



Built for Business

Embracing the Modern IT workplace Market insights and trends

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technology
for all

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The workplace has been undefined.

78% of IT professionals said that everyone at their company was working remotely in May-June 2020.¹

86% of ITDMs are investing in collaboration tools to improve the employee experience.²

33% consider companies that provide the latest tech and tools as the “best” workplaces.³

87% of IT leaders believe the pandemic is causing organizations to accelerate their migration to the cloud.⁴



Productive IT teams are good for business.

70% of IT professionals consider external PC service important.⁵

62% of businesses believe that outsourcing deployments help their IT teams be more productive.⁶

88% of ITDMs recognize that investments in EX are critical to build resilience—even in times of crisis.⁷

41% of businesses say external PC service reduces the cost of IT.⁸



Lifecycle Management impacts employees, businesses, and the planet.

48% of companies say they have more apps than the business requires.⁹

40M metric tons of electronic waste (eWaste) are produced globally each year.¹⁰

29% of people who WFH report they do not have access to the technology that they need.¹¹

53% increase is expected in EX initiatives by ITDMs over the next two years, as they've seen a **5x ROI** on implemented initiatives.¹²

(1) Evolution of IT Research report, June 2020, LogicMonitor (2) A study conducted by Forrester Consulting on behalf of Intel & Lenovo, August 2020 (3) Gensler (4) Evolution of IT Research report, June 2020, LogicMonitor (5) US SMB Lenovo Managed Services Study 2018, Techaisle (6) US SMB Lenovo Managed Services Study 2018, Techaisle (7) A study conducted by Forrester Consulting on behalf of Intel & Lenovo, August 2020 (8) US SMB Lenovo Managed Services Study 2018, Techaisle (9) Gartner (10) <https://www.prb.org/e-waste/> (11) Lenovo COVID-19 Work from Home Report (12) A study conducted by Forrester Consulting on behalf of Intel & Lenovo, August 2020

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