Insight

How to Create a Device-as-a-Service Strategy for Your Organisation

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1. Why hardware is integral to digital transformation

No element of IT infrastructure will be left untouched by digital transformation. Innovations and technologies are replacing legacy systems, revolutionising existing processes and unleashing a new era of accessibility, productivity and efficiency.

Cloud technology will enable organisations to grow more readily, work more flexibly and gain remote access to powerful new capabilities. The cloud also allows users to securely access applications on any device and at any location, enabling them to work more flexibly. This allows businesses to benefit from improved workflows, greater business insight, and augmented human capabilities.

These radical changes to the way we work can benefit from a rethink about how we buy and manage hardware. A Device as a Service model is an efficient way for organisations to manage their user devices. It enables end users to access what they need, when they need whilst improving transparency and predictability of costs.

2. What is DaaS and how does it take the pain out of device provision?

With the traditional approach to hardware procurement, devices like PCs, tablets and smartphones are purchased over a cycle lasting between two and five years. This model entails significant up-front costs and leads to the workforce using older, inferior and less secure equipment that requires more maintenance and limits productivity.

Device as a Service (DaaS) is an alternative approach that allows businesses to outsource the purchasing and maintenance of their hardware devices – including mobiles, desktops, tablets and laptops. This ensures the workforce is kept up to date with the latest (and most secure) devices and allows businesses to quickly scale up when needed without significant upfront investment.

84% of IT decision-makers say linking solutions, tools and devices to enable staff to work anywhere and from any device helps their organizations to attract and retain talent[1], while **60%** employees feel they would be more productive if they had better IT resources.[2] It seems clear from this that access to modern technology helps businesses attract and retain talented staff, and enables IT departments to cope with the task of driving business change at a time of static or contracting budgets.

Meanwhile, reduced performance and the risk of downtime from older devices can have a serious impact on productivity, satisfaction and business.

DaaS also simplifies the procurement process by combining the cost, delivery, setup, maintenance, device refresh and disposal of devices into a single subscription fee. With DaaS, IT departments can easily provide the workforce with modern technology, whilst freeing up time to focus on innovation.

Beyond reducing the burden on IT staff, research also shows that deploying modern devices and device management has a significant impact on costs, and increases IT efficiency by **10%**.[3]

DaaS also has positive financial implications, providing cost predictability and allowing organisations to switch from a CapEx to an 'as a Service' operating model. Further operational savings are realised due to the reduced internal device touch required for the management of devices.

Global spending on Device as a Service (DaaS) solutions is expected to increase by more than **55%** between now and 2026.[4]

[1] 2019 Insight Intelligent Technology Index
[2] World Economic Forum Research, 10 Jobs that didn't exist 10 years ago
[3] Source: Griesemer, M. (2021, Sept. 23.) What are the cost benefits of DaaS? Citrix.
[4] Source: Market Research Future. (2021, Feb. 8). Device as a Service (DaaS) Market to Surpass USD 190,163.86 Million by 2026 With Registering a CAGR of 55.8%. GlobeNewswire.com.

3. Is DaaS appropriate for your organisation?

There are many advantages to DaaS. Before you formulate a business case, it is important to understand what your main challenges are. Answer the following questions to find out if DaaS is right for you.

Do you need to manage a large hardware refresh?

The refresh of a large hardware estate of more than 500 devices would traditionally involve significant up-front costs that would tie up capital and consume a significant proportion of IT budget. DaaS allows this cost to be spread out over the term of the 'as a service' and offers more flexible lifecycles.

Does your organisation need the flexibility to manage a diverse range of use cases?

Deployments can be configured to include any combination of devices and customised so that certain groups of users receive more powerful equipment more regularly than those with minimal demands. This ensures teams have access to the right tools to do their job and maximises investments in hardware.

Do you need help with lifecycle management?

DaaS offers cost predictability for the entire lifespan of a device and a true idea of total cost of ownership. Subscriptions include end-to-end management, so that maintenance and disposal expenses are covered.

Do you need to ease the maintenance burden on your IT department?

Two thirds of IT professionals believe they are being set up to fail by being tasked with both maintenance and innovation – with **38%** (Insight Technology Index, 2019) claiming they have insufficient budget. DaaS providers carry out maintenance (break fix), allowing IT teams to focus on innovation and initiatives that drive benefit to their business. **72%** of CEOs (Intel, Dell Study, <u>**The Evolving Workforce**</u>) agree that modern technology makes it easier to retain highly skilled employees, including IT professionals, as it gives them freedom to work on strategic projects.

Do you need to support flexible working?

A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies found that "MPCLM [modern PC lifecycle management] both impacts IT and helps employees make progress in their everyday work by giving them purpose, empowering them with autonomy, contributing to their technology mastery, helping them develop deeper connections with IT, and promoting flexibility."[5]

Flexible working policies often lead to IT struggling to support a multi-device, multi-OS environment. DaaS includes mobile device management (MDM) capabilities and a dashboard that simplifies monitoring and management.

Do you need to align hardware and infrastructure expenditure models?

The adoption of DaaS allows organisations to replicate the consumption model of infrastructure services and facilitates a shift to a full 'as a Service' strategy.

[5] Source: Get Started With Modern Management Now, a commissioned study conducted by Forrester Consulting on behalf of Dell, July 2020.)

4. How to identify the right DaaS Provider

If you decide that DaaS is right for you, it's time to select a partner. Analysts believe the market will grow by **54.7%** over the next three years thanks to support from some of the leading names in technology, including Dell, HP, Lenovo and Microsoft.[6]
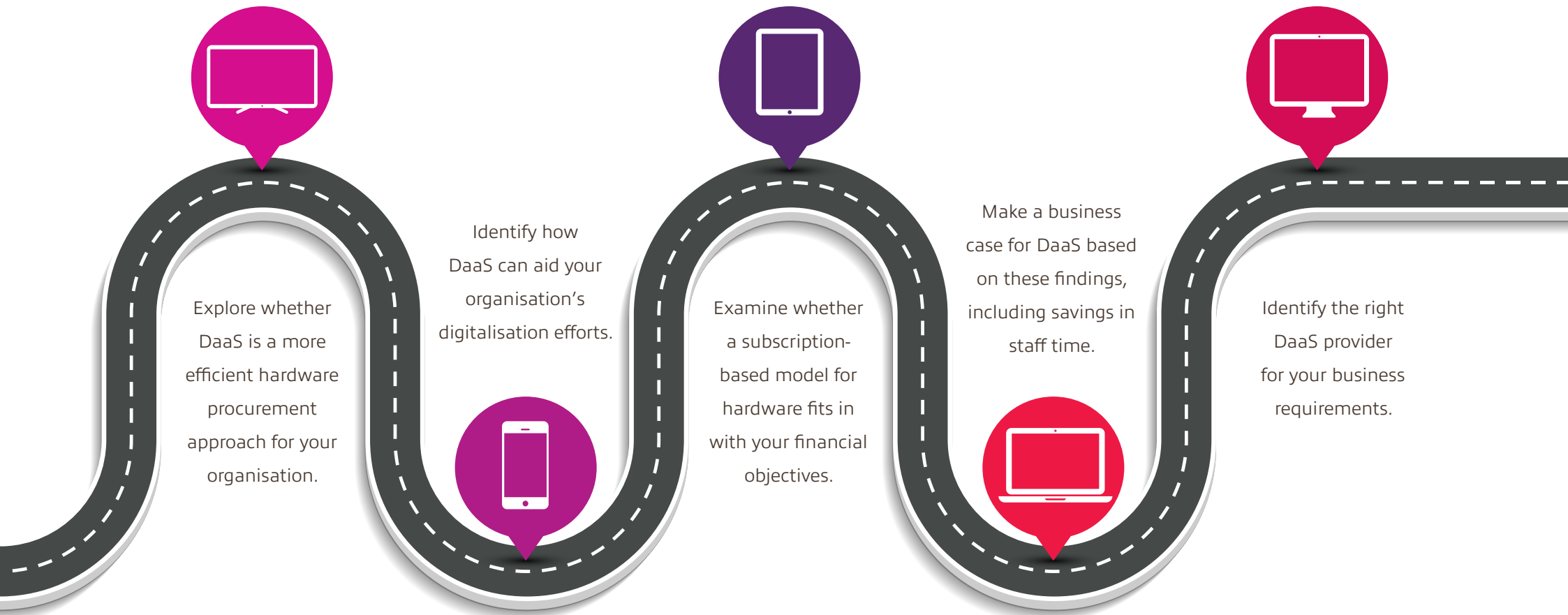
Key considerations include:

- **Flexibility and scalability:** Can the provider deliver a wide range of devices and scalable options for different user groups? Does the provider work with a single vendor or is it capable of supporting multi-vendor, multi-OS environments?

- **Analytics and management:** The management layer of DaaS is integral. Organisations should look at the level of monitoring and security capabilities on offer.

- **Lifecycle support:** What level of support does the provider deliver over the lifetime of the device? Will the provider dispose of the device responsibly and securely?

- **Delivery and maintenance:** One of the main advantages of a DaaS deployment is minimal disruption. What provisions are there to ensure devices are fixed or a new device is delivered when needed?

- **Financial options:** Can the provider offer flexible billing and customisable plans to suit your organisation? Can it support existing hardware deployments?

[6] Market Research Future: Device as a Service Market Research Report- Global Forecast 2023 (2019)

5. DaaS Checklist: How to get started

Explore whether DaaS is a more efficient hardware procurement approach for your organisation.

Identify how DaaS can aid your organisation's digitalisation efforts.

Examine whether a subscription-based model for hardware fits in with your financial objectives.

Make a business case for DaaS based on these findings, including savings in staff time.

Identify the right DaaS provider for your business requirements.

Contact your Insight Account Manager to find out more about Insight Device-as-a-Service or visit:
uk.insight.com/what-we-do/connected-workforce/device-as-a-service

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