

The Hidden Cost of Digital Friction

Small technology problems don't stay small. A delayed app, an access issue or a device slowdown can interrupt work and add to IT's workload. Across a workforce, these interruptions add up.



1 One Problem. Two Sides of the Cost.

Every technology issue can create friction on both sides of the help desk.

EMPLOYEE	IT
Work gets interrupted	Work gets added
- Task slows or stops - Focus shifts to the problem - Productive time is lost	- Issue needs attention - Time goes to troubleshooting - Other priorities compete for capacity

**One issue. Two workloads.**
EMPLOYEE TIME + IT TIME

2 Small Interruptions Add Up

 ONE EMPLOYEE A few minutes of friction	 ONE TEAM Repeated interruptions	 A GROWING WORKFORCE More employees. More devices. More opportunities for friction.	 ACROSS THE ORGANIZATION Friction compounds at scale
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**The cost isn't one interruption. It's the repetition.**
EMPLOYEE TIME INTERRUPTED + IT CAPACITY CONSUMED

3 Friction Hides in Everyday Moments

 DAY-ONE READINESS Device, apps or access aren't ready.	 APPS AND ACCESS Employees wait for the tools they need.	 DEVICE PERFORMANCE Slowdowns and crashes interrupt work.
 UPDATES AND PATCHING Necessary updates disrupt active work.	 ROUTINE REQUESTS Simple needs still depend on IT.	 REACTIVE SUPPORT IT learns about problems after employees do.

4 Stop Chasing Friction. Start Reducing It.

Modern Apple device management can help IT reduce preventable friction before it multiplies.

 AUTOMATE Reduce repetitive deployment, configuration and update work.	 SEE Gain visibility into device health and state.	 EMPOWER Give employees safe, on-demand access to the apps they need.	 ACT PROACTIVELY Address some issues before employees need to report them.
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**Less friction. Less repetitive work. More capacity.**

5 Give Time Back to Both Sides

FOR EMPLOYEES	FOR IT
 Fewer interruptions More time focused on work	 Fewer repetitive IT tasks Fewer routine manual tasks
 Less waiting Fewer unnecessary IT dependencies	 Lower support demand Fewer recurring issues becoming tickets
 More consistency Devices, apps and access that work as expected	 More capacity More time for higher-value work

**Better digital employee experience at scale**
Employees stay productive. Lean IT teams support growth more efficiently.

Reduce friction. Improve the experience.

See how modern Apple management can help your IT team support a more productive, scalable employee experience.

Download *How IT Can Improve the Digital Employee Experience: A Practical Guide for Lean IT Teams*