



IT cost savings:

How to spend less while improving digital employee experience (DEX)



Introduction

Only one thing seems to be certain when we consider the economy in 2024: the feeling of uncertainty. With the likes of the World Economic Forum and United Nations emphasizing tight financial conditions and sluggish growth trends, it's no surprise that many organizations are tightening budgets, optimizing on efficiency, and investing wisely.

Yet, despite the challenges and concerns associated with economic pressure, there is a beacon of light. By focusing on your IT org and investing in the right technology, you will benefit from a positive ripple effect, saving on costs and helping futureproof business across the entire organization.

This eBook will consider how to make this a reality, and tackle three key concerns for leaders tasked with making effective cost-saving investments and decisions:

- 1 Doing more with less**
- 2 Making every penny count**
- 3 Future proofing business**

Common challenges

IT teams are integral to business success. However, the misconception of IT as a cost center creates challenges for leaders when securing investment amid budget constraints.

Historically, IT operations have been seen to absorb significant portions of an organization's budget, often considered an expense rather than an integral part of a business strategy.

This perception stems from several challenges such as:



Cost-centric focus: When IT is primarily viewed through a financial lens, its contributions to business innovation and growth are often overlooked.



Communication gap: A lack of effective communication between IT teams and other business units can result in a failure to align IT initiatives with broader organizational goals.



Poor visibility: A lack of data and insights into IT operations and investments can lead to a lack of understanding around ROI.

We say it's time to change that perception and challenge companies to consider IT organizations as drivers of strategy, growth, and innovation in the digital-first workplace.

Let's explore how investing in IT and digital workplace technology can directly impact key concerns affecting leaders in today's market.

78%

of IT leaders say a lack of visibility keeps them from achieving greater process optimization.

Do more with less: focus on productivity

According to Gartner's 2024 CIO Agenda

“CIOs are being tasked with an increased demand in delivering business value from technology initiatives without additional resources.”

Cost optimization is a top-most business for enterprise execs. However, with less than half of CIOs reporting a budget increase, 2024 will be the year of doing more with less.

So, how can we keep productivity levels high and output consistent while reducing costs The answer lies in automating IT processes.



IT Automation

Automation reduces tedious and repetitive work, helping you save money on operating costs, increase workflow efficiency, and free up employees for higher-value work.

Examples of IT automation include:



Automated self service: Equip your IT team with advanced automation capabilities that extend your Service Catalog and Virtual agent. This means the IT org can fulfill requests at a higher volume and speed, without making end users wait to get back to work.



Endpoint automation: Automated workflows can help IT manage configuration compliance efficiently at a scale that would otherwise be incredibly time-consuming. Keep your entire organization compliant, your IT team productive, and benefit from real time visibility.



Service desk automation: By automating fixes directly on user devices—or applying fixes before that first ticket is even submitted with automated self-service and self-healing—you can benefit from lower costs, improved MTTR, and happier users.

Through the reduction of labor costs and improved resource allocation, automation proves to be a significant driver of cost savings.

“Those that invest in automation are poised to reap significant cost savings and productivity benefits, while also increasing job satisfaction, work-life balance, and employee retention.”

Juan Perez, EVP & CIO,
Salesforce

Businesses can enhance productivity with the same or fewer resources by automating tasks. Automation also mitigates expenses associated with error correction by minimizing errors and the need for rework.

Read on for insights into [improving productivity with TeamViewer](#).

Make every penny count: maximizing ROI

Insights show, **92% of IT leaders** are concerned about budgets and headcount, emphasizing the need to make every penny count when it comes to technology investments. The ROI of optimizing IT goes far beyond the IT org alone and can yield significant cost savings and company-wide improvements for organizations.

By strategically investing in digital workplace technology, businesses will not only see an impact on the productivity and output of IT teams, but in other areas too.

Employee satisfaction and retention

A seamless IT experience equals more satisfied employees. And more satisfied employees translate to improved retention, productivity, and cost savings. Employee turnover not only has a direct financial impact in terms of the expense of hiring and onboarding employees, but it also encompasses a drop in productivity-associated costs.

According to Forbes:

- 1 The average turnover rate attributable to resignations is **2.5%**.
- 2 **40%** of employees who leave do so within the first year.
- 3 It costs around **33%** of an employee's salary to replace them.



How can businesses improve employee satisfaction and retention rates, saving on cost and productivity? With digital employee experience (DEX) facilitated through IT departments.

For example, Virtual Desktop Experience (VDX) provides end-to-end visibility of the Virtual Desktop Infrastructure (VDI) estate and facilitates proactive issue identification and remediation. This contributes to DEX by ensuring employees don't lose hours to digital disruptions that 52% say make them more inclined to leave a job.

Organizations that optimize their IT infrastructure to provide exceptional DEX are not only investing in the well-being of their workforce but are also strategically positioning themselves for sustained success by mitigating turnover costs and fostering engagement.

Customer experience

There's been a market-wide shift toward a customer-centric IT mindset. This means moving away from delivering product requirements and toward delivering customer outcomes.

95%

of CEOs say that blending CX and EX efforts into one end-to-end strategy will positively affect revenue growth, business agility, and resilience.

MIT Technology Review Insights
Report 2023

Providing internal customers with great DEX means they can serve external customers more efficiently. When you optimize employee experience, you create a virtuous cycle that also pays dividends in your customer experience (CX) efforts. The CX ROI of investing in IT will translate into customer ratings, profitability, productivity, shrinkage, safety incidents, and quality.

Discover how to maximize IT ROI
with TeamViewer.

Futureproofing business: End-user experience management (EUEM)

When it comes to technology, making effective investments now will help set your teams up for lasting success. And the most lucrative area of tech for leaders to invest in is digital employee experience (DEX).

“While DEX may seem like a “nice-to-have,” it’s an absolute must, especially when degraded employee experiences negatively impact customer and business outcomes.”

**Andrew Hewitt,
Vice President Strategic Technology, TeamViewer**

Enterprises that continue to invest in DEX will quickly reap the rewards when the economy stabilizes. So, where can we start reaping the futureproofing and cost-saving benefits of DEX tools?

EUEM, your secret weapon

With end-user experience management (EUEM), you can highlight the tangible benefits of DEX, using data to showcase ROI. EUEM tools are essential for IT departments to understand and improve the digital experiences of their users, collecting and analyzing data related to the performance of end-user devices, applications, and networks.

Effective EUEM tools will enable you to:

- ✓ Understand the experience of your end-users, providing comprehensive visibility over the entire digital employee experience.
- ✓ Track user experience with digital experience scores and use quantitative and qualitative metrics to benchmark experience.
- ✓ Reduce time spent on root-cause analysis (RCA).
- ✓ Drive remediation at scale across thousands of endpoints.
- ✓ Improve remediation through self-healing.

How does this translate into futureproofing your business and saving on costs? Amidst budget constraints, EUEM emerges as a strategic imperative to optimize DEX and drive down IT operating costs – without compromising on employee satisfaction.

By leveraging EUEM tools, organizations can gain comprehensive visibility into the digital employee experience, streamline remediation processes, and mitigate disruptions.

Learn more about
[futureproofing and cost-saving with TeamViewer.](#)

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