



Choose Device as a Service to support workplace evolution

The evolving world of work

We are currently in the midst of the biggest workplace evolution in memory. This is influencing the way we work and the way we are equipped with the devices, applications and services to do our roles.

It is simple: give employees the tools to do their jobs properly, in the manner that they want, and you will see improved productivity, greater engagement and increased talent retention.

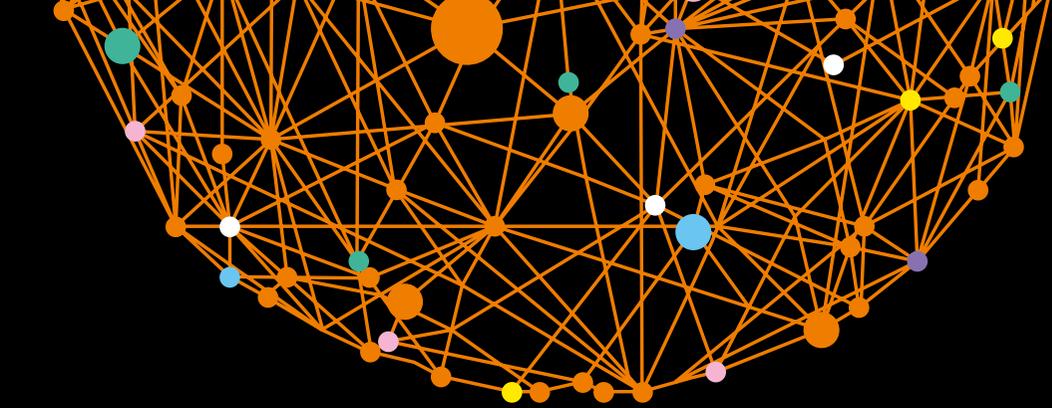
The need for change

This is why Orange Business Service has created Device-as-a-Service (DaaS). It is a consumption-based model which includes the device, a workplace portal and the familiarity of cloud-based services underpinned by self-service. Together it is designed to meet the increasing preference of users that want to get on with work on their device of choice, with minimal IT contact.

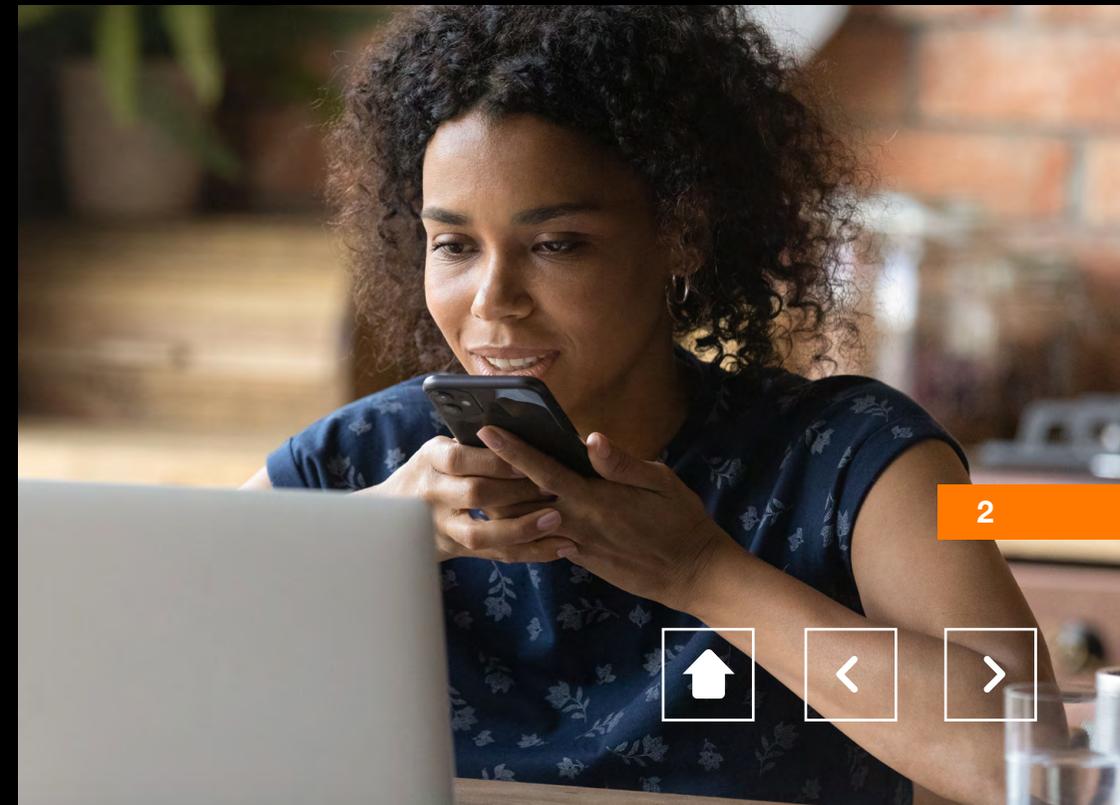
Our DaaS service supports the new world of work, where employees are mobile and less likely to be fixed to their desks. To work effectively, they need devices that are better suited to working in these different locations, connecting to different networks and enabled to securely access cloud-based apps and services.

Does the existing user experience of corporate devices and infrastructure support that?

Research sponsored by Orange suggests not – more than half of respondents suffered from a reduction in productivity due to challenges in employee computing experiences.



52% of organizations said reduced employee productivity was a result of the challenges they faced with employee computing



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Challenges that hamper organizations include a lack of consistent experience across different locations and for different staff, concerns relating to securing and managing decentralized IT, and routine disruption caused by devices, environments or apps.

What are the main challenges your organization experiences with employee computing?



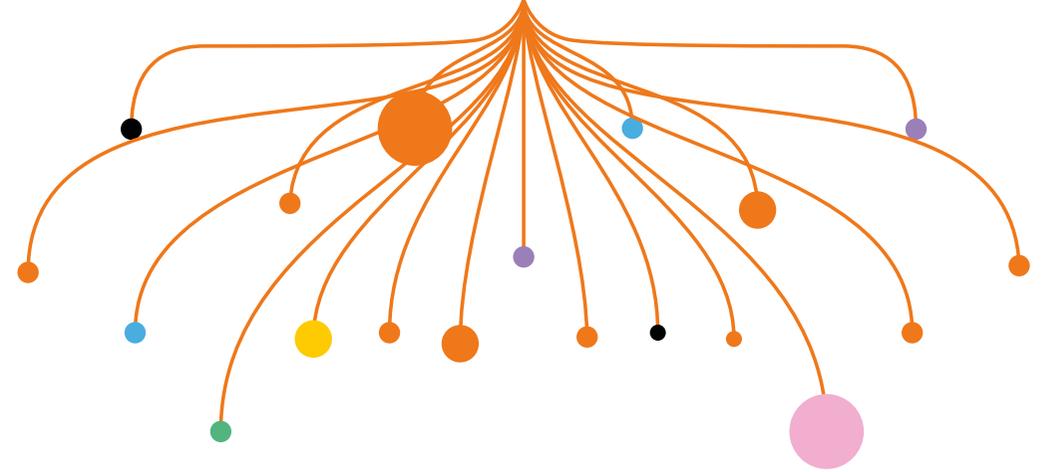
Lack of consistent experience for office-based, home-based and frontline workers



Security and risk management challenges

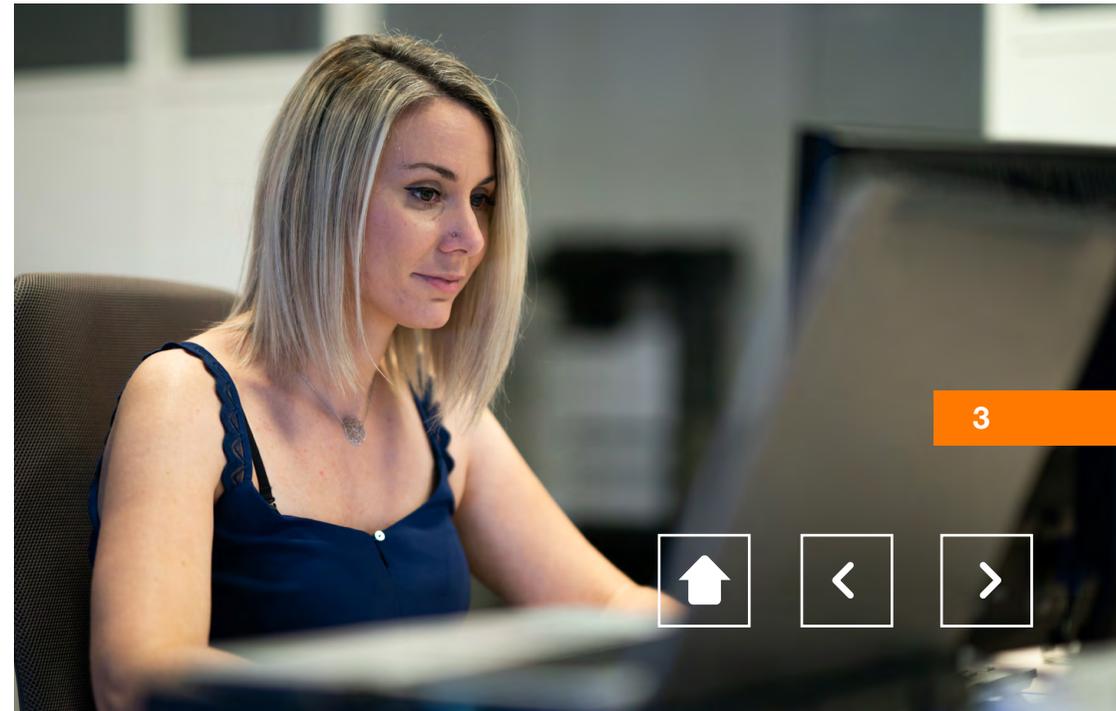


Routine disruption caused by devices, environment or apps



These challenges can influence employee morale – 41% reported burnout or low morale and disengagement as a result. The impact on employee churn could be significant in the current “candidate-driven market”¹. Employees are more likely to leave if they do not feel their resourcing needs are being met.

Another study found that nearly a third of workers (32%) have left an employer whose technology was a barrier to their ability to do their jobs. It also found that candidates were more likely to apply for a job if they heard a company’s employees use great technology and turn down a job because the tech was either out of date or hard to use.²



Tackling the tech impact on talent

DaaS helps solve these challenges with its approach to procurement and provision, not just of the devices supporting employee computing, but of the apps and services that enable flexible ways of working.

First, procurement. A shift to leasing, not ownership, where devices on 30-day loan arrangements mean changes can be addressed rapidly, whether at a company-wide or individual level. So, no more buying for peak usage or being stuck with obsolete laptops after a shift in strategy. Instead deliver the correct device as a user's role changes.

Everyone, whether long-standing CEO or new trainee, can have the same unboxing experience.

This can be revelatory, particularly when 40% of organizations feel that their onboarding experience is at best average. No more hand-me-downs configured to the previous owner, no more waiting for tickets to be addressed so that new employees can be added to systems.



Devices are ready to be used right away. Employees switch on, enter their name and password, log-in and get started. Their applications and services are delivered to their workplace portal so they can engage and are ready to work. The portal is customizable, with central control over security access and a consistent experience across devices, whether switching from PC, tablet or mobile. This means that workers can enjoy a complete personal device and app set up that meets the needs of their role.

But this isn't just about the user.

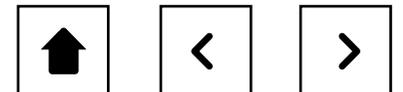
IT teams can manage based on user personas, securing data and services without obstructing the user experience. The old concerns about unknown devices connecting to the network can be removed; IT retains central control, while employees get to use what they want.

The IT department isn't tied up with the complexity of physical delivering devices to employees, either. That's all looked after by the supplier, using a home or office delivery service.

Self-service, adoption and AI

DaaS also reflects the way IT support is changing. With employees able to customize their work systems based on their own apps and devices, they can also fix their own issues, thanks to self-service help, frequently asked questions and forums, all guided by intelligent search in the portal. This is a move away from ticket-based support desks and infrastructure-focused service-level agreements, towards empowering users to make the right choices for themselves.

40% of organizations rated the end-user experience of onboarding of new employees as average or poor



Why you should choose Orange DaaS

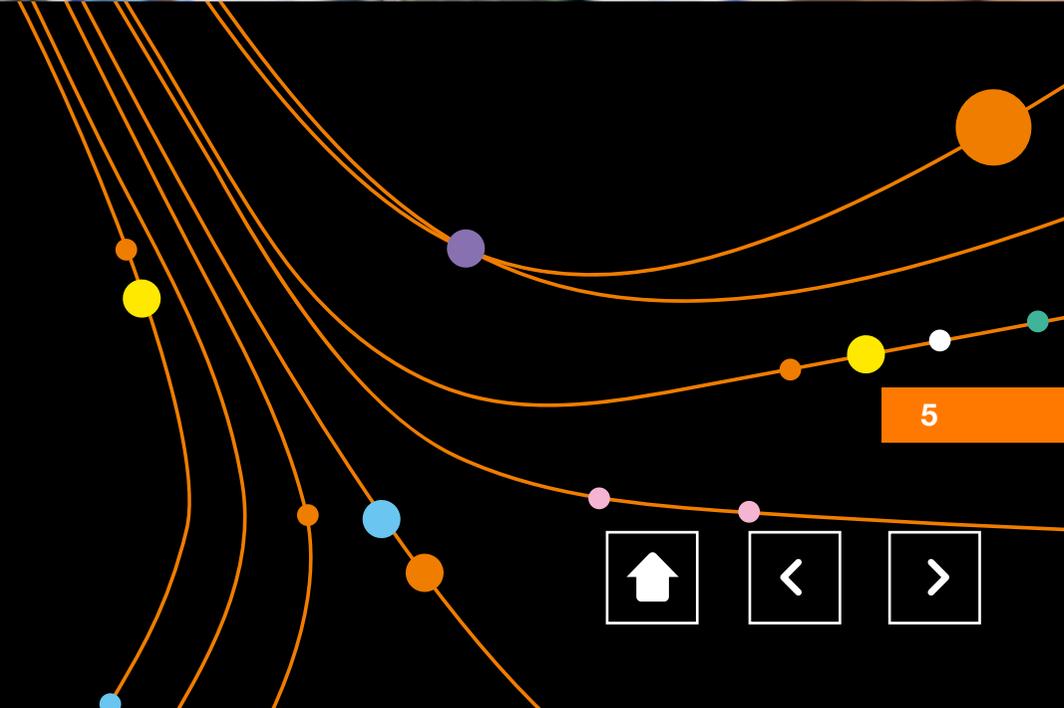
Orange Business Services has developed this unique device consumption model to meet the demands of delivering devices, apps, services and data to employees in a way that fits with the evolving future of work.

It builds on our knowledge and understanding of the impact of changing working behaviors. The end-to-end offering combines our expertise in cloud and unified communications and collaboration to cover everything from the delivery of services and use of devices (with DaaS) to the technical needs of workspaces designed to accommodate hybrid working models.

This could not be achieved without our partners. The customizable platform that connects physical devices to the apps and services employees want is delivered via leading VMware Workspace ONE or Microsoft Intune. And the cloud services can be tailored to enterprise requirements, be it VMware on AWS, VMware on Google Cloud or Microsoft Azure.

To manage logistics and distribution of devices, we work with Westcoast, a leading distributor with extensive experience and capabilities to deliver the device employees want, whether Windows, Linux, MacOS, Android, Chromebook. It is backed by a **robust environmental policy** aligned with **UN Sustainable Development Goal 12: Responsible Consumption and Production** and meeting the relevant regulations around the responsible use and recycling of packaging, energy consumption, use and disposal.

86% expect organizations to increase investment in consumption-based digital workplace solutions over the next 12 months.



About us

At Orange, we combine our years of experience as a network leader with a complete understanding of the challenges of digital transformation. Along with more than twenty years partnering with the world's leading technology vendors, we also employ a range of specialists globally, covering everything from networking and security to unified communications and collaboration.

Our team includes thought leaders and strong working relationships with market leaders supported by the strength of Orange Business Services.

-  **3,400+ Service desk experts**
-  **550+ Certified contact center experts**
-  **2,400 Data intelligence experts**
-  **600+ Consultants**
-  **500+ Service providers managed**

If you would like to hear more about the role device-as-a-service would play in your organization, please get in touch with: Bob Smart at bob.smart@orange.com or visit: <https://www.orange-business.com/en/solutions/collaborative-workspace>

About the research

Orange Business Services commissioned Forrester Consulting to survey 165 VP level and above business decision makers involved in employee experience and end user computing in North America, EMEA, and APAC in October 2021.

