Invest In Your People To Improve Employee Experience

FORRESTER®

KEY INVESTMENTS TO POWER EX

ITDMs report the biggest positive impact on their EX from employee satisfaction with technology.

By 2020:



will be investing in collaboration tools



will be investing in 5G connectivity



will be investing in AI/MI capabilities

EX INVESTMENTS ARE ON THE RISE



ITDMs expect to increase their investment into EX initiatives by 53% over the next two years



ITDMs expect to allocate **23**% of their IT budget to EX initiatives by 2022



And they've seen a **5x** ROI in their EX initiatives



Good technology is foundational to employee experience and satisfaction. It gives them back time to think of the bigger pieces of their job, rather than just the routine transactions.

- CIO of a US-based private research university



EX INVESTMENTS PAY DIVIDENDS

50%: Increased employee productivity

39%: Increased customer satisfaction

37%: Increased organizational agility

36%: Increased revenue growth



Even in times of crisis, 88% of ITDMs recognize that investments in EX are critical to build resilience.



Methodology

Source: A study conducted by Forrester Consulting on behalf of Intel & Lenovo, August 2020

Base: 1,014 IT decision makers at global enterprises responsible for IT purchasing decisions and end user computing strategy