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

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.

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.”

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


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.

According to Lenovo’s 2021 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:

- 68% want AI-based noise cancellation
- 60% want a webcam with a privacy shutter
- 59% want eye care mode
- 58% want intelligent cooling

Organizations that invest in EX outperform those that don’t.

- 3x average profit
- 2x average revenue
- 5x return on EX investments
- Outperform the S&P 500

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:

- Better technology drives a better EX
- Organizations see a 5x return on EX investments
- Better technology drives a better experience

Healthcare organizations are willing to invest in EX:

- 63% interested in DaaS
- 47% of executive teams are open to a DaaS model

Moving to a DaaS model can also:

- Free up time for strategic projects
- Give IT the ability to scale hardware over time as needed
- Relieve the burden of managing hardware lifecycles

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 11 Pro and the Intel® Evo™ vPro® platform — built for what IT needs and what users want.

© Lenovo 2022. All rights reserved. v1.00 January 2022.