DaaS can transform your end user computing strategy

By Sue Poremba

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Long gone are the days when each employee only had a single computer on their desk and that was all IT needed to monitor. Now, computing involves multiple devices, and in some instances, employees may use several devices—not just one—on a day-to-day basis, including everything from tablets to the latest in powerful workstations.

On top of the sheer amount of devices in the workplace, devices can even cover a variety of brands, operating systems (OSs), and software versions. With this increase in end user complexity, the challenge facing IT decision-makers (ITDMs) is to develop an end user computing strategy that can control, maintain, and support the devices within their IT environment.

Many devices—one goal

The various endpoints that can access a single network seem almost endless today. To add to this complication, each end user comes with individual needs when it comes to devices and OSs. Different job functions within a company may also require diverse device and software options, even for a single employee. That said, the goal for an end user computing strategy shouldn't be conformity of devices; instead, you should aim for interoperability—with apps, software, and data accessible across different platforms with the same level of functionality.

However, meeting that goal in a multi-device work environment is easier said than done for a number of reasons. For instance, maybe your infrastructure and hardware is lagging due to a lack of budget to upgrade, or maybe your IT environment hasn't successfully scaled alongside the organization's growth.

Regardless, changes in the workforce structure—including global partners and remote employees—have changed the way IT does its job. If you want to keep pace with this IT evolution, you'll need to create a strategy that meets both your business's current and future needs.

Understanding the DaaS strategy

End user computing strategies should include solutions that develop a more standardized computing process while ensuring employees feel engaged and productive. One way to implement this type of computing strategy is with Device as a Service, also known as DaaS.

Linn Huang, a research director at IDC, explained to **TechTarget** that DaaS is an appealing option for three primary reasons: "It gives IT a single-source model; it ties devices, software, and support in with a single vendor, which can deliver discounts; and it lends itself to faster refresh cycles."

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DaaS also takes the burden off the shoulders of ITDMs tasked with managing end user computing. Certain DaaS providers, like **HP**, handle the management of devices, ensuring they are performing as well as they should and are up to date with the latest software updates, essentially offloading this time-intensive effort from IT teams. They can also manage the lifecycle of devices, including end-of-life processes and regular device refreshes. Better yet, many devices—from laptops and tablets to various workstations—are included in an **HP DaaS** service contract.

By teaming up with one long-term DaaS partner to manage devices, software, and support, ITDMs can enable the IT team to provide a more robust end user experience. How so? HP DaaS, specifically, goes beyond typical DaaS vendorship by providing analytic insight on a business's device inventory, allowing them to manage devices across platforms and create a customized mix of services to fully optimize an IT environment.

Only a partnership, rather than a vendorship, could achieve this level of optimization, resulting in more efficiency across the board. And when the internal computing strategy is running like a well-oiled machine, it's the end users who reap the benefits—and satisfied end users make for a more productive and efficient workplace.

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