Unified Endpoint Management: State of a Converging Market

An IDC InfoBrief, *Sponsored by SHI International Corp.* | **July 2019**

By Phil Hochmuth, Program Vice President, Enterprise Mobility

IDC | ANALYZE THE FUTURE

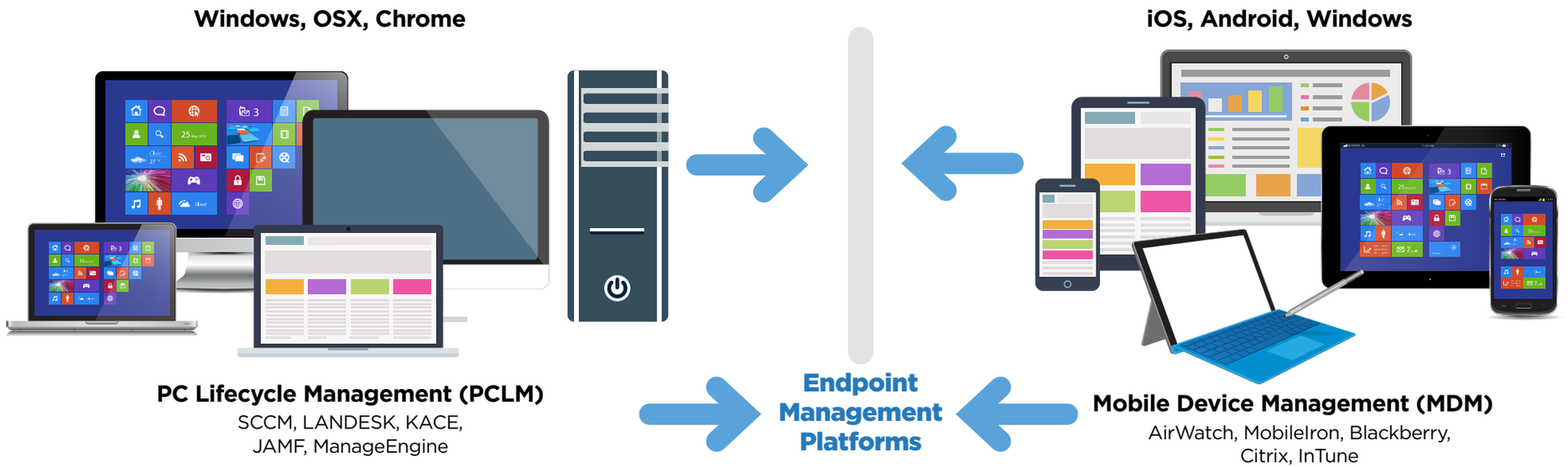
SHI_IB_US45303419TMTM

WHAT IS UEM?

Many enterprise mobility management (EMM) solutions are expanding to support modern PC management structures, which IDC calls unified endpoint management (UEM).

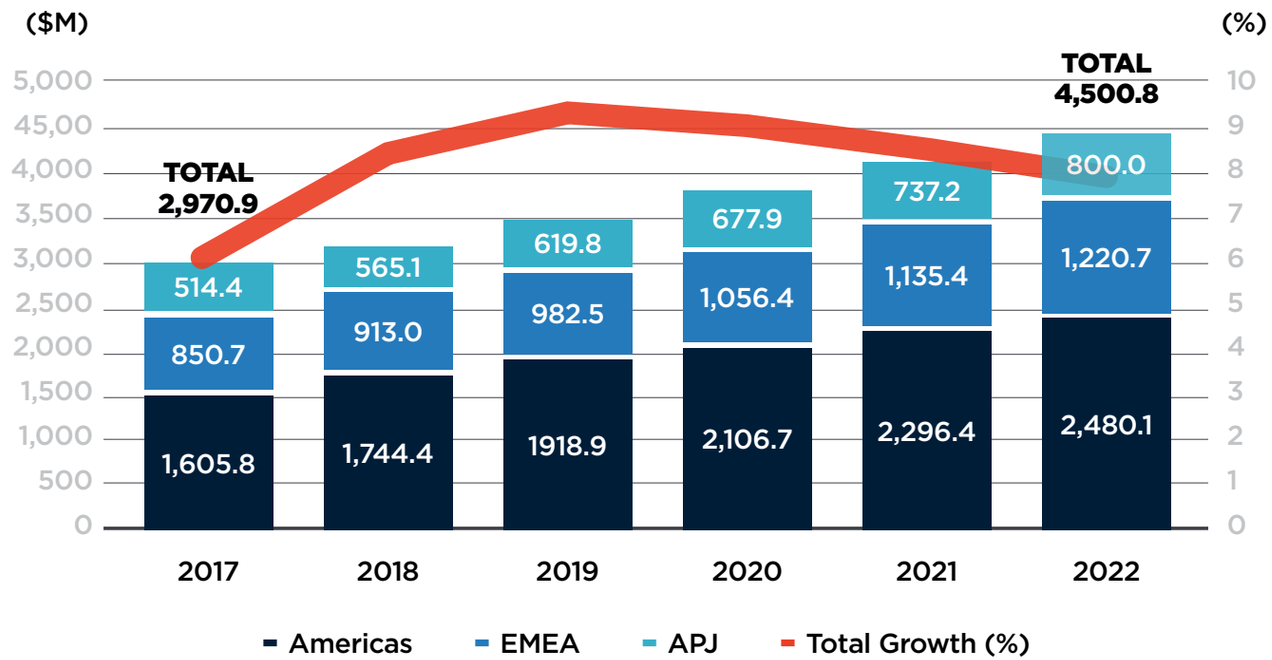
Unified endpoint management software and SaaS solutions provide change, configuration, compliance, asset tracking, and software distribution for client, desktop, mobile devices, and some IoT devices (i.e., devices and systems with which employees, customers, or others interact, input/retrieve information, etc.). UEM solutions also manage some peripheral hardware and software assets—but not network devices, storage, or server systems.

Endpoint Operating Systems



IDC predicts strong growth for unified endpoint management software over the next several years, as organizations in the U.S., and worldwide, converge mobile and PC management platforms.

2017-2022 Revenue ($M) with Growth (%)



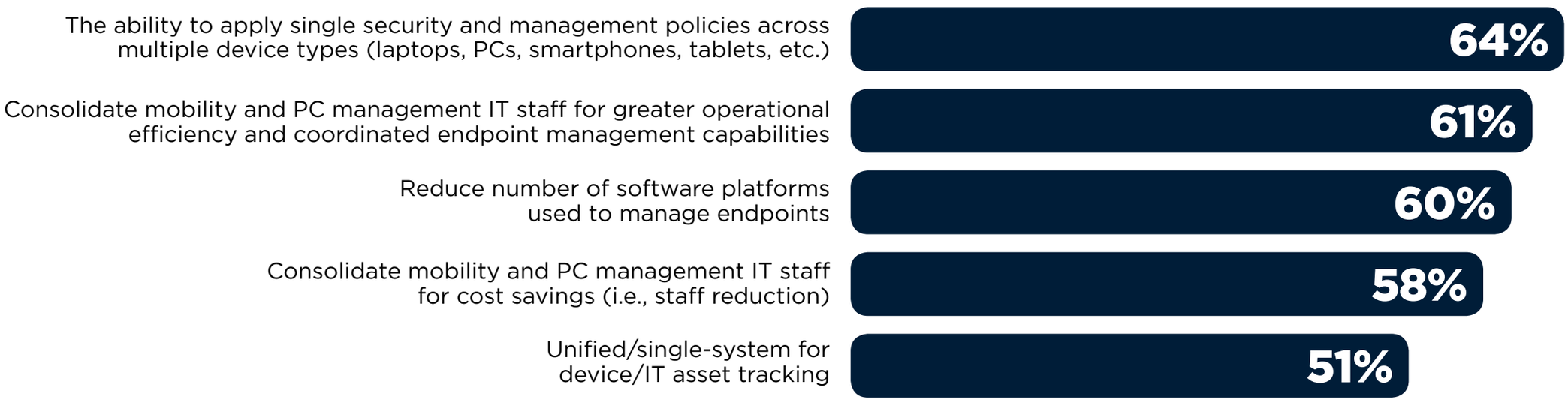
SELECTED SEGMENT GROWTH RATE

Americas CAGR: 9.1%
EMEA CAGR 7.5%
APJ CAGR 9.2%

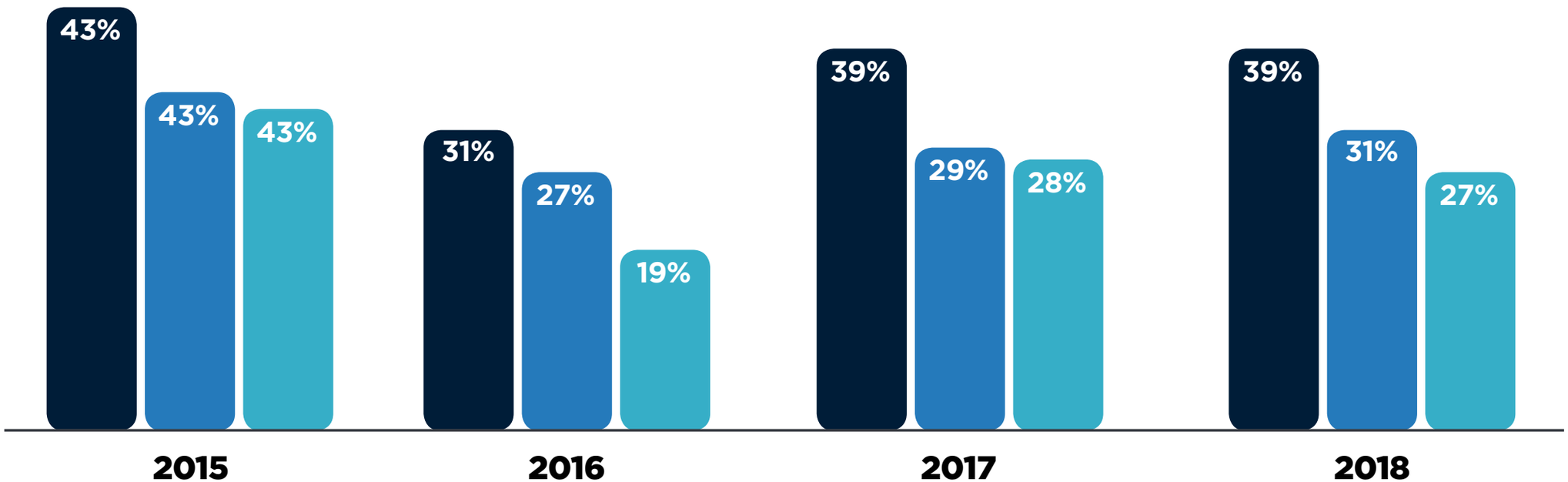
Total Market CAGR
8.7%

Strategic benefits of UEM, such as converged security and management polices, are a top driver for adoption, ahead of cost-reduction benefits around staff and software.

What is your major goal for moving to Unified Endpoint Management?



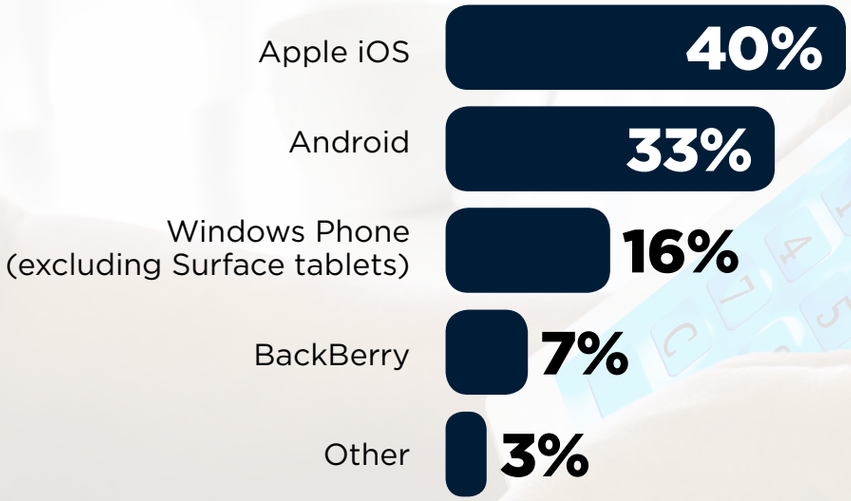
Security, integration, and cost challenges are the top barriers to UEM adoption, reflecting the complexity of multi-device, multi-OS management integration.

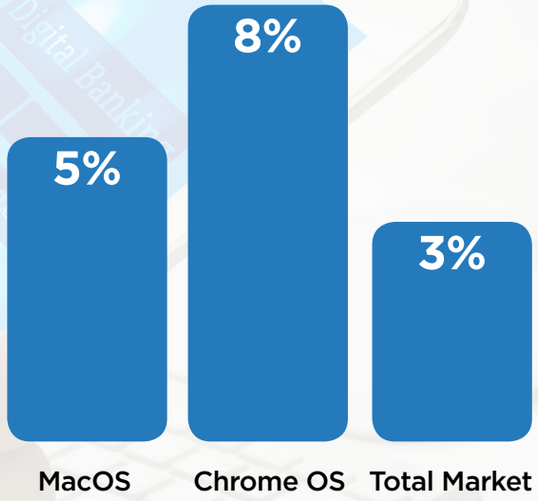


- **Security:** mobile data breaches, unauthorized access, compliance violations
- **Integration:** mobile apps and backend systems, OS control, management
- **Cost:** hardware, software, services costs

OS parity in mobile, and the growing diversity of platforms on PCs/laptops, adds to the UEM proposition.

Of all mobile devices used by employees in your organization, what's the percentage of each operating system/device type used?

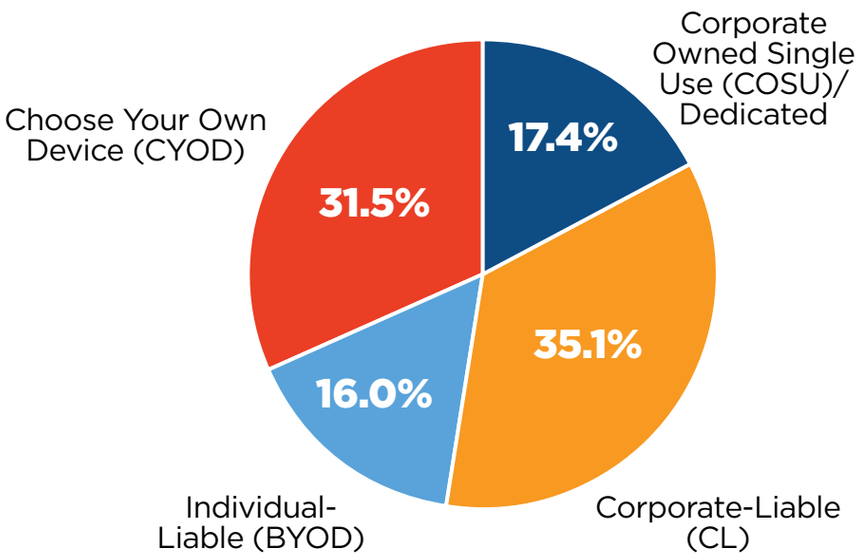




2017-2022 CAGR of shipments, North American Business Notebooks

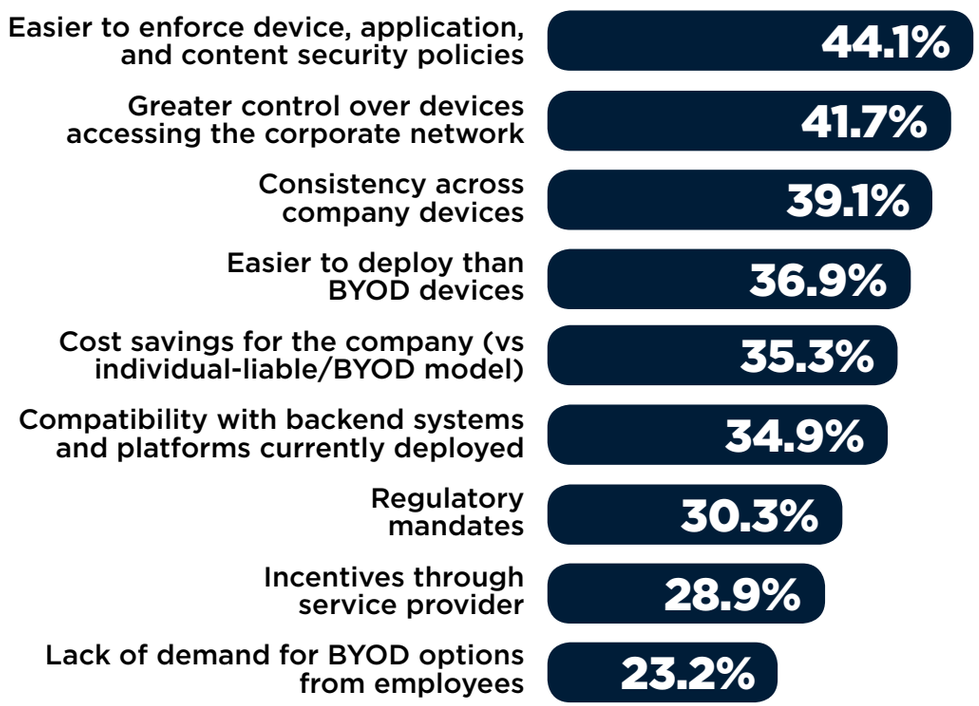
Businesses are seeing a range of benefits from corporate-liable device deployment, which is the dominant model used in enterprises today.

What is the dominant mobile device program in your organization?



Reasons to not BYOD

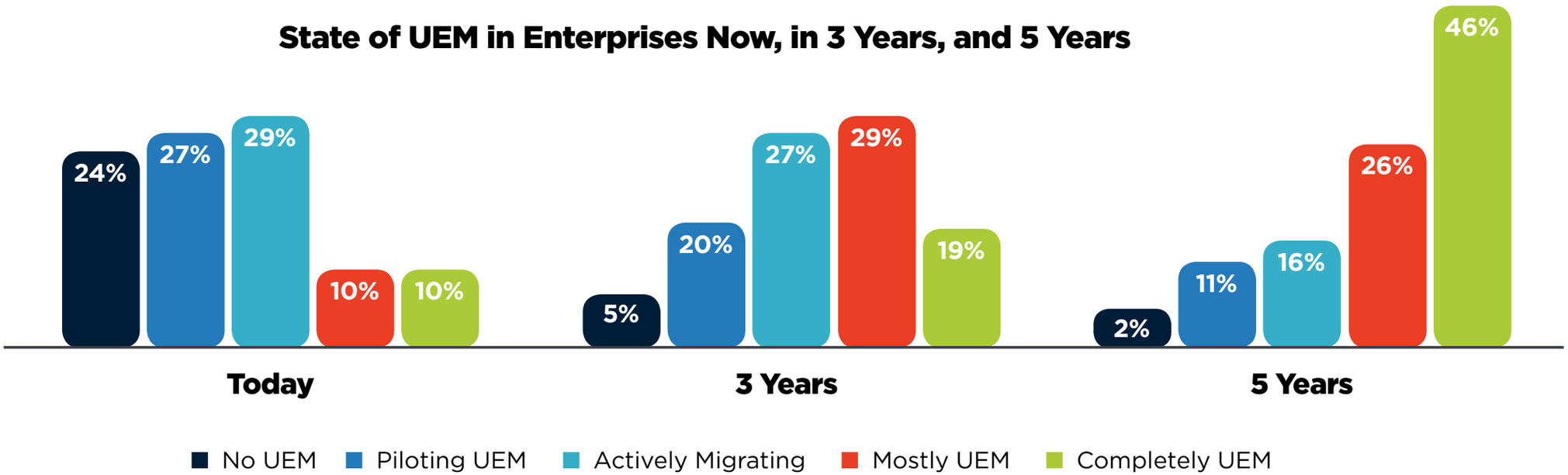
Why has your company decided to deploy a Corporate-Liable device policy for its employees?



The majority of enterprises are piloting or migrating to UEM today, with nearly three-quarters expecting to be mostly or fully UEM in 5 years.

However, not all EMM vendors have full bridging capabilities to support both legacy and new management platforms.

What is the state of unified endpoint management (i.e., managing all endpoints on a single software platform) in your organization? How will this look 3 and 5 years from now?



Key Capabilities to Look for When Choosing a UEM Provider

Metrics for Success

Core support for key PC operating systems. Beyond EMM capabilities, buyers should expect UEM platforms to support all core functionality for PC OS configuration, software updates and patches, policy creation/implementation, device-level security configuration, and controls.

Unified console and management interface. UEM platforms that unify and combine policy creation, configuration, and security management for PCs and mobiles will help organizations consolidate endpoint management tasks, reduce redundant activates, and increase overall end-user computing management efficiency.

Strong portfolio of adjacent and complementary IT products, services, and solutions. Solutions such as IT asset management, PCLM, virtual client computing (VCC) and VCC management systems system imaging/management, identity and access management, and PC endpoint security solutions are strong complements to an overall UEM offering.

PC/mobile application management functionality. The industry transitioning between traditional and modern endpoint application provisioning and management, moving toward deployment of modern Windows applications via EMM/MAM-oriented methods (i.e., unified enterprise app stores and over-the-air app download/ provisioning). But large Windows 10 deployments will still require older app provisioning models such as .EXE,.MSI, or.ZIP application distribution and installation.

Scalability and cloud-based delivery capabilities. Cloud is the future of the UEM market, as most vendors offer some level of this delivery model. SaaS-based UEM fits with the mobile/cloud synergies of enterprise mobile computing, allowing businesses to flexibly deploy PC and mobile device management capabilities wherever they are.

IDC Analyst Profile

Phil Hochmuth
Program Vice President, Enterprise Mobility

Phil Hochmuth is the Program Vice President on IDC's Enterprise Mobility team. His research provides insights into how enterprises deploy mobile devices and applications, as well as management and security platforms. Key markets he covers include enterprise mobility management (EMM) and enterprise mobile security, including mobile data and threat protection, and mobile device security technologies. He is based in IDC's headquarters in Framingham, MA.

IDC Corporate USA
5 Speen Street
Framingham, MA
01701, USA
T 508.872.8200
F 508.935.4015
Twitter @IDC
idc-insights-community.com
www.idc.com

IDC Custom Solutions

ABOUT THE SPONSOR

Founded in 1989, SHI International Corp. is a $10 billion global provider of technology products and services. With a dedicated, customer-centric approach, SHI International Corp. helps customers select, deploy and manage the technologies they need to meet their business objectives.

SHI International Corp. has grown in the technology sector since 1989, and currently offers products, services, and solutions to assist in the strategy, design, deployment, and management of modern endpoint computing devices.

Today, over 15,000 customers rely on SHI International Corp. as a trusted advisor to securely deploy endpoint devices. For more information on modernizing endpoint management with an industry-leading IT solution provider, **visit www.shi.com/modern-device-productivity.**