



# **thingsat** end-user computing maturity model

It's hard to find a company these days whose success doesn't rely on its IT stability and performance, whether to support employees, partners, customers or other users. A fit-for-purpose IT environment is a strategic enabler that can make all the difference to the productivity of your teams, the quality of your products, and the satisfaction of your customers.

## What is a maturity model and how can it help your business?

A maturity model is benchmark that you can use to assess your technological capability in relation to people, process, technology, or all three.

The assessment informs a path where you can make changes over time to create an improved landscape. A maturity assessment also provides an indication of strengths, weaknesses, opportunities, and threats.

Every business needs to understand its current level of IT maturity to prioritise and implement the best steps to maximise future resources and results.



ThingsAt uses our end-user computing (EUC) maturity model to help customers understand quantitatively where they are and, based on their mission and goals, where they want to be from an EUC point of view.



## What is end-user computing (EUC)?

**End-user computing (EUC) is a term that refers to the technologies that IT professionals use to deploy, manage and secure the devices, applications and data that workers require to perform their jobs.**

Modern enterprises use EUC so that their employees can work from wherever they are, across multiple devices, in a safe and scalable way.

A well-designed EUC program gives users immediate access to the digital technologies they need for productivity, both on-premises and remotely in the cloud.

End-user computing encompasses a wide variety of user-facing resources, including the following:

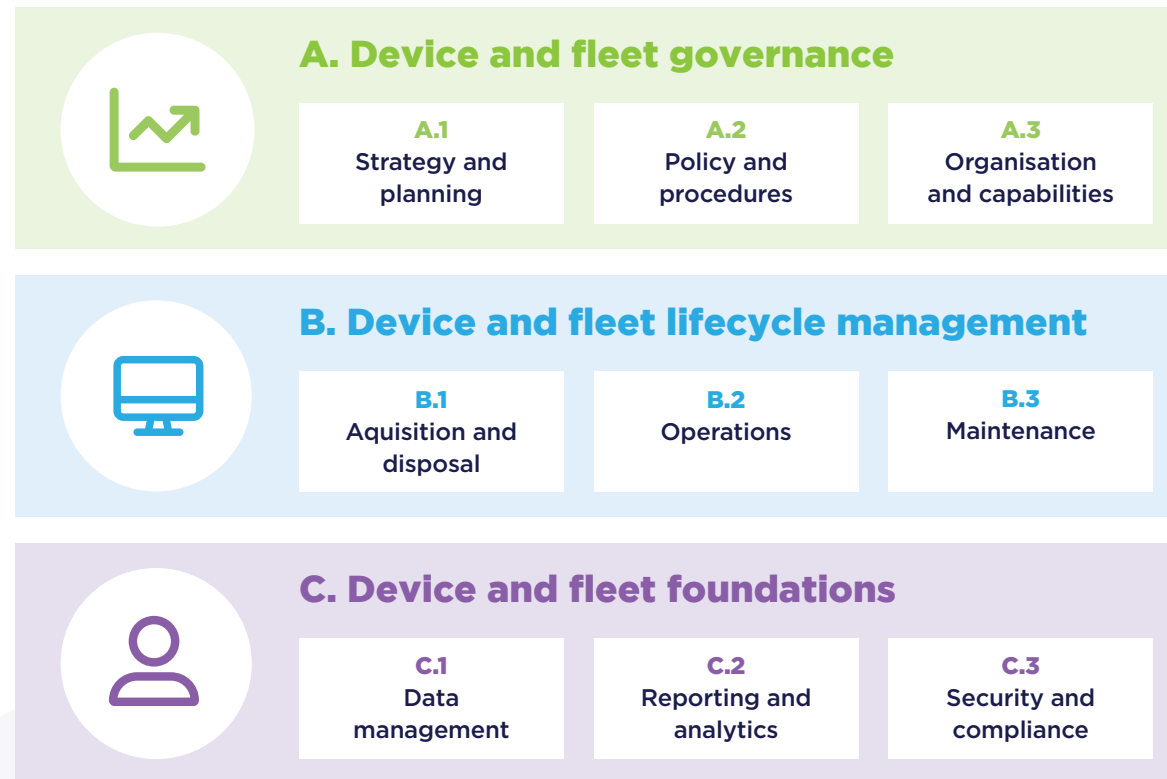
- Desktop and laptop computers.
- Desktop operating systems and applications.
- Smartphones, tablets, wearables and other mobile devices.
- Mobile, web and cloud applications.
- Virtual desktops and applications.

# The maturity model assessment criteria

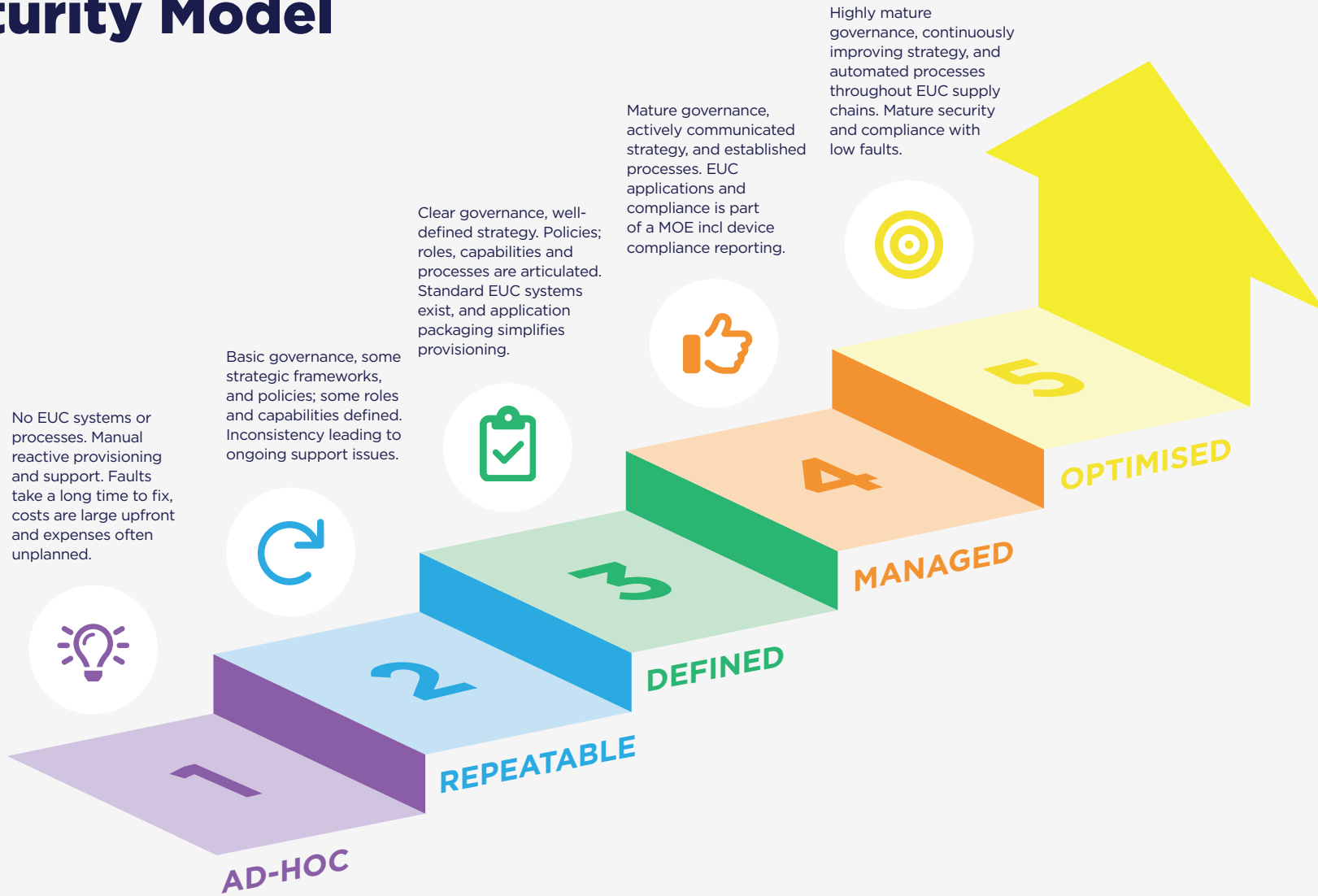
Our assessment criteria is a systematic approach that helps businesses better identify how they manage risk, strengthen customer relations, and build an IT environment geared for growth, scale, and change.

The result of the assessment assists in creating a path to a predictable EUC environment to deliver the best customer service possible to customers and clients by streamlining processes and identifying opportunities to improve efficiency.

## Assessment criteria:



# Maturity Model



# About the end user computing maturity model

ThingsAt's End User Computing (EUC) Maturity Model is derived from our extensive experience in assisting organisations with strategic planning and execution of the end-to-end system needed to support devices.

This model considers a multi-faceted approach and the interdependencies between the tiers and how they link to the organisations business outcomes and needs.

The model provides a rating from Level 1 – Ad hoc management of EUC through to Level 5 – Optimised and integrated supply chains and support processes. Organisations don't all need to aspire to Level 5 as with any investment in systems, a natural comprise can exist.

The model provides organisations with a reference point and data to support proactive decisions on which level to achieve and which benefits flow through to users and the organisation in general.

Our model is a hybrid of best-practice, Gartner, Microsoft and Australian Government maturity models:

- **Gartner's End-User Computing Maturity Model:** Gartner's maturity model focuses on the development and management of end-user computing environments. It consists of five levels of maturity, ranging from initial to optimised, and provides a framework for evaluating an organisation's maturity in key areas such as user experience, device management, security, and governance.
- **Microsoft's EUC Capability Framework:** Microsoft's capability framework provides a comprehensive view of an organisation's EUC capabilities and maturity level. It covers areas such as desktop virtualisation, application management, security, and identity and access management, and consists of four levels of maturity, ranging from basic to advanced.
- **The Australian Government's End-User Computing Capability Maturity Model:** The Australian Government's maturity model focuses on the delivery of end-user computing services in the public sector. It consists of five levels of maturity, ranging from ad hoc to optimised, and covers key areas such as user experience, service delivery, and risk management.

Most companies should expect to be at Level 1 or 2. By undertaking the maturity model assessment, companies can easily determine the path to move to Level 4 or 5 and identify the significant results and benefits they can achieve for their business.

For example, a move from Level 2 to Level 4 can achieve:

- Reduction in excess devices purchased can save up to 30%.
- Reduction in configuration time from 3-4 hours to 20 mins.
- Reduction in support tickets relating to application issues by up to 40%.
- Improvements in value realisation of units sold to the secondary market by up to 10% overall.
- Improvements in user experience by over 30%.
- Improvement of risk management through stronger compliance of devices.



# Model interoperability

The EUC priorities alignment tool surveys various business units and stakeholders to understand variations in priorities and assist customers to have a single view of its EUC strategy. It provides the outcomes that the customer should expect from the EUC strategy, that is, the value customers should expect to achieve for both users and the business.

The ThingsAt EUC Maturity Model examines customers current maturity against best practice and priorities alignment to highlight any process, capability and system gaps. It also outlines the capability required to deliver the outcomes and value sought in the priorities alignment model.

The benefits dependency model helps map out how strategic level drivers are delivered via which programs and what value is derived from each one, providing a clear tool to set expectations on needed projects to deliver each driver and provide business justification for investment.

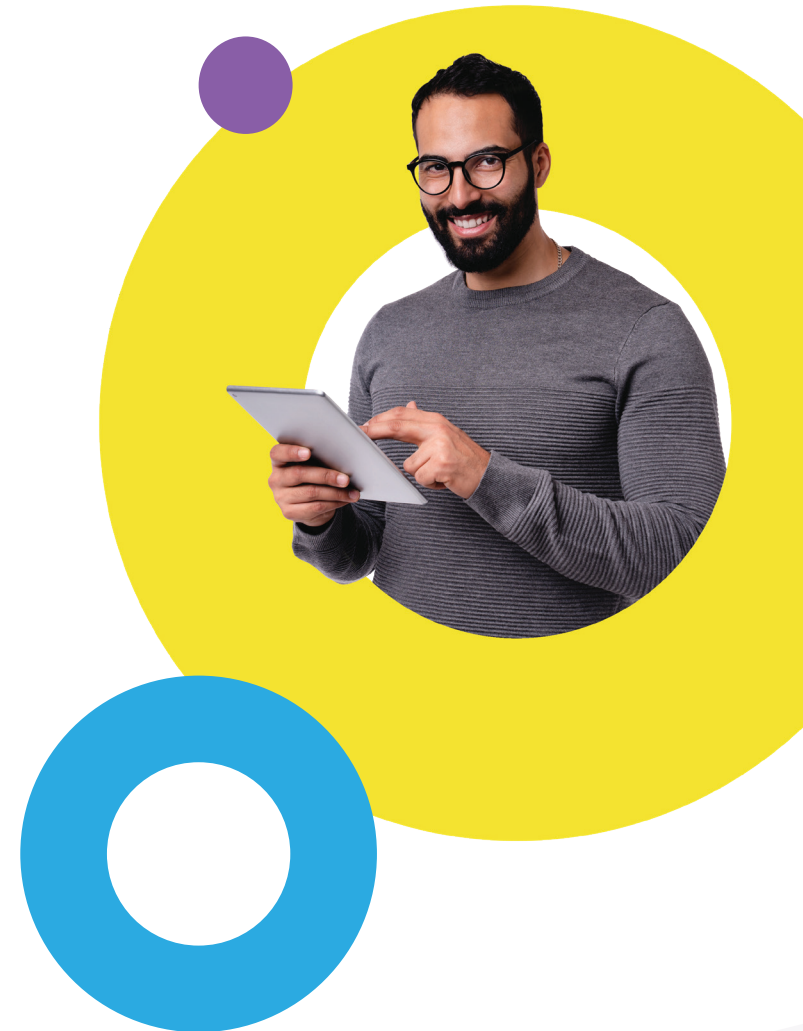
A well-run IT organisation that manages risk and keeps the infrastructure humming not only saves money but also enables everyone in the company to do their jobs more effectively.

# About thingsat

Established in 2017, ThingsAt specialises in Device Asset Management (DAM) and Device as a Service (DaaS), taking a vendor agnostic approach to delivering a great end user experience while optimising costs, risks, and productivity for clients.

The company combines hardware, software and services into a monthly fee which provides flexibility to meet customers' evolving and uniquely complex needs. ThingsAt helps companies establish a secure, collaborative and connected work environment for all their staff, while setting the foundation for a long-term 'always on' business. The company delivers all the elements of the device lifecycle from planning to deployment, management, and retirement.

For more information visit [thingsat.com](https://thingsat.com) or follow the company on LinkedIn @ThingsAt





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