

What to look for in a workplace management platform

How to turn IT challenges into
strategic advantage



Operational control as a strategic advantage

The modern workplace operates everywhere—at home, in collaborative office spaces, and virtually anywhere in between. For IT leaders, this shift creates new complexities: managing an ever-growing fleet of devices while ensuring peak performance, tight security, and a quality user experience.

Without centrally managed tools, IT teams are left reactive, spending time fixing device issues instead of enhancing the employee experience. Lost productivity and inconsistent setups quickly follow, often accompanied by security vulnerabilities.

A unified approach to device management transforms these challenges into opportunities. By partnering with experts or leveraging integrated solutions that include a centralized control hub, IT can easily monitor, optimize, and secure every device—from desktops to conference room systems—with confidence and efficiency.



This eBook is your guide to choosing the right partner to help achieve IT excellence in today's modern work environments.

Together, we'll uncover the gold standard capabilities to search for in a managed service partner and vendor platform, including:

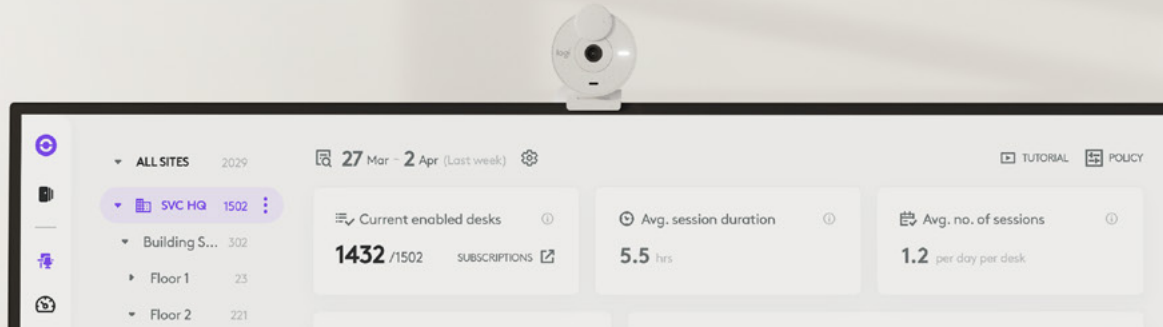
- Centralized device management for a single pane of glass
- Bulk provisioning and standardized SKUs across peripherals and meeting room solutions
- Streamlined RMA (return merchandise authorization) processes and robust warranties for operational peace of mind
- Global availability with local logistics and support
- Secure, business-certified devices designed to integrate seamlessly with the software you already are using today
- Longevity and sustainability-focused product roadmaps

By adopting a holistic device management approach that incorporates both personal workspace and room solutions, IT teams can transform operations, reducing support headaches, boosting ROI, and improving workplace consistency.

The bottom line:

A great workplace management platform doesn't just manage devices—it empowers IT teams to deliver better outcomes at scale.





One dashboard. Complete control.

The need for a single pane of glass solution has never been greater. Without visibility, device management across dispersed teams shifts from a strategic process to a daily headache. Layer on the complexity of deploying and maintaining technology across multiple environments, and the result is an inevitable surge in support requests and reactive troubleshooting. The outcome is increased downtime, heavier IT support loads, and frustrated employees.

A modern workplace management platform alleviates these challenges by providing IT teams with seamless control. Consider partners offering a centralized dashboard that enables remote monitoring of device performance and health, the ability to push firmware updates, enforces standardized settings, and manages peripherals—both personal and meeting room devices—in one comprehensive inventory view. The ideal platform will also include space management solutions like room booking, space usage, and insights.

With these features, IT can:

1. **Keep employees productive** by proactively identifying and resolving performance issues
2. **Ensure deployment is operating at its peak** by remotely adjusting settings and pushing firmware updates to meeting room devices
3. **Protect data and standardize the user experience** by applying consistent security and usage policies, from 'camera off by default' to 'mute' on join meeting settings
4. **Make smarter, more cost-effective procurement decisions** by tracking device usage
5. **Understand space utilization and enhance workplace health** by leveraging analytics on space occupancy and room conditions
6. **Make it easy for employees** to find and book desks and meeting rooms

Partners offering vendor solutions with added value are the ones to look out for. For instance, some vendor platforms go beyond simple meeting space booking with features that automatically reserve a room as soon as someone enters, and auto release unused spaces if meetings end early or attendees don't show. Powered by AI sensors, these capabilities reduce "ghost meetings" and improve overall meeting space availability.

Deploy at scale without the headaches

Scaling device deployments doesn't have to strain your organization's resources. With the right partner, large-scale provisioning can be done quickly, efficiently, and consistently. Every additional day of delay impacts productivity, creating bottlenecks for teams ready to work. Look for a partner that simplifies scale with bulk packaging, asset tagging, and standardized SKUs and pre-bundled devices backed by managed services for continuous support. These services remove provisioning friction, here's how:



1 Bulk packaging:

Instead of managing individual shipments, IT receives large, consolidated batches. Less time and effort are needed to manage individual devices which simplify provisioning. This also reduces waste and speeds up unboxing, giving IT faster turnaround times.

2 Asset tagging:

Speeds up RMA processes and helps IT teams keep track of devices, increasing inventory management efficiency and reducing the risk of lost or misplaced equipment.

3 Standardized SKUs:

Simplify procurement by ensuring that all employees receive identical, pre-configured hardware, optimized to reduce compatibility issues.

4 Bundled devices:

Reduce IT workload by minimizing the time needed to put bundles together by simplifying setup at scale with devices ready to use out of the box. All devices ship with the same OS version, security patches, and software stack, ensuring consistency across users.

5 Managed services:

Evaluate partners with subscription-based managed service options to ensure seamless deployment, continuous optimization, and consistent device management—all to reduce IT burden and maximize uptime.

Partners who provide these services bring significant value to large-scale deployments. By minimizing manual setup, saving time on device rollout, and ensuring consistent configurations across users, they deliver key business outcomes: time and cost savings. New hires are also productive from day one.

Protect your investment, minimize downtime

Device downtime isn't just an inconvenience, it's a drain on productivity and IT resources— making support services not just a safety net, but an operational essential.

A strong warranty, fast RMA process, and global product availability are critical to operational success, especially as workplaces scale. Without these, supply delays and mismatched devices can lead to inconsistent workflows and frustrated employees.

A partner with comprehensive worldwide support capabilities does more than replace hardware. They keep your business moving and your people productive, even when the occasional (yet inevitable) repair is required. An added advantage to look for is a partner offering a platform that includes built-in support.

Integrated ticketing systems that allow IT admins to create and manage tickets directly, provide a modern, streamlined way to handle support within the same platform, saving substantial amounts of time.



Good device support offers long-term assurance, limits the need for spare stockpiles, and supports compliance.

Keep an eye out for:



3+ year warranties and no-hassle return/replacement policies



Fast RMAs



A dedicated business line for IT, not just consumer support



Quick device turnaround and loaner devices



Global product availability with local support and logistics



Built-in procurement portals and support ticketing systems

Beyond device support, choosing a partner working with a vendor that prioritizes product longevity is a strategic way to align sustainability goals while maximizing return on investment. A future-focused partner will offer proactive upgrades to ensure your devices maintain compatibility with evolving technologies such as seamless transitions to updated operating systems like Windows 11.

Look for a partner that actively extends product lifecycles through continuous software updates and refurbishment programs, reducing unnecessary refresh cycles and associated costs.

Prioritizing longevity through product design, durable materials, and sustainable manufacturing practices reflects a commitment to building lasting solutions. Partners working with vendors invested in repairability, recyclability, and responsible supply chains not only minimize waste but also empower organizations to meet corporate ESG objectives without compromising operational excellence.



Secure, compatible, and ready for business

Enterprise security remains a top IT priority. Varying devices, operating systems, and collaboration platforms make it difficult to guarantee secure, seamless compatibility across the workforce. Vulnerabilities and compatibility gaps can delay deployments and erode trust in workplace technology. Even an outdated integration can open the door to cyber risks. On top of that, IT teams are under pressure to deliver fast, reliable rollouts while ensuring compliance and minimizing risk.

Things to look for when looking for the right personal and room solutions:



Business-certified devices:

Deliver seamless plug-and-play compatibility with Windows, Mac, Google Meet, Microsoft Teams, Zoom, and other major platforms, while meeting enterprise performance and compliance standards.

Certified wireless security:

Devices that meet the highest native Bluetooth security designations (e.g., Security Mode 1, Level 4 - also called U.S. Federal Information Processing Standards) ensure robust encryption standards, compatibility, and trusted integration across enterprise systems and collaboration platforms.

Full encryption:

Ensures each device communicates exclusively with its paired receiver, safeguarding data and preventing unauthorized access.

Pairing alerts:

In-window or pop-up notifications that alert users when a new device attempts to pair, ensuring only trusted devices are connected.

Secure firmware updates:

Protect devices with anti-rollback measures, permanent security patches, and robust encryption to maintain device integrity and safeguard against vulnerabilities.

Factory pairing:

Ensure secure, ready-to-use devices out of the box to minimize setup complexity and manual pairing risks to save IT deployment time and enhance security by preventing unauthorized pairing.

Future-proof your fleet: plan for long term success

Unplanned device replacements and discontinued accessories drain IT resources, disrupt workflows, and stretch budgets. Unsupported products force costly refresh cycles, fragmenting your technology ecosystem and creating challenges with consistency, security, and compatibility across the organization.

To avoid these pitfalls, future-proofing your device fleet needs to be a strategic priority and ensures long-term sustainability. Partner with a trusted advisor that plans and designs for longevity to ensure your workplace technology remains reliable, scalable, and sustainable over time.





1

Lifecycle & end-of-life planning

Understanding how long your investment will be supported ensures smoother transitions and minimizes workforce disruptions.

- How long will this model receive firmware updates and support?
- Are there any plans to sunset this model, and how far in advance will we be notified?
- Will there be a transition period where old and new models are available simultaneously?
- How are security patching handled after a product reaches end-of-sale?



2

Compatibility & future-proofing

Futureproofing ensures equipment works reliably, even as technology advances; look for back and forward compatibility to maximize ROI.

- Will upcoming models maintain existing accessories, mounts, and cables?
- Will firmware updates continue throughout the entire product's lifecycle, even after newer models are released?
- How will you ensure compatibility with evolving operating systems and collaboration platforms?



3

Sustainability & availability

It isn't just a goal—it's an operational advantage. Seek solutions that extend the life of their products to reduce waste and protect your investment.

- Are replacement parts and accessories guaranteed to remain available for the entire product lifecycle?
- Do you offer refurbishment programs or device reconditioning to extend usability?
- Can existing or older devices be upgraded, repurposed, or integrated instead of replaced outright?

Choosing a vendor with a clear, long-term product roadmap is essential for safeguarding your investment and avoiding fleet fragmentation. By ensuring consistency, compatibility, and reliability across your IT environment, the right partner aligns their roadmap to support strategic growth, adapt to future needs, and evolve alongside the demands of your business.

Master workplace management at scale

Ready to simplify device control, boost security, and deliver a consistent experience for every employee?

A workplace management platform isn't just about IT oversight. It's a strategic tool that empowers both your teams and your organization to thrive. By prioritizing solutions that deliver centralized control, seamless scalability, and reliable security, you will create an environment where employees can work smarter and more efficiently every day.

Explore our next Infographic to discover how future-focused device management solutions drive scale, empower modern work, and improve IT control.

