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UNIFYING YOUR DIGITAL WORKPLACE

Free your people to work at their best

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What's next for your digital workplace?

The digital workplace is designed to bring technology and people together.

Freeing your team to get things done smarter, securely and productively. All the while supported by state-of-the-art communication and collaboration tools.

And chances are, no-one knows more about the practicalities of the digital office than you. After all, if you didn't have all the component parts in place beforehand, recent events have probably forced you into creating a digital workplace in a matter of weeks, or maybe even days. It's the kind of project that would usually take years of planning, let alone to execute.

So, what's the next step? How do you make the jump from where you are now, to something unified, scalable and built to last?

Achieving better balance

As technology becomes more advanced, your people can get more done than ever before, wherever they are. But the length of the working day hasn't changed.

So to get the job done whilst maintaining work-life balance, it's time to work smarter. Which is where the digital workplace comes in.

How digital is your workplace really?

The digital workplace is a world away from the traditional office, with rigid ways of working.

A true digital workplace removes the technological boundaries that limit how your people work. IT is no longer imposed on them. They can work how they want, where they want, using the devices they want; as a result, they're happier and more productive. And it reduces absenteeism.

Getting there requires people-first mindset. The sort of mindset that's already part of everyday digital life.

And that starts by providing the same consistent, secure experience, across all devices, whether part of a BYOD policy, or a company asset.
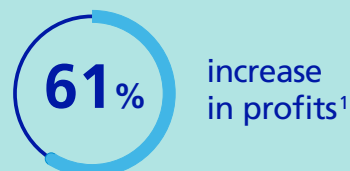
People are more productive in the digital workplace

You probably know that already. Chances are your remote workers have been getting the job done from home for a while now. When your people are free to work anywhere, at any time on virtually any device, the evidence suggests good things happen.

Companies reported

83% boost in productivity[1]

resulting in

61% increase in profits[1]

More business happens remotely

43% more from remote workers than in-office[2]

Absenteeism

69% lower[3]

Morale

80% better[3]

[1] https://www.telegraph.co.uk/business/future-technologies/evolution-of-remote-working/
[2] https://www.forbes.com/sites/andrealoubier/2017/07/20/benefits-of-telecommuting-for-the-future-of-work/#1f99826b16c6
[3] https://remote.co/10-stats-about-remote-work/

The seven drivers of an effective digital workplace

You might have some of these drivers in place already, given the current climate. But essentially, IT departments must put people at the heart of the digital revolution. It's really important to create an environment which allows employees to do their best work securely and collaboratively.

This can be achieved in a number of ways:

Mobility – Think mobile first

Embrace mobile as we do the desktop. Give employees the freedom and flexibility they already enjoy on their personal devices, while retaining control and management.

Cloud Adoption – Aim high for the Cloud

A move to the Cloud delivers much more than just savings. You and your people become free-to-access services on demand – just log on and get the job done. It's a frictionless experience.

Security – Zero Trust beats the castle and moat

The traditional 'castle and moat' approach to network security assumes everything inside the castle (the corporate network) is secure, with the moat keeping the enemy outside the gates. But maintaining security at the perimeter (endpoints) can be tough, especially when your people are using smart devices to connect from anywhere and everywhere.

As attacks are just as likely to come from inside the network as out, consider Zero Trust Security. Every device trying to access the network is treated with the same suspicion, and all must pass strict identity verification.

Information overload – Data, data, everywhere

Data's on your phone, in apps, on the Internet. In fact, it's just about everywhere. But do we all need access to intranet pages, social media platforms and file stores? Does IT need to see the latest marketing tweets? Or is there a smarter way of doing it?

Control what individual employees see, so content's relevant and easily accessible.

The seven drivers of an effective digital workplace

Geocollaboration – Get teams talking

How can your business expect to have the very best talent, if the talent pool is limited only to those willing to come in and work from the same place every day? There's a whole world of talent dotted around the globe, all ready and prepared to add value to your business.

In the digital workplace, connection and collaboration tools bring people together. Location doesn't matter anymore.

Intelligence, insights and automation – Smarter working for all

Artificial Intelligence (AI) helps us work more intelligently. It's not about replacing your people with bots. Instead, it's using AI and machine learning to automate analysis of data to identify trends and insights.

This saves time. And enables your people to make better, quicker decisions.

Quicker deployment – Do the job now

Your people have things to do and deadlines to meet. They need the tools to do their job now, not when they're next at a desk.

Journey to the new digital world

The digital workplace makes work easier. People can connect, share ideas, gather feedback, and work with colleagues and customers in real-time.

Forbes[1] found staff with easy access to the apps they need are five times more likely to report increased personal productivity. And almost four times more likely to say their companies are more desirable places to work.

The real art is to make sure employees fully adopt the technology. To do that, we need to look at how they work and make them the central focus of change.

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[1] The Impact of a Digitally Empowered Workforce, Forbes Insights and VMWare

Four types of apps and services for your digital workplace toolkit

Your digital workplace kit bag will vary from everyone else's. There's no one-size-fits-all. Defining what's in it is a key part of IT strategy.

Productivity – Make the everyday productive

Look at the apps and services your employees use every day – spreadsheets or holiday booking forms, for example. How could you tweak these to suit your people, and make their jobs easier? Think about making routine tasks simpler and more user-centric.

Endpoint management – Keep remote workers happy

Every one of your apps and services is consumed through a device. IT generally manages that process and tries to ensure good experiences. But if the experience isn't good, employees will perceive it as a bad service. Then they may avoid using it at all.

Collaboration and communication – Work together anywhere

As recent times reflect, the best communication and collaboration apps break down barriers, giving your employees the freedom to connect with the people and information they need, as they need. Whether these are virtual team rooms, instant chat sessions or social media platforms, it's all about a secure digital workplace so employees can do their job.

Security – Secure a better employee experience

Cyber attacks and the need to do the job from anywhere make a Zero Trust security approach essential. With no clear network boundary, everything is potentially hostile. Single sign-on, multifactor authentication and velocity checking platforms can all play a role in the 'never trust, always verify' environment.

Time to catch up

Is old technology holding you back? Historically, we've limited workplace tech to where staff work, and what they do. In contrast, it couldn't be more different outside work.

Avoid shadows

We all live a digital life outside of work. So why should it be any different at work?

We expect our workplace technology to move at the same speed. When it doesn't, it's no surprise that employees will take matters into their own hands and set up their own solutions.

This shadow IT, running outside of normal IT systems, isn't happening simply because someone wants to intentionally breach security. And even if they know company devices and systems are available, they might not use them. But they know it only takes a matter of minutes to download an app, sign in with an email address and get going.

They may feel that their company device doesn't measure up to their personal one, either because performance is poor, or it's been so locked down it won't allow them to do what they want.

Changing workforce

Everyone has their own expectations of work-life balance. Often this is based on the technology they use and their personal lives. Some may be caring for elderly parents or children, and need flexibility in their working patterns. Others, particularly younger workers, want the option to work remotely. 68% say this alone would be a key factor in choosing employer[3].

It's never about the tech. It's about people.

The rise of smarter working is down to the people in your workforce, aided by technology. It's not technology driving change, it's people.

That idea demands a shift in mindset for IT. Don't think of the people that work for you as users. Think of them as people.

Every member of the team has their own set of priorities. Put those priorities at the heart of your processes, whatever department they're in. You'll engage with your people better, and they'll respond with increased productivity and efficiency.

3 https://remote.co/10-stats-about-remote-work/

Start talking about the digital workplace

People want to work better and smarter. And they're not waiting for IT to help them do it.

It's part of a bigger IT strategy which looks at more than just the technology. It's a wider conversation with the entire business from C-Suite to HR, Legal to Finance, which considers where the organisation is, where it wants to go and how your people can best do the job.

How's your journey to the digital workplace?

Of course, the ultimate benefit of the digital workplace is so much bigger. We're talking the reduction of your carbon footprint. Face-to-face meetings could become a thing of the past. The same goes for travelling to the office – is it necessary anymore? There's no argument, business travel will reduce significantly. These new digital tools not only provide the power to get the job done from anywhere, but they also significantly benefit the planet.

The rollout of 5G across the UK is likely to accelerate uptake. Once up and running, 5G will operate at 10x the speed of 4G. With minimal lag, 5G has the capacity to run more high-demand services at the same time. It offers even more instant connections, with virtually unlimited scope to change the way we work.

Creating a digital workspace shouldn't just be an ambition; it's a reality for many organisations already.

Are you ready to reach the same gold standard? Whether you're just starting out on your journey or it's already begun and you're looking to move to the next level, there's no time to delay.

Let your people be at their very best. Free them to play their part in catapulting your business towards a digital revolution.

Find your best route to a digital workplace

Please call us on **0800 955 5590**

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