



DaaS interactive interview

How the Value Management Office platform can provide a business case for HP Device as a Service





A recent conversation between Jonathan Nikols, Global Head of HP [Device as a Service](#) (DaaS) and podcaster Chad Quinn, host of the leadership podcast “The Voice of Value” and CEO of Ecosystems highlighted how a Value Management Office (VMO) platform – developed with collaborative partner [Ecosystems](#) – allows enterprises to share the business benefits of DaaS with internal stakeholders before implementation. The following interactive interview blends audio clips from the original recording, with excerpts from of the VMO, to demonstrate the calculatable ROI this managed device solution can bring to organizations.

HP Device as a Service (DaaS) delivers a modern service model that simplifies how commercial organizations equip users with the right hardware, support, device management, and lifecycle services to get the job done – improving end user productivity, IT efficiency, and cost predictability. Yet one challenge is proving the true value of all this service – to get internal buy-in – before it is implemented.



One simple way to achieve this is through the Value Management Office (VMO) – via HP’s relationship with Ecosystems.

Benefits

The VMO helps enterprises provide a detailed business case, that can be easily communicated, to all stakeholders. This means they can calculate exactly how improved device management will impact their bottom line. And enables them to gauge the real cost of efficient hardware, reduced IT support burdens, and the impact of improved productivity.



Security

As an example, security remains of course a paramount issue, not least for reasons of cost, and the VMO tool can help detail this. As Nikols explains, the VMO calculates the combined value of the hardware and analytics and shows how that “avoids the cost” of being breached. “So, we put a monetary value to that with very, very specific math.”



The benefits do not stop there. Using what-if scenarios, managers can use data from the VMO to calculate future cost-savings. This has resulted in a clear improvement in end-user satisfaction and generated consistently positive customer reactions.



A detailed report shows how company data can translate into clear predictions which can be shared with stakeholders

What the VMO fundamentally delivers is the capability for managers to sell internally a system that works from a business perspective, using empirical data. This means by posing specific questions – like the number of employees, average device error per person and helpdesk cost per problem – it can calculate true cost savings, as well as put a number against the kinds of risks and opportunities that are usually hard to quantify.

For Jonathan Nikols, the VMO represents: “One of the key selling solutions that we now have in order to articulate a very complex value proposition that’s not just cost take-out, but that’s value accretion, that’s cost avoidance, that’s giving employee engagement at a more elevated level, being able to articulate employee productivity.”



Ecosystems partnership

HP has formed a close partnership with Ecosystems, a company that believes in close collaboration to achieve mutually satisfactory business outcomes.

Play audio clip

So, Ecosystems has worked closely with HP to determine its desired business outcomes, and then set out to help deliver those outcomes. Ecosystems provides a consultative framework that allows HP to identify relevant products or services based on a customer’s business needs, creates collaborative business cases, supported by industry benchmarks, to quantify the potential impact of deploying products or services, and establishes a shared environment for account teams and customers to define partnership goals and track their attainment.

HP views this relationship as a mutually beneficial alignment of philosophies, remuneration, and progress, which results in the boundaries between organizations melting away, especially when it comes to communications with partners and customers.

Play audio clip

As Jonathan Nikols says: “This is the only type of a solution that I have [access to] that is truly based on joint outcomes. This is absolutely a vanguard – it’s ice-breaking for HP.”

The full interview was recorded at the 2018 Technology Services Industry Association’s (TSIA) conference in San Diego and can be [accessed here](#).

Contact your HP Account Manger to inquire about the VMO.

[Learn more about DaaS](#)



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