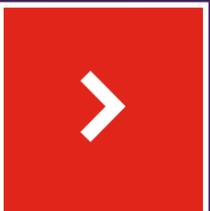Smarter
technology
for all

Lenovo

Lenovo
TruScale

Changing working patterns

Empowering the hybrid workforce

The global events of the past two years have propelled flexible and hybrid working into the spotlight. This has meant an overriding need among organizations for IT infrastructure that is robust, secure, and flexible enough to support the new distributed workforce. Requirements like IT agility and the ability to scale quickly have also become non-negotiable.

At the forefront of digital innovation during this period was the CIO. In the early days of the pandemic, it was CIOs who drove the urgent shift to digital platforms and services. Emerging during this period as true business leaders, CIOs are now frequently seen as high-level strategic advisers to most or all other functions of the organization. Indeed, by 2024, 25% of traditional large enterprise CIOs will be held accountable for digital business operational results, effectively becoming 'CIO by proxy'.[1]

Subsequently, as the dust settles now on a period of huge transition, CIOs are looking to now operationalize that era of accelerated innovation.

Changing CIO priorities

Post-pandemic, we are seeing a shift in IT priorities. CIOs are going back to basics, with a heightened focus on security and improving IT operations[2].

- 51% of CIOs are prioritizing security management
- 43% are focusing on improving IT operations / systems performance
- 40% are modernizing infrastructure and applications
- 38% are ensuring IT initiatives align with business goals
- Additionally, 66% of CIOs find it challenging to address or solve data privacy and security

Hybrid work is here to stay

Hybrid working is here to stay – in the UK alone, it's estimated that more than 80% of firms have now adopted this approach to work[3]. The need to equip the new modern workforce is therefore a priority.

The ability to work from anywhere is top of mind for most employees. If they can't do this, it leads to employee frustration, a lack of productivity, and calls into IT. We know that poor employee experience can have a noticeable impact on business performance. And in the era of the 'Great Resignation' and intense competition for talent, enabling a seamless digital experience for employees is not something that any organization can afford to neglect.

Nevertheless, only 66% of employees say they have the technology they need to effectively work remotely, compared to 80% of executives[4]. Only 59% of employees agree their organization has invested in providing them with resources that allow them to work the way they would on-site in a virtual environment, compared to 76% of executives.

Companies will need to ensure that the technology they place in the hands of employees enables them to be productive, whether they are at home, in the office, in the field or on the move. As a CIO this means funding and rightsizing the appropriate assets to support the remote and hybrid workforce. It also means ensuring an exceptional digital experience for employees, while securing systems in an age of increasingly sophisticated cyberattacks.

You need technology partners that can provide flexible solutions that can be scaled at speed. This is where Lenovo Infrastructure-as-a-Service (IaaS) can step in. Lenovo IaaS provides flexible IT infrastructure that helps you innovate without constraint. It can help you tackle the barriers to digital innovation and drive business growth – critical in the role of a strategic business advisor[5].

Whether those constraints are budgeting, procurement, managing equipment or the ongoing skills and staffing shortages, IaaS can help you overcome each obstacle.

What is Lenovo IaaS?

Put simply, Lenovo IaaS is a secure, flexible, agile infrastructure that can be implemented at scale, anywhere in the world. The built-in security and data protection support your needs to provide a safe and reliable infrastructure for your business. Moreover, the solution can be easily modified through Lenovo's transparent pay-as-you-go business model.

Alongside this cloud-like experience, you get on-prem security and control that can be tailored to your needs. All with the expertise of the end-to-end infrastructure lifecycle services from the data center to the Edge provided by Lenovo Infrastructure Services.

Powering the new hybrid workforce

So, what does this mean for organizations implementing a hybrid working model? Well, in a world characterized by shifting work patterns, increasing demand for flexibility and, of course, high attrition rates, you need IT that allows you to increase or reduce capacity in line with the organization's needs at the time – without any risk.

With Lenovo IaaS you can easily add or remove incremental capacity, and swiftly pivot to meet changing market demands or internal needs — without paying for unused infrastructure or quickly scrambling for more. (This also means you can improve spending predictability and budgeting, and as you're only using what you need, you're not wasting valuable energy or budget.)

Plus, not owning the hardware means not having to deal with depreciation, or with initial set-up costs or maintenance. Most importantly, it means that you can dedicate your resources to revenue-generating innovation rather than dealing with support queries or just keeping the lights on.

This flexible approach supports accelerated growth without the need for hard-to-plan capital expenditure. It enables you to fulfil your role as a changemaker while delivering the outcomes the company needs in a challenging business landscape.

In summary, Lenovo IaaS:

- Is scalable and customizable to suit your particular needs
- Powers digital innovation and helps you achieve strategic aims
- And the pay-as-you-go model preserves cash and frees up staff

Hybrid work is here to stay

Our global research study, *The Future of Work and Digital Transformation*[6], shows that managing data security and privacy policies is the top challenge faced by IT leaders, followed closely by concerns around cybersecurity. There is good reason for this; hybrid working means the attack surface for cyber threats has expanded, and threat actors have been quick to exploit any vulnerabilities.

The cost of a data breach hit a record high during the pandemic, with companies paying out $4.24 million per incident on average. Moreover, the rapid shift to remote operations appears to have led to more expensive data breaches. Breaches cost over $1 million more on average when remote work was indicated as a factor, according to IBM's 2021 Cost of a Data Breach Report[7].

Securing the hybrid workforce requires a layered approach that includes always up-to-date technology and devices. But the big, upfront capital expenditures often required to refresh devices can be a challenge for some organizations.

Providing enhanced security, Lenovo IaaS helps you secure your hybrid workforce while you continue to accelerate innovation with access to the latest industry-leading solutions through a no-risk, no-surprise, pay-as-you-use consumption model. This means no large upfront investment in IT, while guaranteeing your infrastructure will always be up to date. And alongside clear financial and procurement benefits, it eliminates over-provisioning, providing IT leaders with real-time cost insight.
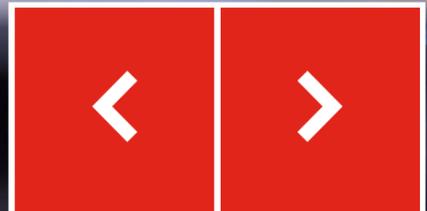
The rise of IT 'as-a-Service'

The pandemic saw a huge shift to the cloud for many organizations, and an acceleration in as 'as-a-service' IT consumption, allowing them to take more control over the enterprise IT they use and how they pay for it.

It is a trend that is set to continue. The global Everything as a Service (XaaS) market size is anticipated to grow from $419.02 billion in 2021 to a staggering $2,384.12 billion by 2028 at a CAGR of 28.2%.

According to research from Fortune Business Insights[8], boosting employee experience will fuel the market's growth. Factors such as improved business agility and increasing operational efficiency will also increase the footprint of the market in the coming years.

Conclusion

Recent history has taught us all how to navigate uncertainty. It has changed how we provision and consume products and services, including IT. It has also driven some of the biggest changes ever seen in the global workforce. From this, the CIO has emerged as a true business leader, leading from the front on innovation.

For its part, Lenovo IaaS takes the complexity out of running on-premise data centers, giving you the time and resources to help build the vision that takes your business forward. It is a simple and effective means of controlling budgets, managing cash, and empowering internal people to take on more value-added roles. With no risks, no surprises, and no complexity, IaaS enables you to take greater control when pursuing digital innovation and providing reassurance in an uncertain world.

Visit our website to learn more about how Lenovo TruScale IaaS can provide flexible infrastructure that helps you innovate without limits.

[1] https://www.gartner.com/en/doc/739468-to-accelerate-digital-business-leading-cios-act-as-coo-by-proxy
[2] https://foundryco.com/tools-for-marketers/research-state-of-the-cio/
[3] https://www.bbc.co.uk/news/business-60421056
[4] https://www.gartner.com/smarterwithgartner/what-is-work-really-like-today-leaders-and-employees-see-things-differently
[5] https://www.raconteur.net/business-strategy/leadership/why-cios-are-the-new-strategic-business-leaders/
[6] https://www.lenovo.com/content/dam/lenovo/pcsd/global/en/campaigns/fy-2022/commercial-solutions-campaign/mid-to-large-size-business/mid-funnel/common/future-of-work/Lenovo-REL-Future-of-Work-hybrid-health-Challenges-of-Hybrid-Work-Checklist-193-English-IDG-WW.pdf
[7] https://newsroom.ibm.com/2021-07-28-IBM-Report-Cost-of-a-Data-Breach-Hits-Record-High-During-Pandemic
[8] https://www.globenewswire.com/news-release/2022/03/02/2394958/0/en/Everything-as-a-Service-XaaS-Market-to-Rise-at-a-Rapid-Rate-Improved-Business-Agility-and-Increasing-Operational-Efficiency-to-Aid-Growth-Fortune-Business-Insights.html