

# The future of work in healthcare meets employee experience



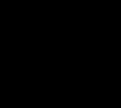
Organizations are recognizing the critical role employee experience (EX) plays in attracting and retaining top talent, and studies show that investments in that area are paying off:

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

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

**4x** average profit

**2x** average revenue



**Outperform** the S&P 500

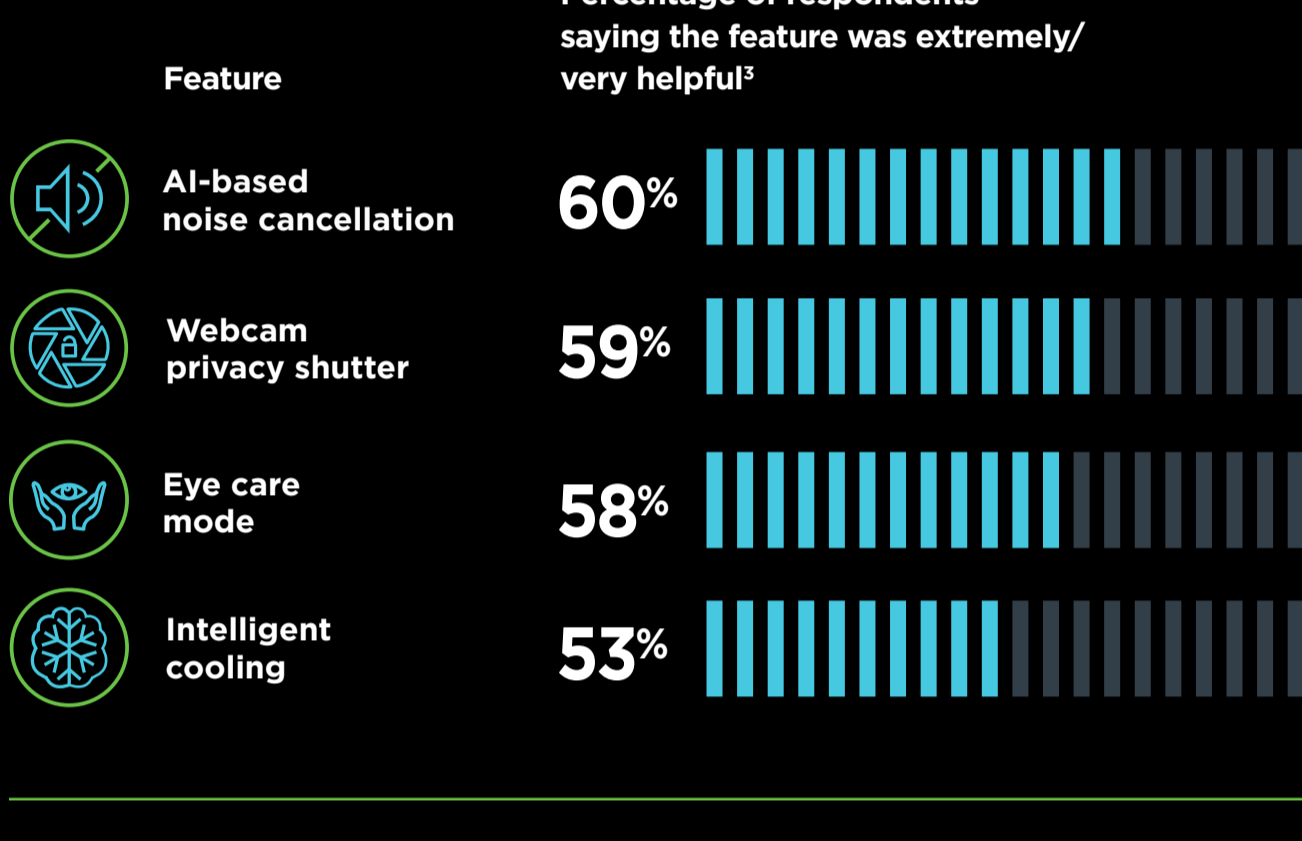


## Better technology drives a better EX

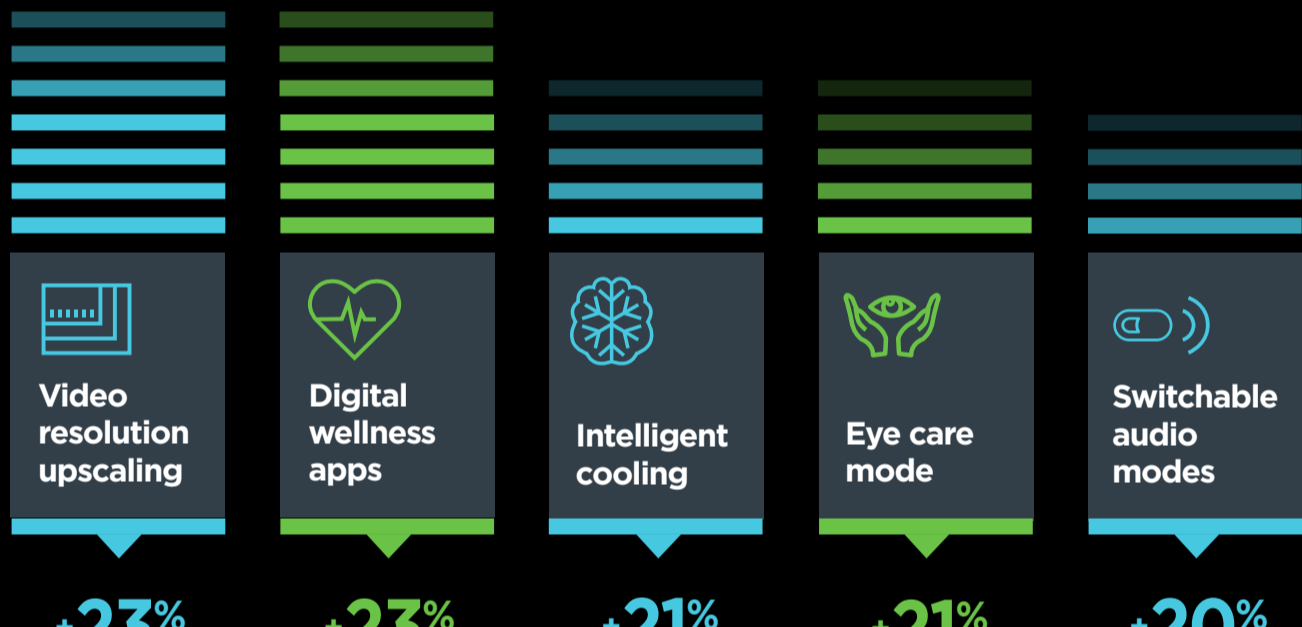
As we evolve from in-office to work-from-anywhere to hybrid models, **equipping both your clinical and non-clinical employees with the right technology is more important than ever for maintaining an optimal experience.**

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 organizations 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:



## Healthcare organizations are willing to invest in EX



A significant majority of ITDMs surveyed (61%–80%) say their organization 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 organizations will cover the cost



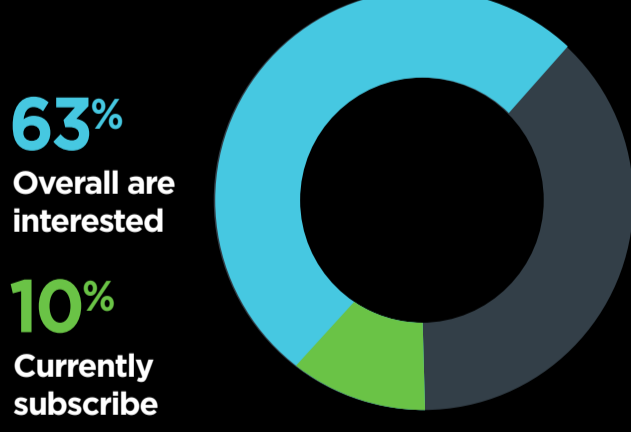
Up to **47%** of employees have taken advantage



## DaaS: A refreshingly simple approach

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

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



**63%** Overall are interested

**10%** Currently subscribe

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

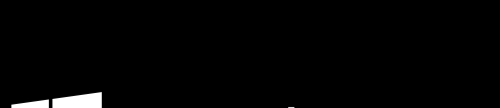
Lenovo's DaaS program lets you equip your workforce with the latest technology for an optimized user experience that's exceptionally easy to manage. That means modern devices with Windows 10 Pro and the Intel® Evo™ vPro® platform — built for what IT needs and what users want.

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/Health](http://www.lenovo.com/Health)

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



Lenovo recommends Windows 10 Pro for Business.

Smarter technology for all

