

Survey Report

How to Use Business Outcomes to Determine Workspace Device Acquisition

logitech®



Survey Report

How to Use Business Outcomes to Determine Workspace Device Acquisition

TABLE OF CONTENTS

Logitech Workspace Survey 2026: How Do Companies Provision Devices? 03

What Factors Hamper Sustainable Purchasing Strategies in Southeast Asia? 04

Building a Comprehensive Device Purchase Strategy: Five Key Points 13

Logitech: From Value to Workforce Performance 15

Logitech Workspace Survey 2026: How Do Companies Provision Devices?



A 2026 Logitech survey examined the workspace device acquisition strategies of 256 respondents representing more than 220 companies across Southeast Asia. It reveals significant gaps in how organizations approach the provisioning of personal devices such as mice, keyboards, headsets, and webcams. Although most companies provide these tools, current strategies often default to the lowest common denominator — typically price — creating missed opportunities to enhance employee well-being, productivity, business efficiency, and profitability.

Factoring in employee well-being, productivity, sustainability, and business efficiency helps organizations build mature, more sustainable, and profitable procurement strategies. Procurement maturity is linked to profitability. A McKinsey benchmark analysis found that companies with top-quartile procurement maturity have EBITDA margins at least five percentage points higher than those of their less mature peers.[1] Executives from HR, IT, and other functions involved in device-purchasing decisions must therefore focus on business outcomes rather than solely on cost or preconceived brand affinity.

What prevents Southeast Asian organizations from making purchasing decisions centered on productivity and employee well-being? How can organizations build sustainable, business performance-oriented device purchasing strategies?

Our survey finds that a confluence of related factors hampers sustainable device purchasing decisions in Southeast Asia.

1 McKinsey, 2024, Where Procurement is Going Next https://www.mckinsey.com/capabilities/operations/our-insights/where-procurement-is-going-next#/

What Factors Hamper Sustainable Purchasing Strategies in Southeast Asia?

Four key factors explain why organizations in Southeast Asia are not building an approach to device purchasing based on employee well-being and business outcomes.

1 A "break-fix" culture is undermining the employee experience

The survey reveals a strong regional norm: Most organizations in the region do provide devices to their employees (80%). Direct company provisioning is the prevailing method, especially for essential items such as mice (82%) and keyboards (71%). However, device refresh cycles predominantly follow a "replace when broken" model, averaging 63% across all device types. This pattern indicates a reactive, cost-saving approach rather than proactive lifecycle management. Although catalog-based models are growing, they are not yet standard.

The survey reveals a deep-rooted, reactive "break-fix" culture. This approach is counterproductive to organizational profitability and overall business efficiency. It forces employees to work with outdated, suboptimal, or damaged tools, which can cause discomfort and frustration, and severely impair productivity.



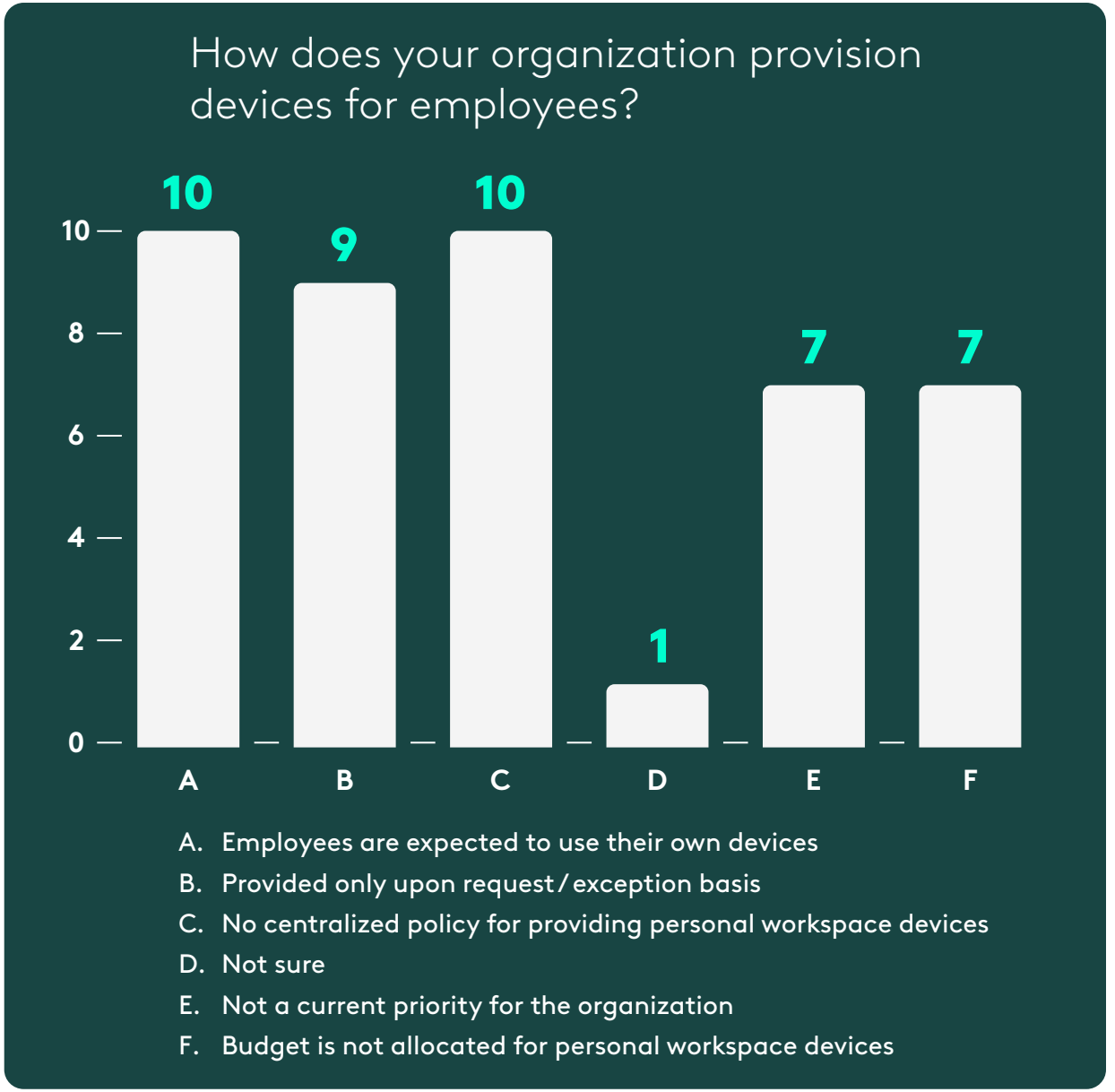
The data indicates an absence of lifecycle-based procurement strategies that align hardware refresh cycles with employee roles, hybrid work requirements, and wellness objectives, all of which are crucial to modern workplaces. Standardized device portfolios, scheduled refresh programs, and catalog-based purchasing can improve the employee experience, reduce total cost of ownership (TCO), simplify IT management, and ensure that workers consistently have reliable, high-performance tools that support productivity and business performance.

Current procurement strategies rely on purchasing practices that worked in the past but might not suit today's technology, user experience, and business mandates. Employee feedback and end-user experience should become formal evaluation criteria alongside technical specifications.

Who is responsible for providing devices?

Technology-focused IT, workplace, and digital departments are primarily responsible for device provisioning at 90% of participating organizations. Experience-focused HR and workplace functions have primary responsibility for device provisioning at only 3% of participating organizations.

Data-driven analytical tools and feedback can help experience-focused functions incorporate creative, real-life perspectives into the purchasing decisions made by technology-focused functions. Such analyses and feedback are key to ensuring that catalog refreshes are based on the employee experience rather than a break-fix approach.



❷ A value-first mindset stifles sustainable, UX-based purchasing decisions

The heavy centralization of responsibility for device provisioning is reflected in the survey results: Over two-thirds of respondents said their company catalogs were managed by IT. This ownership gives IT significant influence over purchasing decisions, skewing them primarily toward value delivery.

Although IT departments own the procurement strategy, the purchasing process does remain collaborative. Influencers, who recommend products, and decision-makers, who have final authority, are the two most influential groups, representing 63% of the roles involved. However, when devices are evaluated, price is the most critical factor, with an average importance score of 2.7, followed closely by durability and brand reputation, each with an average importance score of close to 3.3. This "value-first" mindset suggests a strong focus on cost-effectiveness and reliability, often leading to the same "replace when broken" approach to device lifecycle management.

The value-first approach to device purchasing also means procurement conversations remain fixated on "What does this device cost?" instead of "What outcomes does this device deliver over its lifetime?" That is a challenge. Modernizing procurement strategy means shifting the overall narrative from value alone to measurable outcomes such as lower TCO, fewer support incidents, longer device lifecycles, higher employee satisfaction, improved collaboration, and progress toward ESG objectives. In doing so, procurement evolves from a purchasing function into a strategic investment in workforce productivity, the employee experience, and sustainable business performance.



Involve employee experience functions in purchase decisions

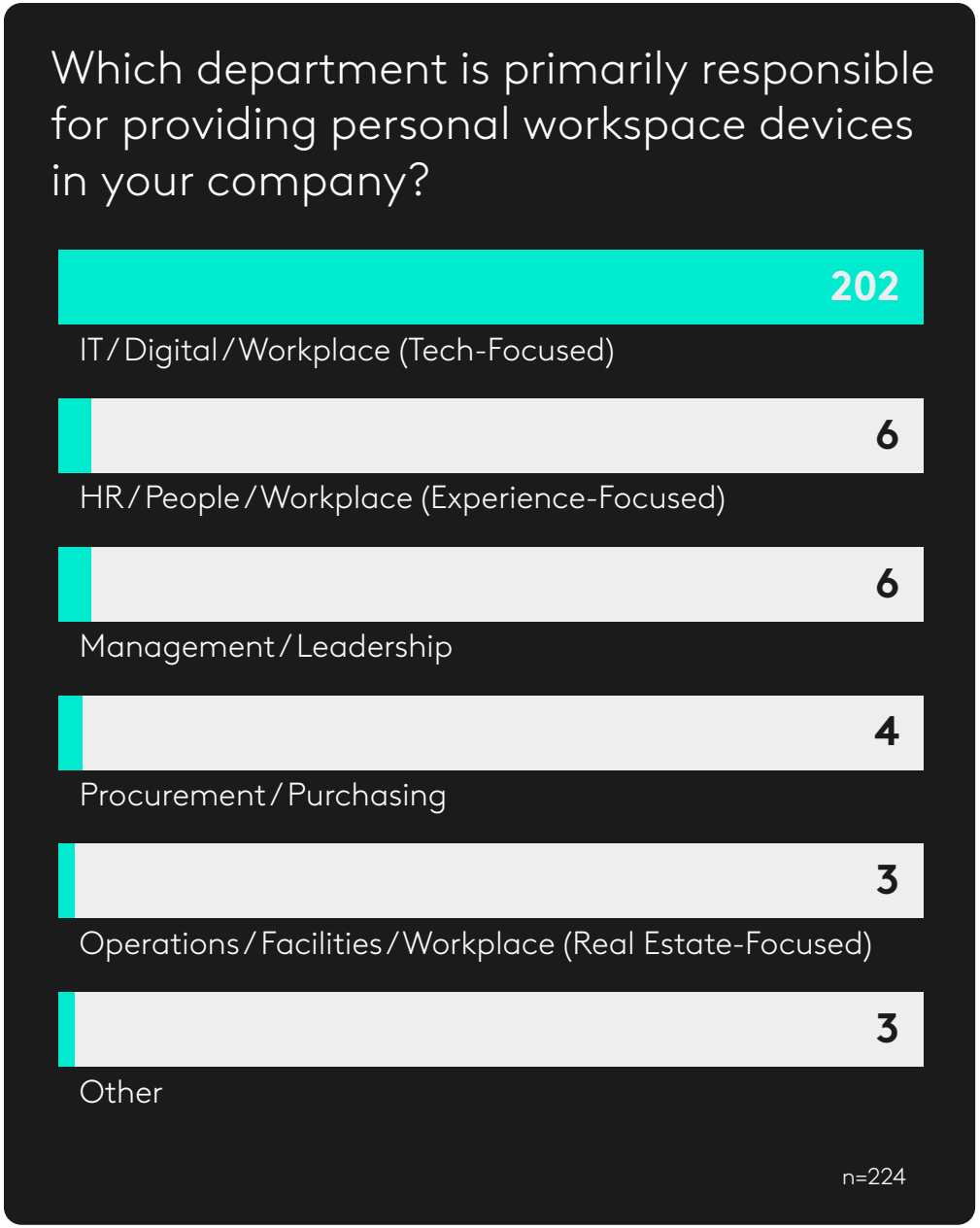
Employee experience functions, including HR, people operations, and workplace experience, can help broaden the business performance perspective by introducing workforce outcomes into procurement decisions. Alongside traditional IT metrics such as TCO, organizations should consider employee productivity, digital friction, onboarding efficiency, employee satisfaction, and retention. This shifts the conversation from selecting the lowest-cost device to investing in technology that delivers the greatest long-term business value.

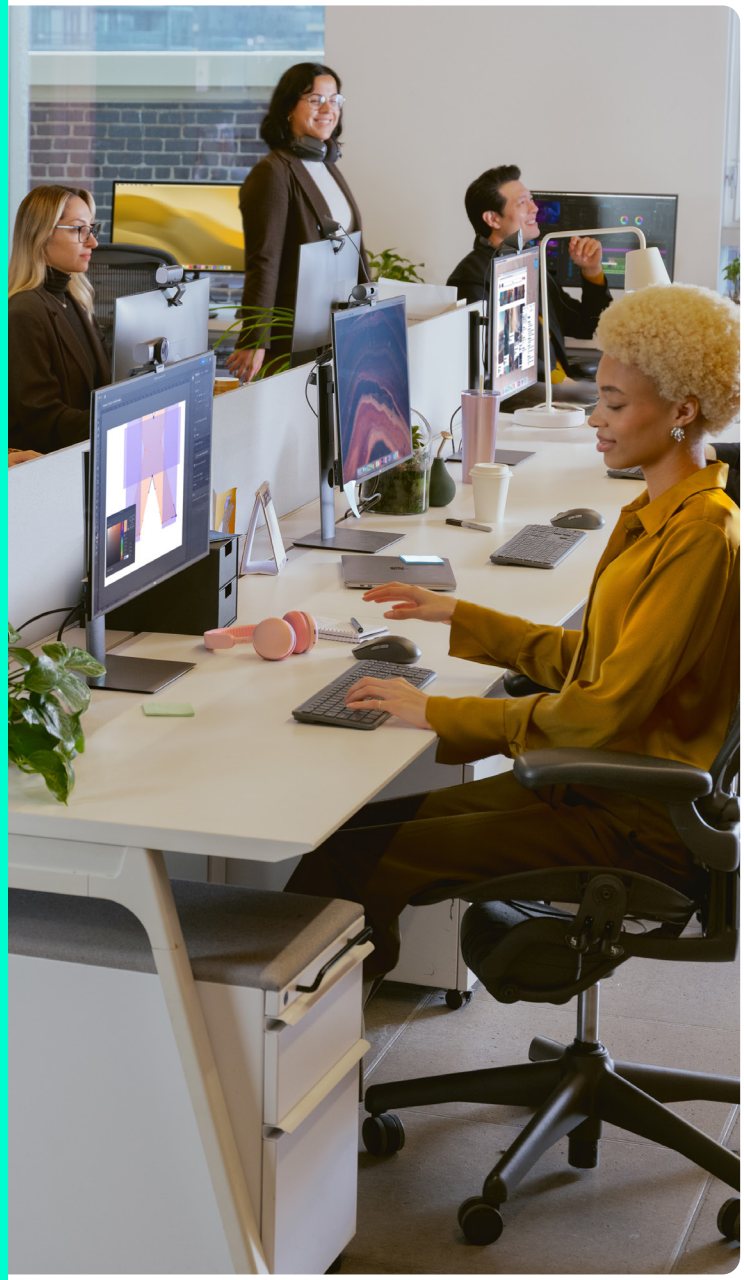
HR is also well positioned to quantify the hidden costs of poor technology. A cheaper device may reduce upfront spending, but if it causes employees to lose productive time because of slow performance or reliability issues, the resulting productivity losses can outweigh the initial savings. Connecting workforce data with procurement decisions enables organizations to better understand the true cost of workplace technology.

Closer collaboration between IT, HR, finance, procurement, and digital workplace teams can further improve decision-making by balancing technical, financial, and employee experience priorities. HR and workplace experience functions can also help organizations adopt persona-based device strategies, ensuring that employees receive technology suited to their roles rather than relying on a one-size-fits-all approach.

Employee feedback and device performance data should inform lifecycle management. Instead of replacing devices only after they fail, organizations can identify when declining performance begins to affect employee productivity and adopt predictive refresh strategies that minimize disruption.

Employee experience functions can help transform procurement from a cost-focused purchasing exercise into a workforce investment strategy. By complementing IT's focus on security, reliability, and cost with measures of productivity and engagement, organizations can make technology decisions that improve both employee performance and long-term business performance.





3 Credible sources prevail, but full-spectrum research required

The device research journey of Southeast Asian executives is driven primarily by trusted, authoritative sources rather than social media or online digital content. Not surprisingly, brand websites emerge as the most important source of information, cited by 136 respondents, closely followed by recommendations from authorized resellers or partners, at 133. The near-parity between these two channels suggests that technology buyers seek both direct information from brands and validation from trusted organizations that understand their requirements.

Peer recommendations form the next significant layer of influence, with 70 respondents relying on colleagues or the wider IT community. This highlights the continuing importance of professional networks in device purchase decision-making. Device buyers appear to value the practical experience of others who have encountered similar technology challenges, particularly when evaluating competing solutions.

Third-party digital sources also play a meaningful, though secondary, role. Online marketplaces were cited by 66 respondents, while independent product-review websites attracted 60 responses. These channels indicate that device buyers do not rely exclusively on brand-controlled information; they also seek external validation, comparative information and user perspectives before reaching a decision.

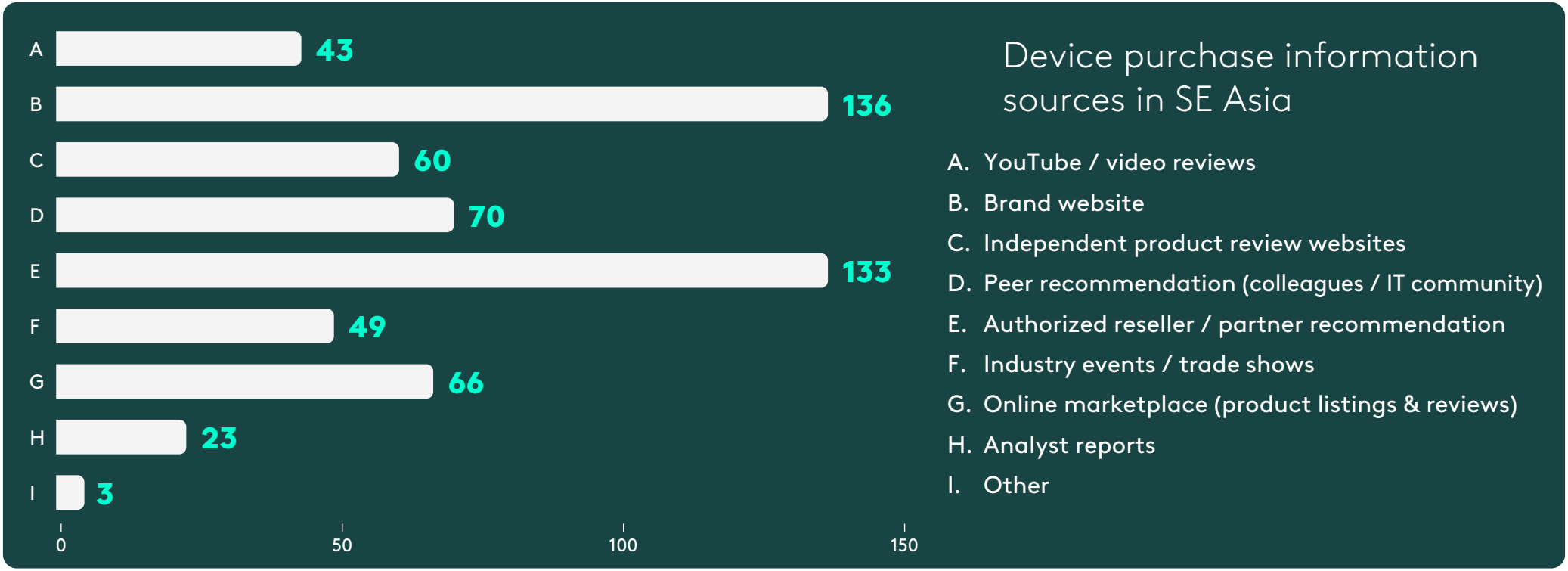
More traditional engagement channels still retain some relevance as well. Industry events and trade shows were identified by 49 respondents, while YouTube and video reviews were cited by 43. This suggests that device research is increasingly multichannel, combining formal vendor information with peer interaction, demonstrations and accessible visual content.

At the lower end of the spectrum, analyst reports were selected by just 23 respondents. This may indicate that although analyst research remains influential within enterprise technology research, it is not necessarily the first or most frequently used source for end-user devices used broadly across the enterprise.

Align purchase decisions with long-term business objectives

The survey findings also suggest that device procurement is becoming less about selecting a product based purely on technical specifications or prior experience alone but more about reducing operating risk while enabling higher performance and reliability. Executives should evaluate factors such as interoperability, security, lifecycle support, manageability, total cost of ownership and brand responsiveness alongside performance even while they source information from peers, industry events and online platforms.

Ultimately, the purchasing process should bring together brand expertise, partner knowledge, peer experience and independent evidence. For enterprise technology executives, this creates a more robust decision framework — one that reduces procurement risk, improves confidence in device investments and ensures that technology choices align with longer-term business requirements rather than short-term product considerations.



4 The "employee" factor is a business driver but not the key purchasing trigger

Our survey shows that employee well-being and engagement are directly tied to the tools employees use. For most respondents (80%), device provisioning is already an established practice and employee expectation. A positive device experience is a key component of the overall employee value proposition and plays a critical role in attracting and retaining top talent.

A notable 12.5% of companies do not currently provision these devices. The primary reasons cited are the lack of a centralized policy and an expectation that employees will use their own devices. Close to 8% are "considering" provisioning. As they consider it, this segment needs a clear strategy based on employee outcomes and sustainability.





The question remains centered on whether companies should provide these tools, rather than how well they provide them. The procurement narrative should go deeper and center on employee well-being and business outcomes instead of merely following a mandate to deploy such devices, with cost and outward benefits as the driving factors.

The findings suggest that enterprise device procurement should move beyond simply fulfilling a provisioning requirement and focus on maximizing organizational business performance and the employee productivity that these devices support.

Every purchasing decision should begin with a simple question: How will this device improve employees' work experience and contribute to business performance?

For device categories such as mice, keyboards, webcams, headsets, and other workplace peripherals, purchasing decisions should be guided by measurable business outcomes, including employee productivity, collaboration quality, ergonomics, well-being, hybrid work effectiveness, and reduced IT support requirements. This enables organizations to develop a more nuanced understanding of the total value a device delivers throughout its lifecycle rather than focusing solely on its purchase price.

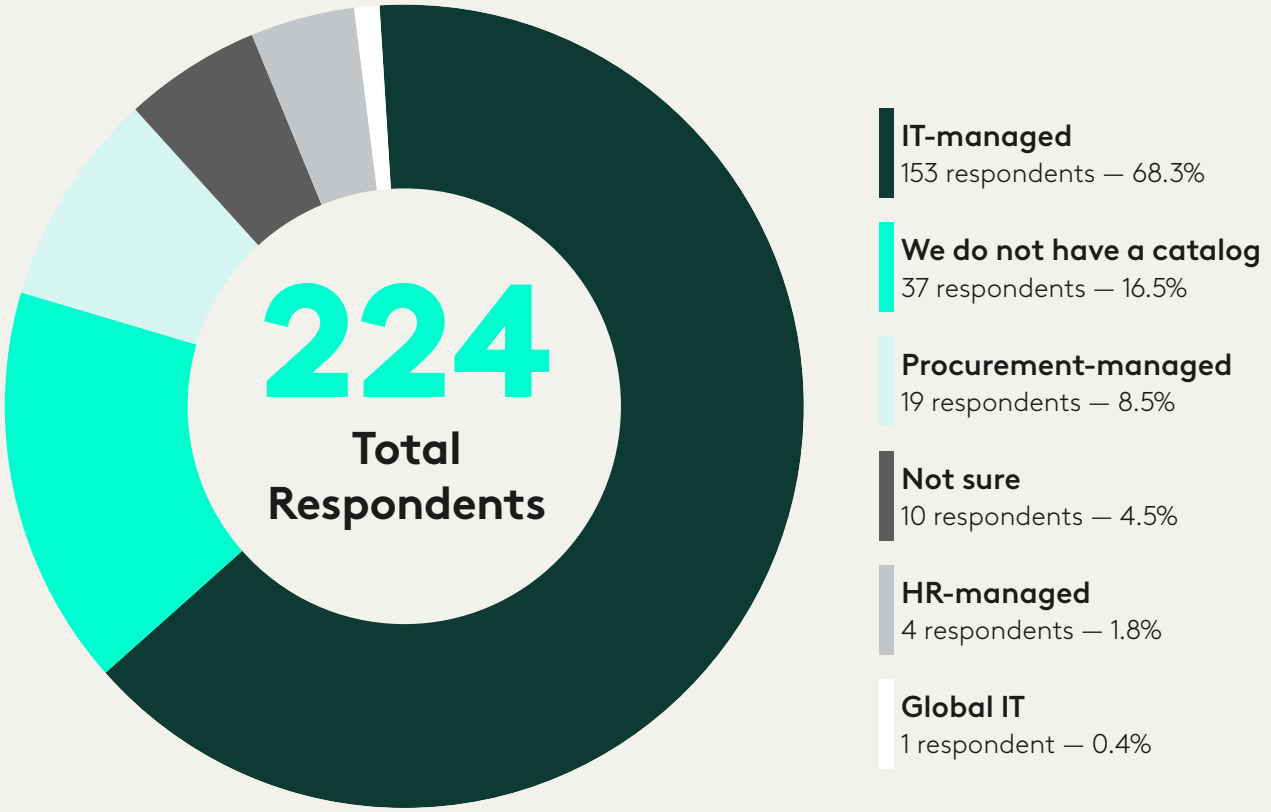
Focus on both workforce and business objectives

Cross-functional collaboration among IT, HR, workplace experience, procurement, and finance can further strengthen this approach by ensuring that technology investments support both workforce and business objectives. Organizations that evaluate devices through the lenses of employee experience and organizational performance are more likely to improve engagement, attract and retain talent, and realize greater returns from their technology investments.

The most effective procurement strategies will replace assumptions and legacy buying habits with evidence-based decision-making, ensuring that workplace devices are selected not because they are familiar or inexpensive, but because they demonstrably enable better business outcomes.

Overall, enterprise procurement decision-making should evolve from a relationship-led purchasing model into an intelligence-led decision model, in which relationships are balanced with internal data, employee insights, lifecycle analytics, sustainability metrics, and independent market evidence. This approach alone enables procurement to deliver measurable business outcomes instead of simply selecting the lowest-risk or most familiar supplier. A data-driven approach to device lifecycle optimization and deployment is key.

If you have a company catalog, how is it managed?





Building a Comprehensive Device Purchase Strategy: Five Key Points

The action points below can help build a case for a sustainable procurement strategy centered on employee well-being and business outcomes. They apply to both the technology-focused and experience-focused functions involved in device purchasing decisions.

1 Move from cost center to employee experience enabler

Procurement should be viewed not just as a cost center, but as an active enabler of employee engagement and business performance. By choosing devices that are more durable, reliable, and easier for IT to manage, a company can lower its TCO, improve the employee experience, and achieve its profitability and sustainability goals.

2 Define a human-centric purchasing policy

Decision-makers should collaborate to move away from a "break-fix" model and toward a refresh cycle focused on the employee experience and business relevance. Use data to build a business case for devices that enhance employee comfort, minimize downtime, sustain growth, and project a modern, caring company brand.



3 Build a "UX- and sustainability-first" business case

For your next device refresh, calculate the TCO of cheaper, short-lived devices compared with more durable, premium ones. Factor in the costs of replacements and help desk support and, most importantly, the lost productivity and drag on business outcomes caused by poor employee experience. This analysis helps move the conversation beyond upfront price to UX and sustainability.

Proactively advocate for devices designed to be more durable and repairable and made with more sustainable materials and packaging. A sustainable procurement policy is a powerful tool for enhancing your employer brand and meeting your ESG goals. It demonstrates that the company's values are reflected in its day-to-day operations.

4 Use the full breadth of information channels

Influence procurement decisions by encouraging decision-makers to look beyond price and feature lists. Direct their attention to independent product reviews and data-driven analyses on brand websites that provide evidence of product quality, durability, long-term reliability, and greater technical efficiency.

Modern procurement should complement traditional evaluation methods with user feedback, TCO analysis, ESG metrics, employee productivity data, and peer implementation case studies. By adopting a broader evidence base, procurement can make more transparent, strategic decisions that balance technical requirements with workforce outcomes and organizational resilience and better validate those decisions for management.

5 Prioritize employee outcomes and business performance

Make the case for devices specifically designed to improve well-being and productivity, such as those with globally benchmarked ergonomic certifications, superior audio and video quality, and robust platform compatibility. Use data to correlate these factors with productivity gains and business growth. This is the most tangible way to demonstrate that you are investing in employee satisfaction and supporting positive business performance.

Logitech: From Value to Workforce Performance

The workplace device is no longer just another IT asset. It has become a critical interface between employees and the digital workspace, influencing how people collaborate, innovate, and perform every day.

As the survey demonstrates, organizations across Southeast Asia have made significant progress in providing workspace devices, yet their procurement strategies continue to be shaped by legacy practices centered on cost, brand familiarity, supplier relationships, and reactive "break-fix" refresh cycles. Although these approaches may reduce short-term expenditures, they often overlook the broader business outcomes that workplace technology can enable.

Procurement leaders have an opportunity to redefine success. Rather than treating purchase price as the primary measure of value, organizations should evaluate workplace devices according to the long-term business outcomes they deliver.

Achieving this requires closer collaboration among IT, HR, procurement, finance, and workplace experience teams, supported by internal analytics, employee feedback, and independent market research.

This is where Logitech can play an important role. Logitech goes beyond providing standalone workspace hardware. Our portfolio of mice, keyboards, webcams, headsets, and collaboration solutions enables organizations to create employee-centric workspaces designed for modern hybrid work.



Its focus on ergonomic design, enterprise manageability, platform compatibility, sustainability, and high-quality collaboration aligns closely with the evolving priorities of organizations seeking measurable business outcomes from their technology investments.

Procurement is a strategic business capability

As procurement evolves from a purchasing function into a strategic business capability, organizations will increasingly reward vendors that can demonstrate tangible improvements in employee experience, operational efficiency, and long-term value creation. By helping enterprises connect workplace technology with workforce performance, Logitech is well positioned to support this transition.

The organizations that thrive will be those that view workplace devices not as commodities to be purchased at the lowest price, but as strategic investments that empower people, strengthen business resilience, and create a sustainable competitive advantage.



logitech

This survey report is provided for informational purposes only. Logitech makes no warranties, express or implied or statutory as to the information in this survey report. This survey report is provided “as is” and may be updated by Logitech from time to time.

© 2026 Logitech. Logitech, the Logitech logo and other Logitech marks are owned by Logitech and may be registered. All other trademarks are the properties of their respective owners. Logitech assumes no responsibility for any errors that may appear in this publication. Product, pricing and feature information contained herein is subject to change without notice.