

Why every enterprise device needs a health score

According to a Forrester survey, employees rely on a wide variety of devices to get their jobs done:¹



62%

Laptops/notebooks



59%

Smartphones



26%

Tablets



5%

Wearables

These devices have traditionally been refreshed using one metric only:

Time

Why time-based refreshes may fall short

Wasted resources: refreshing too soon can add unnecessary costs

Support costs: refreshing too late may lead to an increase in support tickets

Lost productivity: refreshing too late can contribute to poor performance and reliability

Potential benefits of moving past time-based refreshes



17%²

Cost savings achieved by keeping a device in use for six additional months



\$300³

Cost of lost day of employee productivity



4 tickets⁴

Equivalent cost of a new device

Learn about IBM Services: Device Health with Watson

Uses patented device health score methodology to optimize refresh timing

Potential objectives:

Increased productivity



Improved employee experience



Greater visibility across devices



Greater cost efficiency



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1 Forrester Research, "The Technology-Augmented Employee." www.forrester.com/report/The+TechnologyAugmented+Employee/-/E-RES125811?objectid=RES125811

2 According to GfK Global, the average sales price of a new smartphone as of Q1 2018 is \$374. (GfK Global, "Global quarterly smartphone demand down year-on-year though revenue growth remained strong". www.gfk.com/fileadmin/user_upload/dyna_content/Global/documents/Press_Releases/2018/20180425_GfK-Global-Smartphone-Sales-Q1-2018-efin.pdf).

According to Gartner, the average lifespan in an enterprise setting is 2.5 years. (Gartner, "Use These Recommended Life Spans to Guide Mobile, PC and Other Device Replacement Strategies". www.gartner.com/doc/3871479/use-recommended-life-spans-guide).

Spreading the cost of the average smartphone over the average smartphone lifespan, IBM assumes an average annual device cost of \$149.60. Leaving the same smartphone in use for six months longer than average (3 years) would create an assumed annual device cost of \$124.67.

Based on these assumptions, an organization that refreshes smartphones every 3 years rather than every 2.5 years should spend approximately 17% less on devices. Using health scores could allow organizations to make informed decisions about whether the device lifespan can be extended without negatively affecting performance or reliability.

3 According to the Bureau of Labor Statistics, the total annual cost of compensation for the average employee is approximately \$75,000. (Bureau of Labor Statistics, "Employer Costs for Employee Compensation—December 2017". www.bls.gov/news.release/pdf/ecec.pdf). Assuming there are 250 business days in a year, each day of compensation for the average employee would cost the business about \$300.

Device failure due to not refreshing soon enough can be directly responsible for this lost productivity. This is based on the assumption that the employee who previously used the device to perform their duties is unable to work for at least one business day while he or she waits for a replacement device to arrive.

4 According to HDI, the average cost of a desktop support ticket is \$109. (HDI, "Metric of the Month: Desktop Support Cost per Ticket". www.thinkhdi.com/library/reportworld/2017/metric-of-month-desktop-support-cost-per-ticket.aspx).

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Based on these assumptions, the average cost of four support tickets (\$436) would be more than the average cost of a new smartphone (\$374). Since leaving devices in use beyond their optimal refresh date may contribute to an increase in support tickets, refreshing devices on time could lead to cost savings over time, even after accounting for the purchase price of the new devices.