

Beat The Meeting Blues With Better UX

User experience (UX) pain points reveal an opportunity for new, easier-to-use meeting space technologies.



NINE IN TEN ENTERPRISES EXPERIENCE UX PAIN POINTS WITH THEIR CURRENT MEETING AND COLLABORATION TOOLS.



88% of enterprises feel that their current meeting space technologies create UX pain points.

TOP PAIN POINTS INCLUDE:



Lost time or productivity due to technical challenges.



High volume of IT support requests.



Difficulty setting up meetings and using in-room resources.

WHY ARE MEETING TOOLS IMPORTANT?*

66% of information workers spend at least two hours a day in meetings.



They seek tools that enable secure collaboration...



...in real time...



...from a variety of devices and locations.



COMPANIES ARE INVESTING IN SOLUTIONS

57% of enterprises are investing in reorganizing physical work spaces to foster employee collaboration and mobility.†

DECISION MAKERS ENVISION THEIR IDEAL SOLUTIONS

Capabilities considered very important or critical in an ideal technology to support collaborative meetings:

76% seek an easy and intuitive interface.

74% need support for a wide range of devices and OSes.

71% seek secure, end-to-end data encryption.

70% need the ability to share and collaborate in real time.



Read the full study

Methodology: To create this snapshot, Forrester used data from its Global Business Technographics® Workforce Benchmark Survey, 2017 and its Global Business Technographics Mobility Survey, 2017. Forrester Consulting supplemented this data with a custom survey of 200 IT and facilities decision makers at enterprises with 1,000 or more employees in the US, the UK, Germany, and France. The data cited in this infographic reflects results from the custom survey unless otherwise noted. Other citations are from the Global Business Technographics surveys used as a foundation for the study.

Source: A commissioned study conducted by Forrester Consulting on behalf of Intel, December 2017

Base: 200 US and EU collaboration/conference room technology decision makers

*Base: 3,401 to 7,201 information workers at enterprises with 1,000+ employees in the US, the UK, France, and Germany

†Base: 443 IT and facilities managers at enterprises with 1,000+ employees in the US, the UK, France, and Germany

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