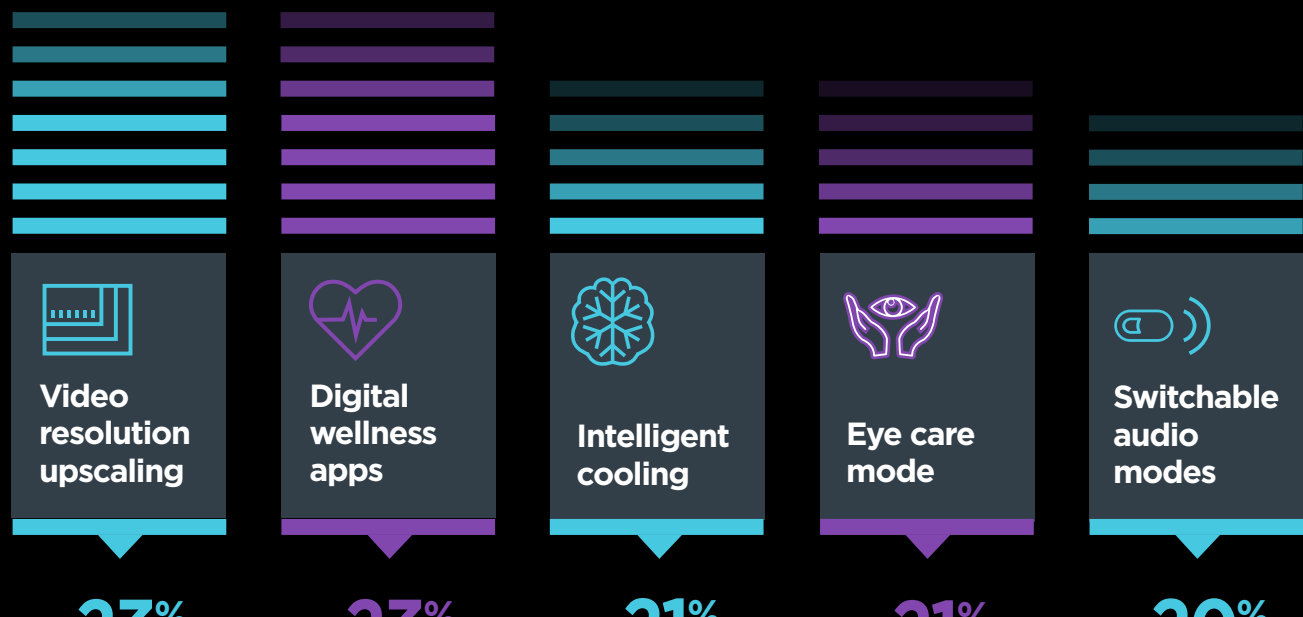
As we evolve from in-office to work-from-anywhere to hybrid models, **equipping employees with the right technology is more important than ever for maintaining an optimal experience.**

According to Forrester, nearly 60% of ITDMs surveyed have seen more than 10% improvement in their EX scores by focusing on improving employees' satisfaction with technology.<sup>1</sup>

Lenovo's new report, **"The Future of Work and Digital Transformation,"** surveyed more than 4,000 companies in 14 markets worldwide and found that employees are looking for smart features in their technology to help create a more comfortable and productive working environment:



In particular, young workers (ages 18–34) value smart features in their technology more so than older colleagues:



## Companies are willing to invest in EX

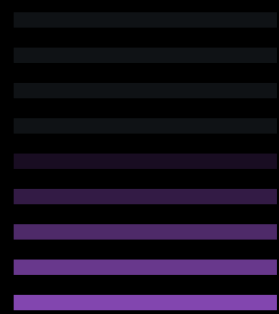


A significant majority of ITDMs surveyed (61%–80%) say their company will cover the cost for most technology devices needed or wanted by employees.

But only 22%–47% of employees have taken advantage.



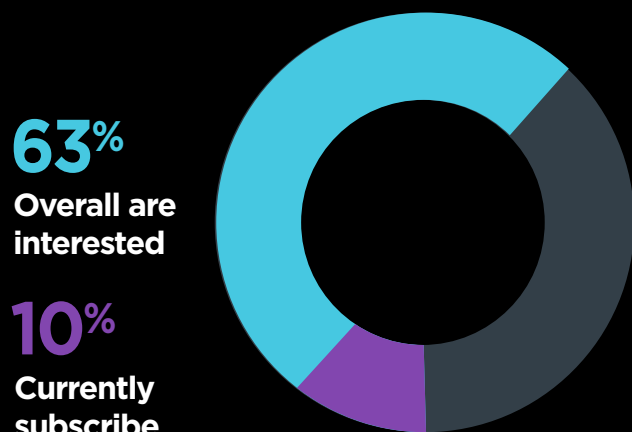
Up to **80%** of companies will cover the cost



Up to **47%** of employees have taken advantage



## DaaS: A refreshingly simple approach



**63%** Overall are interested

**10%** Currently subscribe

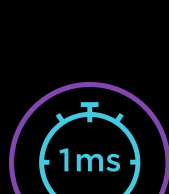
Providing the most up-to-date technology to employees is top of mind for organizations focused on user productivity.

63% of businesses surveyed are interested in Device as a Service (DaaS) programs that deliver modular and scalable solutions.

Moving to a DaaS model can also:



**Relieve the burden** of managing hardware lifecycles



**Free up time** for strategic projects



**Give IT the ability** to scale hardware over time as needed

**Lenovo's DaaS program** lets you equip your workforce with the latest technology for a more productive user experience that's exceptionally easy to manage. That means modern devices with Windows 10 Pro and the Intel® Evo™ vPro® platform — built for what IT needs and what users want.

Learn more about the future of work and the employee experience in our new report, **"The Future of Work and Digital Transformation."**

Get the full report at [www.lenovo.com/FlexibleWorkforce](http://www.lenovo.com/FlexibleWorkforce)

### SOURCES

- Forrester, "Invest In Employee Experience (EX), Drive Your Bottom Line Growth, Empower Your Employees With The Right Technology," October 2020
- Jacob Morgan, "Why the Millions We Spend on Employee Engagement Buy Us So Little," Harvard Business Review, hbr.org, March 2017
- Lenovo, "The Future of Work and Digital Transformation," February 2021



Windows 10

Lenovo recommends Windows 10 Pro for Business.

Smarter technology for all

Lenovo