

4 key components of the Connected Workplace



How Ignia's Connected Workplace can help your organisation meet employee and client needs, work more efficiently, and gain a unique market advantage.





Introduction

- To attract and retain the best people, function as effectively as possible, and develop lasting client relationships, businesses need to embrace a modernised workplace.
- Essentially, The Connected Workplace is an environment where employees have the tools and services they need to work effectively, from anywhere, at any time. It's also a workplace that's constantly evolving in line with employee, business and client needs.
- In this whitepaper, we highlight some typical business challenges across industries, discuss four of the key components of the Connected Workplace, and explain how Ignia's Connected Workplace can deliver lasting results.

Key challenges

- **Increasing employee expectations:** employee needs are out of step with what business provide (i.e. rapid, seamless access to applications, as they have with their personal devices).
- **Lack of mobility:** employees are limited by on-premise infrastructure and unavailable to collaborate or communicate effectively when out of the office.
- **IT teams resource pressure:** the strain of maintaining disparate technology and systems means IT teams aren't focused on business improvement or strategy.
- **Technology not leveraged optimally:** many are paying for licenses or services that aren't being consumed.

“...the way our workplaces look and behave has been undergoing a great deal of flux and experimentation in recent years, urged on by a wide range of driving forces.”

Adi Gaskell¹, Forbes

1 <https://www.forbes.com/sites/adigaskell/2016/08/15/the-changing-shape-of-the-modern-workplace/#36c0d11123e5>



The key components of the Connected Workplace



#1 - Mobility

- Your people need tools to help them communicate and collaborate from anywhere at any time.
- People expect the same mobile experience they are accustomed to getting on their personal devices. The cloud is now a vital part of doing business.
- Shifts towards more flexible, balanced workplaces where people can work from any remote location.
- More and more businesses are embracing hot-desks to save on permanent desk spaces and provide flexibility.

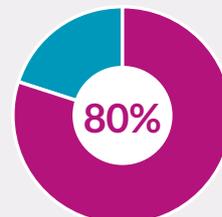


Did you know...?

- The number of mobile devices worldwide is in the billions

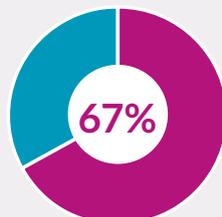


workers use three or more devices, work from many locations, and use many apps

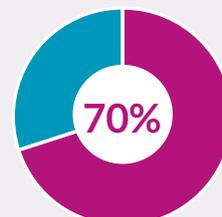


of workers admit they use non-approved apps at work

- More and more businesses are embracing hot-desks to save on permanent desk spaces and provide flexibility.



of workers who use a smartphone at work chose it themselves



of workers who use a tablet for work chose it themselves

Source: Microsoft, Controlling the Uncontrollable, 2016²



#2 - Collaboration

- To work effectively and productively, employees need quality collaboration tools.
- New Australian research from Deloitte for Google found that the Australian economy will lose \$9.3 billion worth of value, if it doesn't leverage collaboration in the workplace (currently worth \$46 billion a year). Plus, companies that prioritise collaboration are five times more likely to experience a considerable increase in employment, twice as likely to be profitable, and twice as likely to outgrow competitors. In addition, employees who collaborate are 10 times more likely to be satisfied with their job. A third of the 1000-strong sample of employees and managers surveyed say that collaboration helps them work faster with three quarters acknowledging that collaboration improves the quality of their work.³
- Collaboration doesn't have to stop within the walls of the office – it should extend to experts, clients, partners and entire teams who work together to get the best results.
- According to an Alfresco survey of more than 753 business professionals, it was found that nearly 83% of professionals depend on technology to collaborate. 82% of the participants also felt that they would feel impacted if this technology to collaborate was lost.⁴

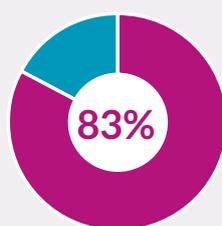
“Collaboration is a function of people communicating and working together and building on each other’s ideas to produce something new, or do something differently. In a competitive marketplace, firms that collaborate become more efficient in the way they operate, and develop more innovative processes and products.”

Deloitte article: Collaborate and boost productivity⁵

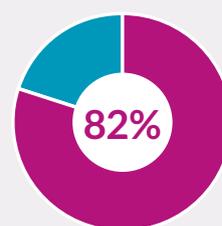
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3 <https://www2.deloitte.com/au/en/pages/financial-services/articles/collaborate-boost-productivity.html>

4 <https://hubbion.com/blog/collaboration-software-tools-stats-2017/>

5 <https://www2.deloitte.com/au/en/pages/financial-services/articles/collaborate-boost-productivity.html>





#3 - Evolution

- To stay current, The Connected Workplace needs to be continually evolving and changing in line with the business' needs.
- A robust review or analysis process is required – leveraging real-time data – to report on performance.



#4 - Security

- As security threats are on the rise, The Connected Workplace must be secure and robust; embracing the latest security protocols and systems in order to ensure data is safeguarded.
- New threats are emerging constantly, so it's no longer enough to have a fixed place security model in place. Security must be fluid and continually adapted to meet the needs of the business and its clients.
- Disaster recovery is another vital consideration: what would your business do in the event of a disaster? Could you get your information restored quickly and easily and could you stay operational?
- For this reason, more and more firms are turning to outsourced security models.





What is The Connected Workplace solution?

Ignia's Connected Workplace is a customised selection of Microsoft tools and services, configured and deployed according to Ignia's proven four-step approach. It enables you to bring your products, services, licensing, strategy and support together into one, central, easy to manage solution.

Focusing on your users, their needs and how they embrace the tools available to them, you can drive productivity, efficiency and flexibility.

You get strategic advice regarding your IT investments, with regular reports utilisation, as well as recommendations on how services and software can be optimised.

Your Microsoft licenses can be consolidated into one easy to manage solution, whilst you gain direct access to the latest tools and solutions relevant to your organisation.

These tools include:

- Microsoft Office 365 – gets everyone connected and collaborating, anywhere, any time.
- Enterprise Mobility Suite – provides data protection, security and single sign-on for employees.
- Windows 10 – provides connectivity for Windows devices (tablets and PCs).





Why Ignia's unique approach gets results

Our four-step approach helps you understand the tools available and how they can be leveraged. Once we have helped you define a plan, we then work to establish your platform foundations and set you up for success.

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The old adage of *"Build it and they will come"* simply doesn't cut it anymore. Instead, we help ensure your users embrace your new solution through tailored adoption, roll-out and change management activities. And in the spirit of continual improvement, month on month, we'll ensure the platform stays operationally efficient and continues to align and address your evolving business needs.

Regardless of where your business is at now, we provide strategic advice and assistance in four key steps:

- 1. Plan:** we work to understand your business requirements and driving principles, in detail, through a Cloud Accelerator Workshop. We then put together an adoption roadmap, which provides an overview of all interrelated projects and technology deployments.
- 2. Establish:** we work with you to configure your platform requirements as required. This includes tenant set up, licensing, identity management, support and governance.
- 3. Embrace:** we create a tailored change and communication plan, which outlines how we will help your users adapt to the solution. We also build a launch site and conduct information sessions. We provide you with communication templates and maintenance hours, which you can use to customise your communication content.
- 4. Evolve:** we then embed processes and provide you with tools to enable real and continuous improvement. This includes monthly operational reviews and quarterly checkpoints.

Get in touch

To learn more about Ignia's Connected Workplace and how it can help you transition into a more responsive, productive, modernised workplace, give the expert team at Ignia a call on 1800 189 888 or visit ignia.com.au

