

Digital Workspace Maturity Drives Business Outcomes

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Maturity Level Matrix

Organizations who participated in this study fell into four discrete maturity levels:



Problem Solvers (maturity level 1):

resolve specific problems using one or more tools well-suited to their exact need.



Tactical Managers (maturity level 2):

plan for and resolve business needs, **gaining a 108% improvement on time to deliver projects** and a **68% improvement in their ability to develop workspace solutions** over maturity level 1.



Solution Creators (maturity level 3):

create an employee experience solution using digital workspace management, gaining greater control (**21% improvement from M2** in time spent in operations) with corresponding increases in employee satisfaction and total uptime **(27% increase and 29% increase respectively)**.



Digital Experience Managers (maturity level 4):

create a curated digital employee experience, and are **21.8% better at meeting the target time** for EUC projects, a **21.9% better ability to meet offboarding requirements,** and a **21.5% increase in employee satisfaction levels.**

Source: IDC Digital Workspace Survey Sponsored by Cloud Software Group, January 2024

Maturity Enhances Business Outcomes

	M1 > M2	M2 > M3	M3 > M4
Revenue growth	45%	7%	34%
Increased profits	48%	-12%	44%
Faster innovation	52%	3%	24%
Faster time to market	-1%	42%	3%
Improved business agility	33%	-3%	32%

Source: IDC Digital Workspace Survey Sponsored by Cloud Software Group, January 2024

Device Life Spans Increase Across Maturity Levels

As an organization becomes more mature, improvements in device management and uptime produce a noticeable and important improvement in overall device life span.

This can extend the upgrade life cycle for end-point devices by as much as 17 months (roughly 1.5 years) for high-maturity organizations.

(Maturity level/device life span)

- Problem Solvers: 9 months
- Tactical Managers: 12 months
- Solution Creators: 15 months
- Digital Experience Managers: 17 months

Source: IDC Digital Workspace Survey Sponsored by Cloud Software, January 2024

Platforms are Fundamental at Higher Maturity Levels

Enterprises can overcome these challenges by transitioning more quickly to a digital workspace management platform, which can manage hybrid technical enviroments.

Maturity Level	Aspirations	Tool Approach
Problem Solvers	Improve employee experience	Loosely integrated tools
Tactical Managers	Sustainably support a quality employee experience	Tightly integrated tools
Solution Creators	Deliver a productive workspace in a constantly changing environment	A platform you could get more out of
Digital Experience Managers	Build a new workspace for the AI moment	A platform you need more from

Source: IDC Digital Workspace Survey Sponsored by Cloud Software, January 2024

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