

A close-up photograph of a man with a beard wearing a VR headset. A hand is reaching towards the headset from the left side. The background is blurred with warm, bokeh light effects.

CHG

OPTIMISED IT OPERATIONS

Strained IT operations compromise security and performance

OPTIMISED IT OPERATIONS

INTRODUCTION

Are there gaps in your IT operations that prevent you from accessing the latest technology?

Equipping a diverse workforce with the latest technology requires constant review and refresh of your device fleet, but lack of transparency and increased operational challenges of a distributed workforce present massive barriers for IT teams.

If you don't keep up with the changing pace of technology, you end up with outdated or unsupported devices, which are more vulnerable to cyberattacks. Old technology also stifles productivity and business process efficiency, leading to increased operating costs.

Now more than ever, your business needs the latest IT devices to be agile, maximise innovation using new technologies and pivot to changing markets. But IT teams struggle to keep track of devices across their lifecycle, especially as workforces remain spread out.

Optimising your IT lifecycle management process can deliver significant benefits.

As IT departments focus on 'keeping the wheels turning', device refreshes could be delayed. But running devices longer actually costs much more in servicing and support. What's more, without access to a choice of modern devices, employee experience and productivity suffer, and employees may turn to preferred personal devices to get work done, risking company data on unsecured devices.

In a study by Unisys, those companies considered to be "technology laggards" had employees state that their devices served as the biggest pain point, with 45 percent of complaining that they are held back from being more productive by outdated devices, making them more likely to quit.

CIOs must now tackle the next set of challenges that come with maintaining technology for a dispersed workforce and focus on helping their organisations recover in a challenging economy.

REMOTE WORKING IS HERE TO STAY

MAKING IT OPERATIONS HARDER TO MANAGE

With the broad-scale shift to remote work, many organisations have had to either invest in mobile technology or rely on employees' own, consumer-grade devices for business continuity. Such unmanaged personal devices are accessing company systems and data and doing so from less secure home networks. This poses a significant challenge for IT departments to manage this risk.

Organisations that had to act fast to provision employees with mobile equipment may have purchased gear that won't suit the organisation's long-term needs. For example, they may have had to compromise on brands and specifications, or resorted to purchasing consumer-grade equipment for business use.

By 2028, it is predicted that 73 percent of all departments will have remote workers, with 33 percent of full-time employees working remotely. This will create challenges for IT leaders who will need to deliver a standardised IT service to support all employees regardless of their work environment or location.

Today, IT departments are struggling under the load of rolling out and administering IT equipment for hundreds or even thousands of workplaces. Efficient, digital processes and service models are therefore important. They must allow the IT department to process information quickly and efficiently. Device rollouts need to include an element of user acceptance and onboarding support, to ensure employees become familiar with their devices.

Outside of work, employees use online platforms to select and order products and services. A similar process should be available at work too, taking away the burden of managing device refreshes from the IT team and enabling users to be more engaged with and involved in their own digital workplace setup.

OPTIMISED IT OPERATIONS

TOTAL COST OF OWNERSHIP

Given tighter financial controls, it is incumbent upon CIOs and IT departments to have a more active role in managing the financial effectiveness of assets within their organisation. If the principles of Total Cost of Ownership (TCO) are overlooked and unbudgeted, this can present an inaccurate analysis of IT spending. Research shows that a computer's base price typically represents less than 20% of its TCO, with technical support, maintenance and labour costs accounting for the remaining 80%. Because these lifecycle expenses represent the greatest piece of the TCO pie, they should therefore be well understood and managed. Doing so is not a simple task.

Optimised technology fleets require constant configuring and maintenance. The ongoing costs related to managing security, updates, break-fix and warranty service calls are unavoidable. However, working with a partner to help you simplify your IT infrastructure and management processes will increase efficiency, expand productivity and significantly reduce your TCO.

Here are five strategies you can implement to reduce TCO and optimise your IT operations:

1. Measure your current IT spending (using a TCO model) so you can effectively manage and control your costs.
2. Build and maintain an accurate inventory of hardware, software and appropriate licenses. This should include demographic information such as who is assigned to the asset, where it is.
3. Reduce complexity in your IT fleet by standardising devices, software platforms and configurations.
4. Outsource IT operations functions, such as technology refresh, IMACS, technical support, data storage and back-up, to trusted and experienced partners.
5. Continue to invest in upskilling both employees and internal IT staff.



“TCO has never been easy to manage and its never been easy to measure. Today its more challenging because there are more devices, people are more mobile and its harder to track these things as they move through the organisation”.

Kirk Downey
Head of IT, CHG-
MERIDIAN ANZ

TESMA® PORTAL

A GATEWAY TO A MODERN DIGITAL WORKPLACE

Many IT specialists are increasingly busy with their company's digitalisation projects. The obvious solution is to delegate the management of digital workplaces and IT procurement to an external provider.

CHG-MERIDIAN's TESMA® Portal lets employees choose their digital workplace set up, get it delivered wherever they are, and easily access ongoing support. The platform lets IT leaders achieve a transformed employee experience for selecting and ordering devices, enabling self-funded upgrades, automated order and delivery, and access to ongoing support, wherever they are.

Departments can specify which hardware – laptops, smartphones, tablets – is made available to employees based on their position and field of work. This ensures that rollout, usability, and service processes, such as applying software updates, are based on standardised processes, thus reducing administrative effort and inefficiencies caused by differing hardware and software versions.

Systems and services offered can be adapted to the user's specific requirements and digital process chain, and the user can add their own personal requirements to the equation. This increases efficiency, as each user will have access to the devices and applications that they really need to do their work.

At CHG-MERIDIAN, we see the combination of business and personal use as an integral element of the digital workplace. If employees want a device with a higher spec, through TESMA® Portal upgrades can easily be arranged for a personal surcharge and are automatically paid for through the payroll. This is what we call COPE: Corporate Owned – Personally Enabled.

A concept such as COPE allows companies to approve end-user devices for personal use. These days, personal and business data can easily be kept separate on a smartphone or laptop. And when the employer makes an attractive selection of devices available as part of COPE, users no longer have any incentive to use personal laptops, smartphones, and tablets for work. Shadow IT becomes a thing of the past.

OPTIMISED IT OPERATIONS

EFFICIENT LIFECYCLE MANAGEMENT IS ESSENTIAL FOR THE IT DEPARTMENT TO EFFECTIVELY CONTRIBUTE TO THE BOTTOM LINE OF THE COMPANY

Through a customised, consultative approach with the right asset management partner, organisations can more cost effectively create and execute their enterprise mobility strategy across the entire asset lifecycle. The CHG-MERIDIAN approach to how we manage the asset lifecycle includes:

Device procurement: Procuring the devices you need and preparing them for use, then organising implementation days so employees can exchange their outdated equipment for new secure smartphones or mobile devices. This drives employee engagement and faster adoption of new technologies. CHG-MERIDIAN offers organisations a self-service procurement portal, where employees can order their own equipment without the risk of purchasing out-of-policy devices or going over budget.

Operational services: With back-up stock and insurance for the equipment, staff members can rest easy knowing their device is protected. Organisations get peace of mind with an asset management system that lets managers easily register and track the status of each piece of equipment. Devices are repaired or replaced as needed.

End-of-life services: when the device has reached the end of its contract, the CHG-MERIDIAN will collect it and provide certified data cleansing to adhere to certified security policies.

All equipment is refurbished and resold into the secondary market, giving it a second life, and giving you confidence you are working with a partner dedicated to sustainable practices.

360 DEGREE LIFECYCLE

BENEFITS AT A GLANCE

- Consultative approach delivers solutions tailored to client needs
- Independent, unbiased advice and a whole-of-market solution
- Full range of devices with whole-of-life view (selection, deployment, usage, decommissioning and remarketing)
- TESMA enables self-service ordering of new devices and automates delivery, refresh and rollback
- Servicing every postcode in Australia, taking pressure from internal IT
- Comprehensive reporting and optimisation of device usage, including ability to manage owned assets within TESMA
- Management of data back up and restoration, certified data erasure
- Seamless integration with existing partners, single source of truth
- International expertise, combining best practice digital workplace knowledge with local market understanding

A CUSTOMISED BUSINESS CONCEPT

THE CHG-MERIDIAN APPROACH

As international IT asset management experts, we provide consultancy and individually tailored customer solutions.

We help you acquire modern devices from the whole of market, and manage them across the entire lifecycle, including secure decommissioning with certified data erasure.

Our Innovative, flexible finance options streamline and reduce TCO, with one consolidated payment for all IT needs with full transparency of assets at all times.



