

# CDW 2017 DIGITAL WORKSPACE SOLUTIONS REPORT

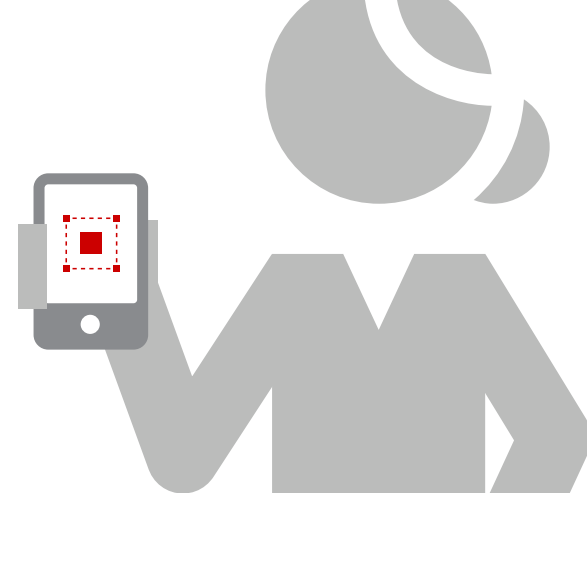


## Digital Workspace Solutions: Current State of the Industry

Organizations have experienced a shift in mobile and collaboration solutions



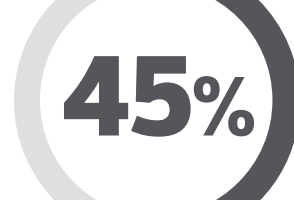
of IT and non-IT executives **say their organization** sees mobile and collaborative strategies as a single entity



CDW also refers to these as **digital workspace solutions**.



say they **feel more productive** due to the advancement of digital workspace solutions



feel they are able to **work on tasks more easily**

## New Decision Makers

**41%**

of digital workspace solutions are now **selected by departments** other than IT

**38%**

of organizations say non-IT executives are more often the **final decision makers** on digital workspace purchases



**35%**

say they are more often **consulted by IT** during the evaluation and purchasing process



These organizations are nearly twice as likely to offer an **“exceptional”** digital workspace experience

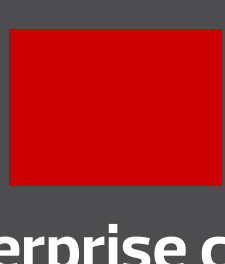
## Exceptional Experiences

Organizations providing **exceptional digital workspace experiences** are significantly more likely to offer an array of mobility, productivity and collaboration-enhancing solutions, most notably:

Exceptional

Non-exceptional

**76%**



**47%**

Enterprise collaboration

**67%**



**38%**

Custom app stores

**70%**



**42%**

Immersive telepresence-enabled conference rooms



## Room for Improvement

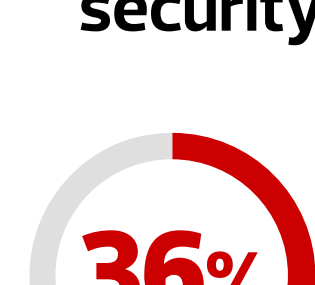


However, just

**30%**

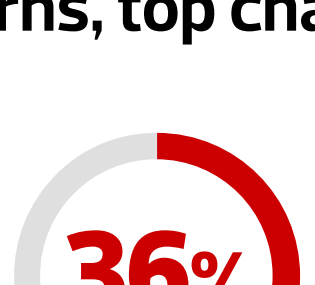
rate their organization's current digital workspace experience as exceptional

In addition to the usual budget and security concerns, top challenges include:



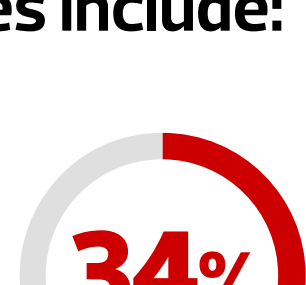
**36%**

Training end users



**36%**

Integrating with existing IT



**34%**

Finding one solution that fits everyone

## The Outlook

In the next 5 years, organizations want the following digital workspace solutions:



**40%**

Open application programming interfaces



**40%**

Integrated team communications solutions



**30%**

Personal/virtual assistants



**21%**

Chatbots



**23%**

Immersive telepresence



**18%**

Augmented reality



To learn more, visit the [CDW Digital Workspace Solutions](#) page.