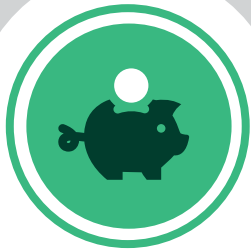


Invest In Your People To Improve Employee Experience

EX INVESTMENTS ARE ON THE RISE



ITDMs expect to increase their investment into EX initiatives by **53%** over the next two years



ITDMs expect to allocate **23%** of their IT budget to EX initiatives by 2022



And they've seen a **5x** ROI in their EX initiatives

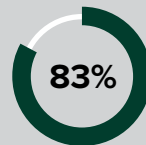
KEY INVESTMENTS TO POWER EX

ITDMs report the biggest positive impact on their EX from employee satisfaction with technology.

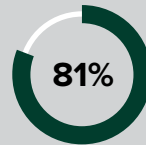
By 2020:



will be investing in collaboration tools



will be investing in 5G connectivity



will be investing in AI/ML capabilities



Good technology is foundational to employee experience and satisfaction. It gives them back time to think of the bigger pieces of their job, rather than just the routine transactions.

- CIO of a US-based private research university



EX INVESTMENTS PAY DIVIDENDS

50%: Increased employee productivity

39%: Increased customer satisfaction

37%: Increased organizational agility

36%: Increased revenue growth



Even in times of crisis, **88% of ITDMs** recognize that investments in EX are critical to build resilience.



Read the full study

Methodology

Source: A study conducted by Forrester Consulting on behalf of Intel & Lenovo, August 2020

Base: 1,014 IT decision makers at global enterprises responsible for IT purchasing decisions and end user computing strategy