

CDW 2017 DIGITAL WORKSPACE SOLUTIONS REPORT

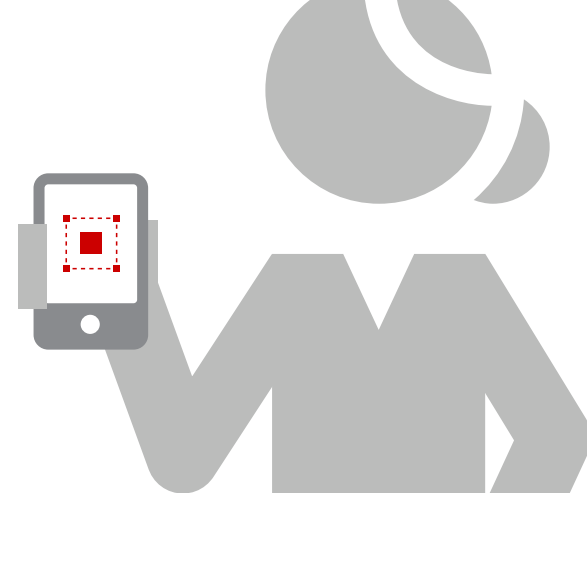


Digital Workspace Solutions: Current State of the Industry

Organizations have experienced a shift in mobile and collaboration solutions



of IT and non-IT executives **say their organization** sees mobile and collaborative strategies as a single entity



CDW also refers to these as **digital workspace solutions**.



say they **feel more productive** due to the advancement of digital workspace solutions



feel they are able to **work on tasks more easily**

New Decision Makers

41%

of digital workspace solutions are now **selected by departments** other than IT

38%

of organizations say non-IT executives are more often the **final decision makers** on digital workspace purchases



35%

say they are more often **consulted by IT** during the evaluation and purchasing process



These organizations are nearly twice as likely to offer an **“exceptional”** digital workspace experience

Exceptional Experiences

Organizations providing **exceptional digital workspace experiences** are significantly more likely to offer an array of mobility, productivity and collaboration-enhancing solutions, most notably:

Exceptional

Non-exceptional

76%



47%

Enterprise collaboration

67%



38%

Custom app stores

70%



42%

Immersive telepresence-enabled conference rooms



Room for Improvement



However, just

30%

rate their organization's current digital workspace experience as exceptional

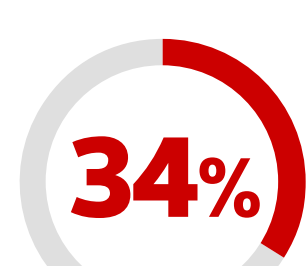
In addition to the usual budget and security concerns, top challenges include:



Training end users



Integrating with existing IT



Finding one solution that fits everyone

The Outlook

In the next 5 years, organizations want the following digital workspace solutions:



40%

Open application programming interfaces



40%

Integrated team communications solutions



30%

Personal/virtual assistants



21%

Chatbots



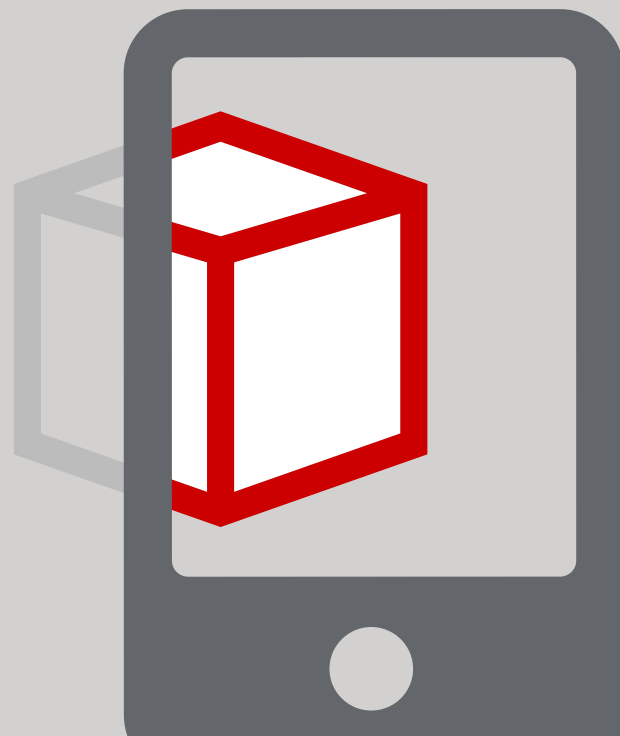
23%

Immersive telepresence



18%

Augmented reality



To learn more, visit the [CDW Digital Workspace Solutions](#) page.