5 Everything as a Service (XaaS) trends impacting employee experience

It seems like you can get just about anything today "as a service." From movies and music to groceries and shaving razors — all it takes is a credit card and a few clicks and you're set up with a monthly service that meets your needs... even if your needs happen to include jet engines. Rolls Royce has a service where you don't buy the engines, you buy the time you use them in your airplanes.[1]

That expectation of getting precisely what you need when you need it is finding its way into the corporate IT world and the technology that users can expect on the job.

In the past, user technology decisions usually came from IT or HR and focused on the needs of the organization first. Technology was seen a tool to enable work and improve productivity.[2]

Now, employers realize the tremendous potential technology has to improve the employee experience (EX). In fact, according to Forrester, nearly 60% of ITDMs surveyed have seen more than 10% improvement in EX scores by focusing on improving employees' satisfaction with technology. And they're seeing a 5x return on EX investments.[3]
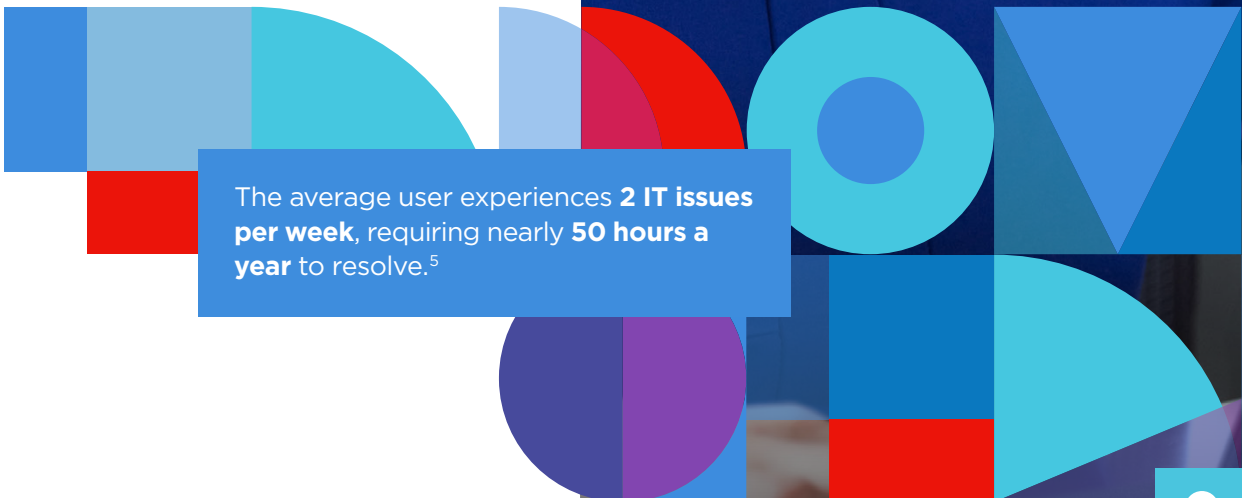
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Build a better employee experience through Everything as a Service (XaaS)

Incorporating XaaS for employee devices, or even IT infrastructure, provides a wide range of benefits for both IT departments and users.

By combining hardware, software, services, and support together through a single source, users get that customized, just-what-I-needed experience. From device protection services and call center support services to end-of-life disposal services, day-to-day management tasks are taken off the IT team's plate so they can focus on more important organizational tasks.

And this is a particularly good time to investigate the potential of XaaS offerings as companies transition to a future of hybrid work environments.

While the concept of XaaS is still relatively new, it's gaining traction. In a recent survey, only 10% of businesses currently subscribe to this type of program, but 63% overall are interested.[4]

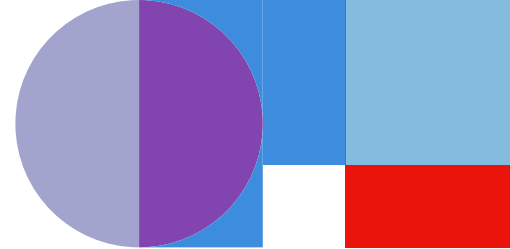The average user experiences **2 IT issues per week**, requiring nearly **50 hours a year** to resolve.[5]
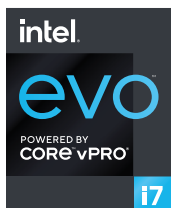
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Let's take a look at 5 industry trends and how they impact EX.

1 XaaS is accelerating in B2B

The XaaS market is expected to skyrocket over the next several years. One report puts the compound annual growth rate of the global XaaS market at 24% through 2024.[6] Another predicts that the XaaS market will reach more than $345 billion by 2026.[7]

Staying competitive means embracing XaaS to attract and retain top talent. It's time to look into how XaaS delivers the employee experience that today's — and tomorrow's — workforce is expecting.

Look for XaaS programs that allow you to **scale up or down dynamically** (or even pause devices) as your needs change. They provide the greatest flexibility and overall ROI.

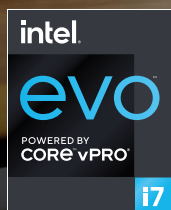## 2 Flexibility benefits will outweigh cost predictability

One of the attractive benefits of XaaS is the ability better manage expenses.

With XaaS, hardware, software, services, and support are all provided for one predictable monthly fee. Organizations can shift resources from capital expenditures to operational expenditures.

However, as companies begin to embrace the model, they're finding the flexibility these programs provide delivers far greater value.

According to Forrester, these types of programs help organizations capitalize on two of the most important drivers of employee engagement — autonomy (having a wide choice of devices to help them feel productive) and mastery (the sense of accomplishment that comes from getting better at what we do, which having the right device supports).[8]

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3 Downtime is no longer acceptable

Keeping a remote/hybrid workforce productive pays dividends — but can be challenging for IT staff. Employees expect the same level of performance and service from their work technology that they do from their consumer devices.

XaaS solutions help in several ways.

- **Predictability:** By including device intelligence capabilities in the program, XaaS providers deliver preventive/predictive maintenance services that help identify and resolve issues before they happen.

- **Rapid replacement:** If device replacement is required, XaaS programs quickly deliver a new device with all the software, personal settings, and profiles already in place.[8]

4 XaaS means safety

Having employees working outside the firewall has created opportunities for hackers and headaches for IT teams. 82% of organizations in a recent survey said that cybersecurity is more important now than it was before COVID-19. And 57% believe cybersecurity investment will need to increase.[9]

With an XaaS program in place, users are always assured of having the most up-to-date devices protected by new solutions like AI-enabled endpoint protection.

5 XaaS is a green solution

Corporate social responsibility (CSR) is a factor for many employees when it comes to choosing an employer. And companies that engage in CSR report higher commitment, satisfaction, and performance among their employees.[10]

Deploying XaaS can help support a "circular economy" where companies demonstrate their devices are responsibly recycled by licensed providers — and it takes one more task off the IT team's to-do list.

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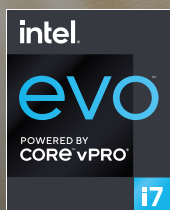**Learn more at www.lenovo.com/FlexibleWorkforce.**

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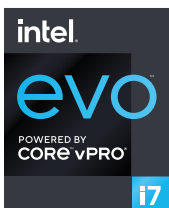
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