How Monitors Deepen Your Employee Experience and Support Your Distributed Workforce

ELEVATING EX HAS BECOME THE NEW BUSINESS PRIORITY
Adapting the workplace environment for a virtual workforce is essential for good EX.

64% of companies recognize that EX is important in driving good CX

“A lot of an employee’s perception of their workspace is determined by their visual senses. Considering employees spend a lot of time on their monitors, it is definitely one of the most critical pieces of equipment available in the workplace.”
— Ergonomics consultant, US

72% of workplace environment professionals deemed the workplace environment crucial for good EX

67% of companies recorded improved customer experiences after replacing legacy technologies and hardware

61% say monitor design features facilitate a stronger connection to their organizations’ values

58% feel prouder to work for a firm using environmentally sustainable products

79% say that ultrawide monitors improve their productivity

74% value AV features of meeting room screens for good collaboration

IMPROVE EX WITH MONITORS

81% of employees say that monitors are key to their work environments

IT decision makers must evaluate each monitor purchase decision on three factors:

Identify virtual workforce needs and emerging behaviors
Replicate monitor configuration to enable good EX at home
Prioritize key monitor features for both onsite and remote experience

GOOD EX DRIVES CX AND BUSINESS OUTCOMES
Enhancing the workplace and remote working bring results:

+14% revenue from technologies and hardware
+35% cost saving from collaborative spaces
+50% returns from remote working programs

Methodology
Source: A study conducted by Forrester Consulting on behalf of Dell Technologies, July 2020
Base: 430 employers (business decision makers and influencers involved in monitor/end user device purchasing and/or workplace design)
†Base: 150 workplace environment professionals
*Base: 800 employees (knowledge workers using a computer and/or laptop and monitor to perform their work on a daily basis)