spiceworks

The 2019 State of Hardware-as-a-Service **KEY TAKEAWAYS**

Spiceworks examines the shift to the hardware-as-a-service (HaaS) model among organizations across North America and Europe. What exactly is HaaS? It's a subscription model in which leased devices are owned, managed, and supported by a third-party (e.g., an MSP or hardware manufacturer) as defined by a service-level agreement.
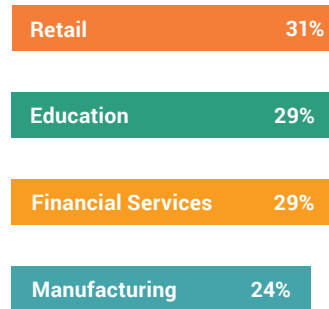
HARDWARE-AS-A-SERVICE ADOPTION

48% of businesses currently lease one or more types of hardware
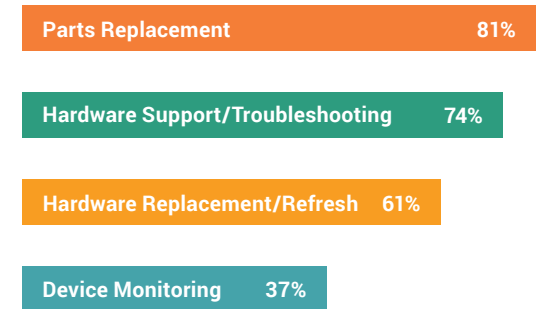
24% manage all leased hardware in-house

24% use the HaaS model for at least one type of device, and another **6%** plan to within 2 years

Top Industries Using Haas:

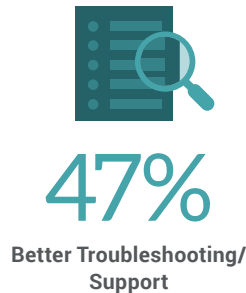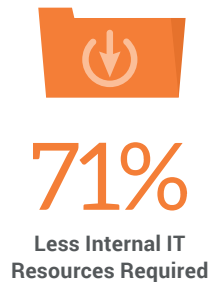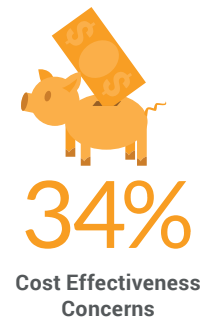| Industry	%
Retail	31%
Education	29%
Financial Services	29%
Manufacturing	24%

Most Common HaaS Services:

Service	%
Parts Replacement	81%
Hardware Support/Troubleshooting	74%
Hardware Replacement/Refresh	61%
Device Monitoring	37%

BENEFITS VS. BARRIERS TO HAAS ADOPTION

Top Benefits *(Among businesses using HaaS)*

71% Less Internal IT Resources Required

47% Better Troubleshooting/ Support

43% Easier Setup/ Maintenance

Top Barriers *(Among businesses not using HaaS)*

56% Adequate Resources to Manage Devices In-House

42% Concerns About Lack of Control

34% Cost Effectiveness Concerns
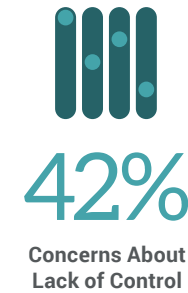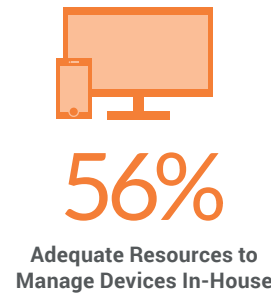
Want more insights on hardware-as-a-service?   **READ THE FULL REPORT**