

# 5 key characteristics of the modern workplace

As workplaces become increasingly digitised, agile and flexible, what steps does your business need to take in order to empower your people, satisfy your customers and maintain an all-important competitive advantage?

**A whitepaper by Lenovo and Blue Connections.**

Lenovo

 **BLUECONNECTIONS**

# Today, both customers and employees have much higher expectations of your business than ever before.

Employees expect to be able to work effectively from anywhere, and on any device. They demand faultless internet connectivity and security, as well as the ability to collaborate with their colleagues and clients via a number of channels. And to do their best work, they also expect to be able to access the very latest tools and technology, around the clock.

Similarly, customers expect rapid and engaging experiences, informed insights and detailed information on your products and services – regardless of how or where they are interacting with you.

For most businesses, responding to these demands can be a heavy responsibility. Today's IT professionals are tasked with seemingly competing tasks: keeping the lights on, controlling costs, maintaining security and data protection, and continually investing in new and innovative solutions. As well as sourcing the best devices, IT teams need to regularly install new software on every machine, ensure optimal security, and put disaster recovery and back-up processes in place.

This can, of course, mean managing disparate hardware, diverse licensing arrangements and mismatched software refresh cycles.

At Blue Connections, we can alleviate some of this burden by helping businesses create effective, agile and responsive workplaces. Our Modern Workplace solution includes industry-leading Lenovo Yoga laptops preconfigured for cloud connectivity, Microsoft 365 licenses, and Blue Connections' renowned managed services and support – all for a straightforward monthly fee.

Based on our experience in implementing this solution for a range of clients, here are what we believe to be the five key priorities for any business looking to transition from a traditional to a digital business model.

*“The rapid adoption of technology is driving a rate of change that is disrupting business models, cultures and economies across the world at a level never seen before. This is a time of unprecedented innovation, where staying with the status quo is not an option, and strategies are executed based on data not experience. This digital transformation is providing a platform for organisations to expand their market opportunity and disrupt traditional business models like never before, redefining customer engagement.”<sup>1</sup>*

## Microsoft – The Modern Workforce

1. <https://www.youtube.com/watch?v=Z9bTeU3VwIw>

*"Think about how you use a laptop today. Now, think about how you will use it in three years' time. You need to be forward-thinking when investing in new workplace technologies. Workers of tomorrow will expect the ability to use 2-in-1 devices equipped with the latest productivity tools. And users today will organically learn how to get the most from new devices."*

**Bill Mackay, Technical Account Manager, Blue Connections**

# 1.

## An engaged, capable, mobile workforce

The modern worker is no longer happy with being tied to a desk. Today, employees across all industries expect increasing levels of flexibility and mobility when it comes to where and when they can be productive.

A recent global Microsoft survey revealed that on average, 60% of desks are vacant within office space. Similarly, the number of employees working outside of the office has quadrupled compared to just five years' ago, and employees are now working on twice the number of teams than they were five years' ago.<sup>2</sup>



According to a recent survey by The Economist, respondents who identified their organisation as a "pioneer" in its use of mobile technology scored 16% higher for productivity than respondents who described their organisation's use of mobile technology as "bad".<sup>3</sup>

Plus, today, mobile and tablet usage exceeds desktop usage worldwide.<sup>4</sup>

To cater for this, organisations need to provide employees with the means to securely access company networks, documents and communications systems from devices they are already familiar with. It also means ensuring employees have ongoing access to the most modern and up-to-date devices.

For organisations with remote staff, or with sales teams who spend a lot of time out of the office, this is particularly essential. By empowering these workers with quality mobile devices, organisations can work more productively and effectively, potentially close more deals, and respond to customers much faster and more accurately.

2. <https://www.youtube.com/watch?v=Z9bTeU3VwIw>

3. <http://www.arubanetworks.com/pdf-viewer?q=/assets/EIUStudy.pdf>

4. <http://gs.statcounter.com/press/mobile-and-tablet-internet-usage-exceeds-desktop-for-first-time-worldwide>

# 2.

## Rapid, simple and effective collaboration

Another vital marker of the modern workplace is collaboration. To provide exemplary customer service, and to work as efficiently as possible, you need to provide your people with the ability to communicate anywhere, and at any time, via multiple channels.

***According to a recent global study by a U.S university<sup>5</sup>, 86% of employees and executives cite a lack of collaboration or ineffective communication for workplace failures. Similarly, 97% of employees and executives believe a lack of alignment within a team impacts the outcome of a task or a project, and 39% of surveyed employees think people in their organisation don't collaborate enough.***

It's for these reasons that more businesses are turning to cloud-based solutions such as Microsoft 365, which provides employees with a familiar, easy to use and interoperable collaboration toolkit. Including all of the features of Office 365, this powerful, cloud-based software enables individual workers to store huge amounts of data online – and easily share what they're working on with colleagues, clients or suppliers from a range of devices.

It also includes multi-party high definition video, content sharing, shared calendars and team chat – to help teams stay in-sync around the clock.

5. <https://online.queens.edu/online-programs/mba/resources/infographic/communicating-in-the-workplace>

# 3.

## Data is central, secure, recoverable

The amount of data is increasing at an astronomical rate. Even though most businesses already store huge volumes of data, many don't use it to its full capacity. To be a truly modern workplace, businesses need to put data at the centre of the business – using it to inform decisions and drive client relationships at every turn. With Microsoft 365, for instance, businesses have access to a suite of powerful data analytics tools which can help drive insight and determine decision-making.

***In keeping with this, it's also essential that businesses protect the data they collect and utilise.***

The theft or loss of mobile devices is a key cause of security breaches. It is imperative that devices have the latest security measures in place – so, in the event that a laptop or tablet falls into the wrong hands, it can't be used.

Plus, according to Microsoft, 160 million customer records are leaked through holes in organisations' security processes.<sup>6</sup>

With new data regulations in both Europe and Australia, data security is now even more essential a consideration for any organisation wanting to invest in more modern, mobile ways of working.

The new European General Data Protection Regulation (GDPR)<sup>7</sup> comes into force on 25 May 2018. Under the new regulations, penalties for disclosing or breaching data privacy are considerable, and the onus is on organisations to ensure data is as protected as possible. Here in Australia, under the new Notifiable Data Breaches Scheme, organisations have an obligation to notify affected individuals if a data breach occurs that is likely to result in harm to any people who are involved.<sup>8</sup>

The presence of these new regulations means organisations now need to choose highly secure hardware and software – and ensure they are protected around the clock.

6. <https://www.youtube.com/watch?v=Z9bTeU3VwIw>

7. <https://www.eugdpr.org/>

8. <https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme>

# 4.

## Support for flexible ways of working

According to a recent survey by recruitment firm Robert Half, typical workplace roles are set to change considerably over the coming years. ***They suggest that the workplace of the future will embrace a different resource configuration, with job rotation (34%), interim staff (33%) and job sharing either with an automated tool (29%) or with other part-time employees (28%) becoming the norm.***<sup>9</sup>

***The survey also reveals an imminent change in employment contracts across all levels with contract/interim workers operating on either a short-term of less than six months (33%) or long-term basis of more than six months (41%) catching-up with permanent employees (37%).***

Given this, it's becoming increasingly important for businesses to have flexible set-up with regards to their IT infrastructure.

With Blue Connections' Modern Workplace solution, for instance, our expert team can take care of the frequent on-boarding and off-boarding requirements instead of you needing to manage it internally. By investing in cloud-based licensing, you can also scale up and down depending on demand – rather than over-spending on traditional software licenses.

# 5.

## Employees are productive, reliable and efficient

One of the main characteristics of a modern workplace is productivity. When enabled by the right processes and technology, employees can work far more efficiently and accurately – which has significant flow-on benefits in terms of the overarching customer experience.

With Microsoft 365 on the latest Lenovo devices, for instance, employees gain access to a range of familiar tools to help them work as productively and easily as possible. They can communicate readily and securely, from anywhere, make video calls when they're out of the office, share files, chat, co-author documents in a range of formats and much more.

<https://www.roberthalf.com.au/blog/employers/modern-workplace-preparing-future>

# Blue Connections' Modern Workplace solution

## The best Lenovo hardware

A world-leader in quality hardware, Lenovo offers a broad range of innovative hardware specifically designed for the needs of the modern workplace. Whether you're a team of one or 20, Lenovo has the technology you need to run your business your way.

Our Modern Workplace solution is a Yoga 2-in-1 hinged device with a 4G card embedded for anywhere, anytime connectivity. With an i5 processor, pen input, Lenovo Glance eye tracking and 8G RAM, it is also geared for productivity. Plus, with its trusted security features – like the match-on fingerprint reader, facial recognition cameras and BIOS lock-down – you're assured of watertight security of all devices.

## Microsoft 365

With Microsoft 365 on your Lenovo hardware, you can create a truly modern workplace. This innovative software combines Office 365, Windows 10, and Enterprise Mobility and Security into one powerful and seamless solution.

## Blue Connections Managed Services

As well as helping you source and deploy your new hardware and software, the team at Blue Connections can offer all the services you need on an ongoing basis, including user account profile management, data back up and restoration, mobile device management, security and 24/7 support.



<https://www.roberthalf.com.au/blog/employers/modern-workplace-preparing-future>

## ↘ Why choose Blue Connections?

Blue Connections is a provider of best-in-class IT solutions to a range of Australian businesses in both the public and private sectors. We design, supply, implement and manage end-to-end technology solutions and services, and are established industry leaders, with over 500 ongoing customers.

Blue Connections also has a strong partnership with Lenovo (we were their 2017 Partner of the Year) as well as with Microsoft. This enables us to create a modern workplace package with fully managed service support and flexible tailored options through the whole lifecycle, all for a transparent monthly fee.

## ↘ Find out more:

Contact our expert team for a complimentary free consultation on **1800 659 477**

