

Helping employees feel their best again

How IT can bring positive experiences to hybrid work.



Pivoting the business model

If there was any question about the feasibility of traditional business models, it's now safe to say they're out of time.



In the blink of an eye, everything IT manages on a day-to-day basis has grown in size and complexity—more devices, more unknowns, more apps, more data, more security risks—and a more distributed workforce.

IT is under more pressure than ever and could benefit from the support of experts to meet quickly changing needs. Many workers have shifted to the work-from-home model and that isn't likely to change—58% of workers said they would “absolutely” look for a new job if they cannot continue remote work in their current role.¹

As IT takes a more visible role and becomes a driver of business success, it creates major opportunities for strategic IT initiatives across the organization. It also puts significant pressure on IT leaders to make sure daily operations are secure and employees are engaged and productive.

Collaboration with a third party is not always easy

Collaboration can be complicated and challenging to manage. Make sure your service providers deliver IT with the value they claim.

Expert support is crucial to today's IT. Even though decentralization and security have become the natural focus of today's IT teams, change has created new ways for IT to help organizations adapt, respond, and succeed—by reworking supply chains, developing new digital services, and collaborating on processes for customer care.

Yet these important business innovations could be lost if IT staff are struggling with systems continuity or mired in tasks like detailed device management. That's why relationships with third-party services are now essential to running a successful IT organization.



Soaring device use vastly increases IT burden

Service providers help balance the workload.

The productivity of today's workforce in the current environment relies heavily on accessing the business networks anywhere, anytime, on any network and device.

According to the latest Annual Internet Report from Cisco, the number of devices connected to IP networks will be more than three times the global population by 2023 and there will be 29.3 billion networked devices globally by 2023, up from 18.4 billion in 2018—an average of 3.6 networked devices per capita by 2023, up from 2.4 in 2018.²

Even though remote capabilities are the new necessity, employees prefer to work for companies that foster the culture of mobility and choice; it's a key success factor for retention and recruitment.

By taking on device management tasks and helping to maintain hardware investments, services partners play an important role in helping to manage the workload created by the decentralized and remote workplace.

New and increasing security threats

The number and variety of devices in an organization's network provide enormous advantages for productivity, communication, and collaboration, but they also increase exposure to potential threats. The potential points of exposure span laptops, printers, phones, and more. The majority of IT leaders believe the increase in remote work means greater security vulnerability.

The lion's share of devices interacting with corporate data, perhaps as much as 60%, are now mobile.³ That number is bound to climb, and the average cost of a corporate data breach is \$3.86 million.⁴

Strategic services are vital to helping companies navigate the ever-changing threat landscape and protect businesses from breaches.

29.3 billion

networked devices by 2023,
up 11 billion since 2018²



Turning data into insights



Large quantities of data have become absolutely critical to enterprise operations. However, the reality is that extreme amounts of data can be overwhelming, which highlights the need for services partners with the expertise and resources to analyze the data and create actionable information. The global big data and business analytics market size was valued at \$198.08 billion in 2020 and is projected to reach \$684.12 billion by 2030, growing at a CAGR of 13.5% from 2021 to 2030.⁵

In essence, enterprises are drowning in data but hungry for insight, which is projected to only intensify as data continues to integrate into everyday operations. To embrace the potential of data and analytics fully, enterprises are investing in stronger third-party partnerships with providers who not only securely manage data but also provide the insights required to propel businesses forward.

US\$486 billion

Global market value of big data and business analytics predicted to jump from \$198B in 2020 to \$684B in 2030⁵

IT execs on big data:

By 2025, software or intelligent robots will fill a quarter of the world's jobs⁶

Top of mind in 2022 will be retaining workers and boosting diversity in tech workforces⁷



The rise of the managed services economy

While enterprises continue to take on more data and devices, consumer demands and buying behavior are driving providers to become increasingly experience-oriented. These trends, plus the generational influences on next-gen IT decision-makers, are having a significant impact on the modern workplace.

The US service industry has now grown for 19 consecutive months, according to the Institute for Supply Management, which monitors 18 service sector industries.⁸



Explosive growth of on-demand services

Thanks to technology enhancements and customer demand, businesses are being transformed by the on-demand economic model, with revenues in the automotive, hospitality, finance, staffing, and media streaming sectors alone projected to grow from \$14 billion in 2014 to \$335 billion in 2025.⁹

Companies are seeking providers who can facilitate functional and tactical tasks, as well as perform as true partners offering strategic insight and oversight on everything from device usage to enterprise risk management. And adoption of this approach isn't expected to slow down anytime soon.

On-demand app economy is expected to grow to \$335 billion by 2025⁹

The burden on IT to manage and update owned services and goods continually can be lightened by investing in managed services—not simply as a provider, but as a partner who can share the responsibility of meeting goals to help move the organization forward. Such services can range from predictive analytics to managed print services to security tools—all enabling IT teams to make the most of virtualization possibilities.



Essential support for business continuity



A Mercer Consulting survey of more than 300 businesses around the world revealed that 51% of organizations do not have a business continuity plan.¹⁰

Managed services can play an important role for organizations looking to build capabilities and subscribe to services or solutions on flexible terms. This means cost savings from not having to buy expensive devices and tools and not paying the related support expenses of using in-house resources.

Services providers help increase IT value and efficiency with the flexibility to acquire services on an as-needed basis, without worrying about the total up-front cost of ownership or ongoing support, maintenance, and expertise to help meet strategic goals.

With the volume of service offerings available in the market, making the choice of which services provider to go with is crucial. With HP Services as a partner, business is supported with intelligent solutions that streamline, secure, and optimize IT service delivery.

HP Services

New HP services accelerate the transformation of your business with impactful and empowering IT services. From setup through recycling, HP has the entire service lifecycle covered:

Services for configuration, deployment, and zero-touch setup to get users up and running right away.

Device support services across PCs, printers, and more, that enable IT to resolve issues quickly and deploy rapid repair or replacement anywhere to keep devices running and employees productive.

HP Wolf endpoint security solutions safeguard devices and data, countering even aggressive, unknown cyberattacks across multi-provider PC environments.

Optimization services anticipate, identify, and resolve problems by providing relevant, AI-driven insights and expertise to bring clarity and guide better decision-making.

HP Presence meeting space solutions empower friction-free collaboration through groundbreaking, lifelike voice, video, and sensor technology, creating a comprehensive portfolio of purpose-built room solutions.

Responsible End-of-Use Services phase out devices securely and offer multiple ways to recover, repurpose, and recycle tech for a healthier planet.

HP Digital Services and HP Managed Services meet a wide spectrum of needs from boots-on-the-ground to global telemetry.



Helping businesses adapt and compete in changing circumstances

With HP Services, IT can focus people and resources on driving business outcomes.



To learn more about HP Services, visit www.hp.com/hp-services —>

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- ¹⁰ ContinuityInsights, A Case for Business Continuity Managed Services, August 20, 2020, <http://continuityinsights.com/a-case-for-business-continuity-managed-services/>

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