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

72% of workplace environment professionals deemed

the workplace environment crucial for good EX⁺



+50% returns from remote working programs

FORRESTER[®]

GOOD EX DRIVES

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

> revenue from technologies

and hardware

+35%

cost saving from collaborative spaces



"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



recorded improved customer experiences after replacing legacy technologies and hardware

IMPROVE EX WITH MONITORS



81%

of employees say that monitors are key to their work environments.*

79% say that ultrawide monitors improve their productivity*

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

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*

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



full study

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: 800 employees (knowledge workers using a computer and/or laptop and monitor to perform their work on a daily basis) [†]Base: 150 workplace environment professionals