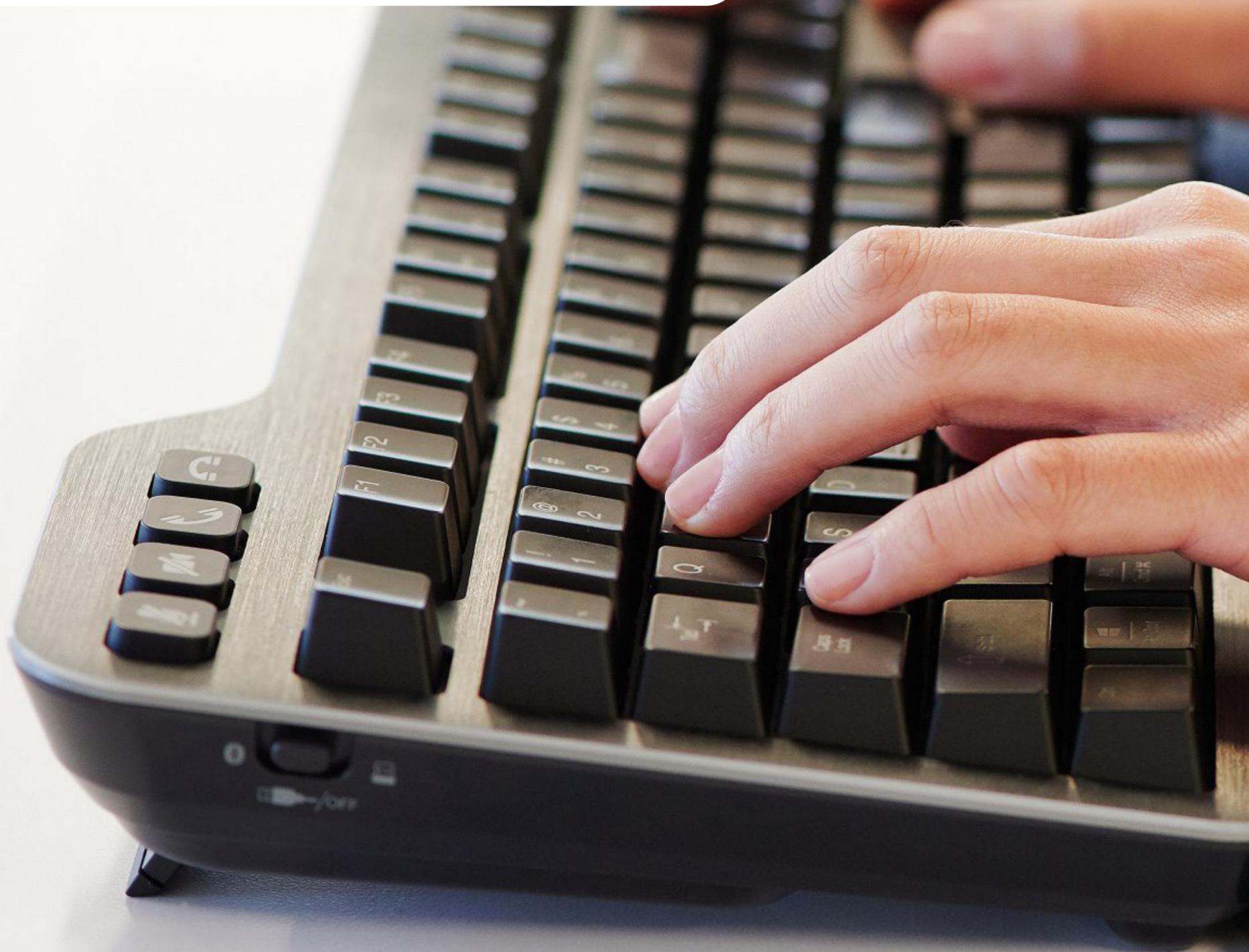


How Competitive Is Your Standard Input Device List?

Key Insights from
Our Survey





Standard-issue input devices are often treated as a commodity—but our latest survey suggests they play a much more strategic role in **employee experience, productivity, and IT efficiency** than many organizations realize.

We surveyed IT Managers across multiple organizations to understand how standard input devices are selected, budgeted, refreshed, and managed. The results offer valuable benchmarking insights for IT managers looking to evaluate whether their current approach keeps pace with industry norms—or falls behind.

Below, we break down the most relevant findings and what they mean for your organization.

1

The Basics Are Covered, but Choice Is Limited

2

Ergonomic Devices Are Often Optional—Not Standard

3

Device Refresh Cycles Are Inconsistent

4

Budget Ownership and Allocation Varies Widely

5

Requests for Non-Standard Devices Are Common—and Manual

1

The Basics Are Covered, but Choice Is Limited

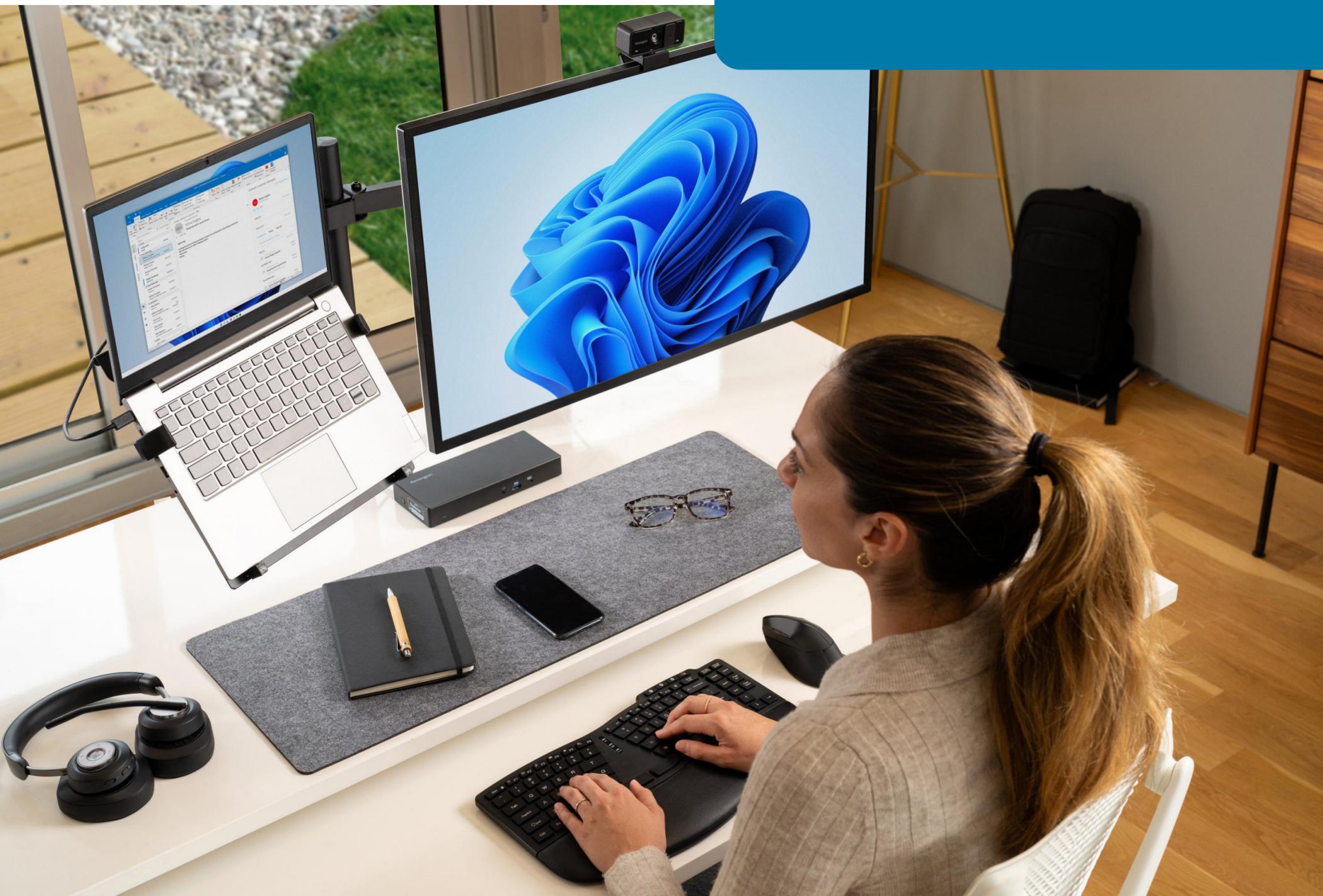
Most organizations provide mice and keyboards as standard-issue devices, which is expected. However, when looking beyond the basics, adoption drops significantly.

While some organizations offer trackballs, ergonomic devices, or precision input devices, these are far from universal. In many cases, they are either:

- Available only upon request
- Offered as non-standard options
- Not offered at all

What this means for IT managers:

If your standard list includes only a basic mouse and keyboard, you are aligned with much of the market—but not necessarily differentiated. Organizations that proactively include ergonomic or role-specific devices in their standard catalog are positioning themselves ahead of the curve, particularly for knowledge workers and power users.



2

Ergonomic Devices Are Often Optional—Not Standard

One of the most telling findings is the gap between availability and standardization. While a notable percentage of respondents indicated that ergonomic devices are available to employees, far fewer said these devices are part of the standard offering.

In many organizations, ergonomic input devices are:

- Offered only after an employee request
- Treated as a special accommodation
- Approved case by case

Competitive insight:

Organizations that normalize ergonomic input devices—rather than treating them as exceptions—can reduce friction in the request process and proactively support employee well-being.



3

Device Refresh Cycles Are Inconsistent

When asked how often standard input devices are replaced, responses varied greatly. Some organizations refresh devices every 1–2 years, while others replace them only when they break.

A significant portion of respondents indicated replacement happens:

- Only when devices fail
- On an ad-hoc basis
- Depending on role or department

Why this matters:

Inconsistent refresh cycles can lead to uneven user experiences, higher support tickets, and hidden productivity costs. Establishing a clear lifecycle policy for input devices helps IT teams plan budgets, manage inventory, and set clear expectations with employees.



4

Budget Ownership and Allocation Varies Widely



Budget allocation for standard input devices ranges significantly:

- Some organizations work within fixed per-device budgets
- Others vary budgets by role or department
- A notable portion of respondents are unsure of the budget model altogether

This lack of clarity often correlates with inconsistent device offerings and approval bottlenecks.

IT takeaway:

Clear budget frameworks—especially role-based models—enable IT teams to scale input device programs more efficiently while meeting diverse user needs.

5

Requests for Non-Standard Devices Are Common—and Manual

When employees need something outside the standard list, the request process is often manual. Common paths include:

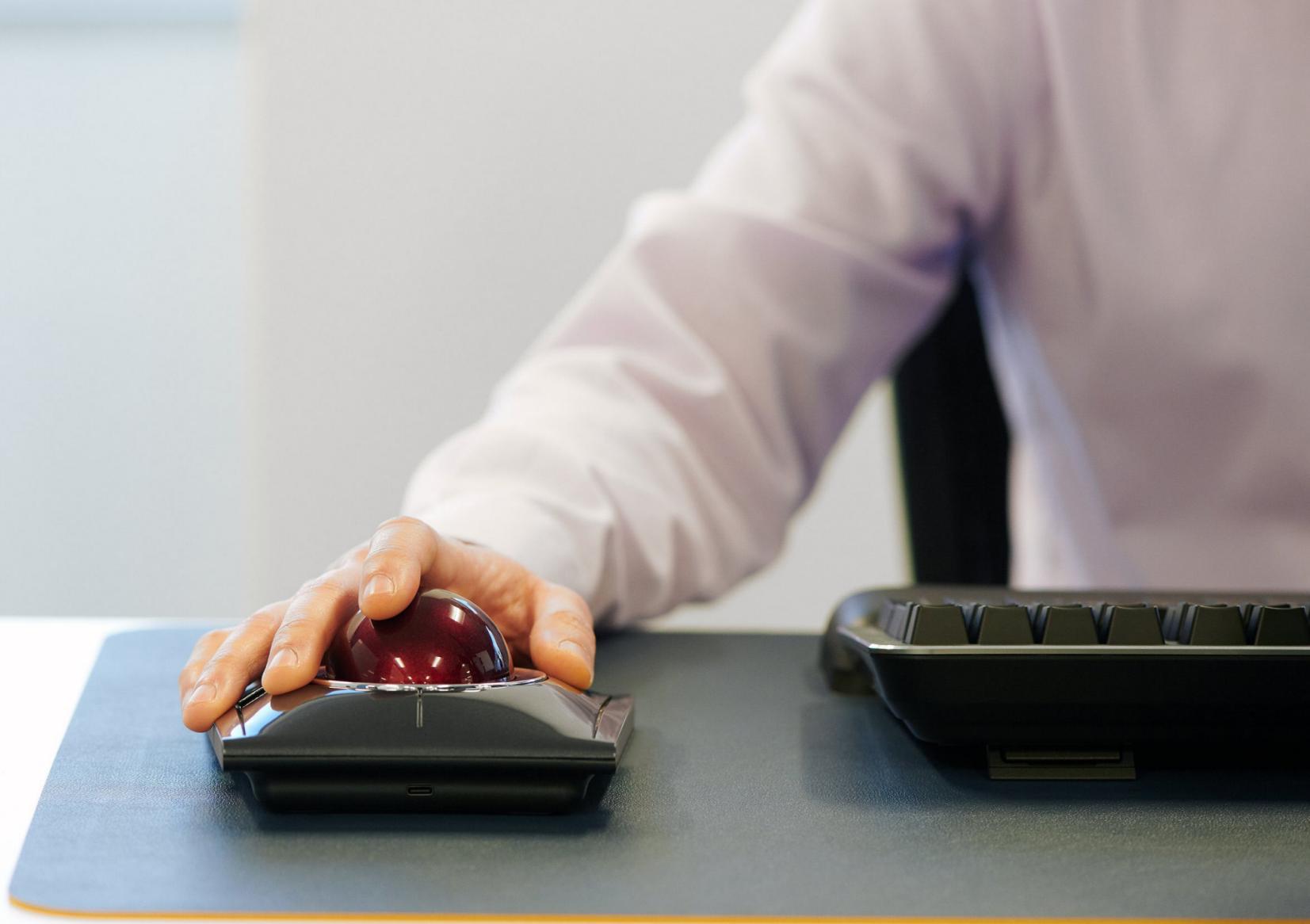
- Submitting an IT ticket or request form
- Requesting approval directly from a manager
- Making a business justification for an exception

Few organizations have a streamlined or self-service process, which increases friction for both employees and IT teams.

Key takeaway:

A limited standard list increases administrative overhead. Expanding and clearly defining standard options can significantly reduce exception handling and IT workload.





Final Thoughts:

Is Your Standard List Helping—or Holding You Back?

This survey makes one thing clear: most organizations are aligned on the basics, but few are fully optimizing their standard input device strategy.

For IT managers, this presents a clear opportunity:

- Benchmark your current standard list against industry norms
- Identify gaps in ergonomics, choice, and lifecycle management
- Reduce exceptions by expanding and clarifying standard options
- Position input devices as productivity tools—not just line items

A well-designed standard input device list doesn't just simplify procurement—it supports employees, reduces IT friction, and strengthens your organization's overall competitiveness.