Contents

3 Overview

3 Methodology

3 Executive Summary

4 Efficiency and Speed of Devices

6 Time and Maintenance Requirements for IT

8 Security Management Needs

10 Concluding Remarks & Recommendations

11 Appendix
Overview

This report is based on an independent survey that assessed the general behavior and experience of both business end users and IT managers regarding the primary computing devices used in their workplaces.

The survey revealed several interesting findings, such as:
• 25% of end users spend a minimum of 25 hours a year waiting for their devices to boot
• 32% of IT respondents spend a quarter or more of their time responding to tickets regarding device maintenance and repairs
• 49% of end users have had to disinfect their primary work device at least once this past year to due to malware or viruses

Methodology

In September 2015, on behalf of Accenture (as Cloud Sherpas), Survata conducted an online survey of 501 anonymous working adults (ages 25 or older) across the United States. Of the 501 respondents, 142 were identified as working in an IT role and the remaining 359 were in a business function role. The analysis below looks into a subset of the 456 respondents that identified as using a standard PC/laptop or computing device with a Windows operating system or an Apple computing device to complete their daily work functions. The respondents identified as working in a range of industries, across varying company sizes and departments. In order to qualify to take the survey, respondents had to identify that they use a computing device such as a desktop, laptop or tablet to complete their daily work tasks.

Executive Summary

In a traditional organization, the IT department equips business users with the tools and technology that they need to do their jobs. The decision about which devices to provide for users is often based on the organization’s existing vendor relations, current standard hardware stack and budget. However, because IT teams don’t always have full visibility into how the technology in use helps or detracts from their users’ productivity, they often purchase, deploy and maintain more hardware and software than is necessary for the majority of their workers to perform their day-to-day tasks.

Today’s modern worker typically uses a range of technology and devices from standard laptops and desktops (which offer benefits like full keyboard performance and larger screen size) to mobile devices such as smartphones and tablets (which offer benefits around mobility). But as the modern worker moves more and more toward working entirely through web-based solutions and applications, do the primary devices that are typically deployed by enterprises today make sense? And how much time does IT devote to maintaining and monitoring these devices?
Accenture conducted a survey of both IT and end users to better understand how well the primary computing devices (i.e. a device that runs a Windows operating system, OS X or iOS) that IT currently provides for end users meet the demands of the modern workplace and cloud environments. This report explores the results of that survey and provides insight into the simplicity of the user experience for these devices, the amount of time IT spends maintaining these devices and the number of instances of viruses and malware that typically occur among these devices.

This survey’s questions and the resulting answers can be broken down into three categories:
- Efficiency and Speed of Devices
- Time and Maintenance Requirements for IT
- Security Management Needs

The breakouts within each section will also highlight the results for statistically significant data sets by job role, department and industry.

**Efficiency and Speed of Devices**

The average work day starts by booting up primary working devices, which are often desktops or laptops. This process is familiar to all, and waiting for computers to run through updates has become routine in most offices. But how much does this routine actually cut into productive time during the work day? To find out, we asked respondents how long it takes them to boot their devices on a daily basis.

On an average work day, how much time do you spend waiting on your computer to boot, install patches or perform other system maintenance and update tasks?

25% of respondents wait six minutes or more every day for their devices to boot, install patches or perform other system maintenance and update tasks.

To put this into context, this adds up to more than three workdays (over 25 hours) per person per year spent waiting for work devices to boot, install patches or perform other system maintenance and update tasks.

And for the 12% of users who wait more than 10 minutes a day for their devices to boot, that’s a minimum of 41 hours, or over five work days, per person per year.

In total, the results indicate that a company with 1,000 employees loses an average of 21,025 hours a year, or 2,628 days, while employees wait for their devices to boot, install patches or perform other system maintenance and update task.
Furthermore, these numbers do not account for the fact that these computing devices get slower over time and that boot times vary daily depending on the amount of operating system updates needed.

The following graphs reflect respondents who wait a minimum of six minutes for their device to boot, install patches or perform other system maintenance and update tasks by role, department and industry.

### Highlights by Role

- **32%** SENIOR LEVEL
- **54%** C-LEVEL
- **24%** OTHER

### Highlights by Department

- **20%** SALES
- **24%** PATIENT CARE
- **25%** CUSTOMER SERVICE
- **28%** OTHER
When end users submit a ticket to their IT team relating to issues with their devices, the rate of response can vary depending on ticket backlog and temporary device availability. If the updates/fixes cannot be made remotely or if the resolution will take hours or days, end users may be provided with temporary devices. In these cases, users typically can’t access files or applications that are stored locally on their primary devices. To determine the impact these situations have on end users, we investigated how often users need to have their devices repaired.

**Q** Over the course of a month, how many tickets do you submit to IT to repair your laptop/desktop?²

61% of end users reported that they submit one or more tickets to IT each month regarding device maintenance and repairs. Of those respondents, 46% report that they submit two or more tickets each month. For an organization with 1,000 employees, that amounts to an average of 1,771 tickets per month, or 21,255 tickets per year.
The following graphs break down the number of respondents who submit at least one ticket a month to IT to repair their laptop or desktop devices by role, department and industry.

**Highlights by Role**

- **CUSTOMER SERVICES**: 68%
- **FINANCIAL/ACCOUNTING**: 53%
- **SALES**: 64%
- **PATIENT CARE**: 72%
- **OTHER**: 67%

**Highlights by Department**

- **FINANCIAL/ACCOUNTING**: 53%
- **SALES**: 64%
- **CUSTOMER SERVICES**: 68%
- **PATIENT CARE**: 72%
- **OTHER**: 58%

**Highlights by Industry**

- **MANUFACTURING**: 60%
- **FINANCIAL SERVICES**: 70%
- **HEALTHCARE SERVICES**: 71%
- **RETAIL**: 77%
- **OTHER**: 51%
In addition to looking at the amount of tickets that end users submit regarding device repairs, we also looked at how much time IT spends responding to these tickets.

**Q** Over the course of a week, what percentage of your time is spent responding to tickets regarding maintenance for your users’ desktops/laptops?

- 32% of IT respondents spend a quarter or more of their time responding to tickets regarding device maintenance and repairs
- Of those respondents, 28% spend at least half of their time or more responding to tickets regarding device maintenance and repairs

### Security Management Needs

In many organizations, end users play a role in decisions around device security by approving alerts requesting approval for security updates, updating their systems, clicking on phishing links, visiting unsecure sites, etc.

In order to determine how effective these users are as decision makers, we asked respondents how often their devices have been infected with a virus or malware.

**Q** In the last year, how many times has your computer needed to be disinfected or repaired due to a virus or other malware?

- Nearly half of respondents (49%) have had to disinfect their devices due to a virus or malware infection one or more times this past year.
- Of those respondents, 45% have had to disinfect their device at least two or more times.
The graphs below look at respondents who have had to disinfect their devices one or more times this past year by role, department and industry.

Highlights by Role

- 61% SENIOR LEVEL
- 67% C-LEVEL EXECs

Highlights by Department

- 37% FINANCIAL SERVICES
- 38% CUSTOMER SERVICE
- 55% PATIENT CARE

Highlights by Industry

- 53% HEALTHCARE
- 60% FINANCIAL SERVICES
- 57% MANUFACTURING
- 49% RETAIL
- 49% OTHER
Conclusion and Recommendations

Are the primary computing devices that IT currently provides really the best approach in the enterprise? The findings from this survey point to no. End users lose days of productivity each year simply waiting for their devices to boot, and IT spends hours maintaining and repairing devices, including making security updates, in part because the devices themselves give too much responsibility to end users. Although these nuisances have become accepted as normal, even unavoidable, they don’t have to be -- and shouldn’t be -- especially as we move deeper into the cloud era.

Most primary computing devices prevalent in the enterprise today rely on iterations of operating systems first released in the 1980s. Although the technology has evolved since then, the operating systems on which these devices run are still very much rooted in the past. As a result, they have a lot of catching up to do in order to meet the needs of the modern worker, who requires a device that offers greater efficiency, security and mobility.

As more employees move toward working entirely through cloud based applications, organizations need to equip their workers with devices that are built to operate in the cloud. Many organizations are meeting this need already by using cloud-ready devices, such as Google Chrome devices. These cloud-based devices can resolve many of the issues that plague the traditional computing models that this report brought to light, including boot time, device management and security, and better support the needs of modern users.
Appendix

1. On an average work day, how much time do you spend waiting on your computer to boot install patches or perform other system maintenance and update tasks?

2. Over the course of a month, how many tickets do you submit to IT to repair your laptop/desktop?
3. Over the course of a week, what percentage of your time is spent responding to tickets regarding maintenance for your users' desktops/laptops?

4. In the last year, how many times has your computer needed to be disinfected or repaired due to a virus or other malware?
About Accenture

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