

Thriving in the Next Normal: Top 3 Future of Work Trends



#1 — Teams will be reconfigurable and data driven, for business resilience

Requirements to make it work



A TECHNOLOGY PLATFORM:

- **Collaboration and work management tools** for team accountability, alignment, and connection to purpose
- **Dashboards** to drive team performance against KPIs



A CULTURE OF TRUST:

- **Regular and transparent communication** for cohesion and engagement

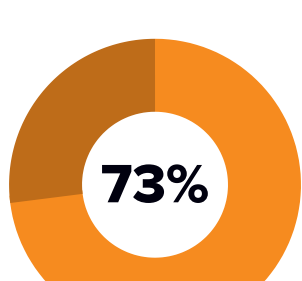
#2 — Automation technology will be deployed at scale, for business continuity



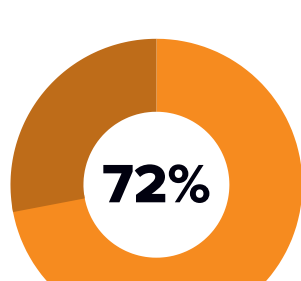
TOP 3 AUTOMATION TECHNOLOGIES

(based on enterprise adoption)

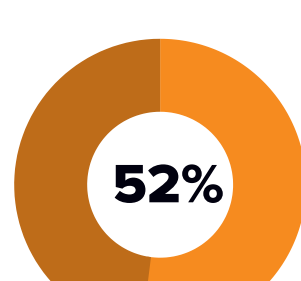
IT workflow automation



Non-IT workflow automation



Robotic process automation/RPA



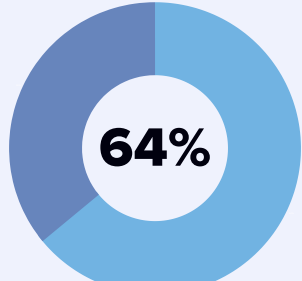
WORKFLOW AUTOMATION

is the top technology investment in workplace transformation



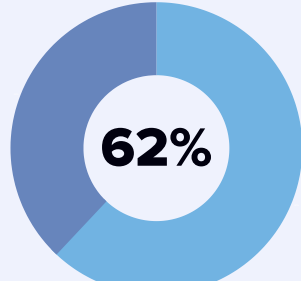
TOP 3 INDUSTRIES

Retail and wholesale



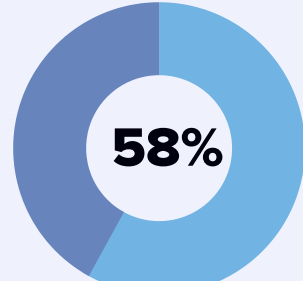
use case examples: supply chain optimization, online ordering

Telco and media



use case examples: call centers, field service optimization

Financial services



use case examples: loan approvals, client onboarding

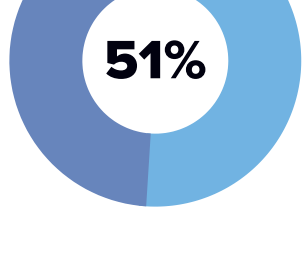
#3 — The workspace will be fluid for employee productivity



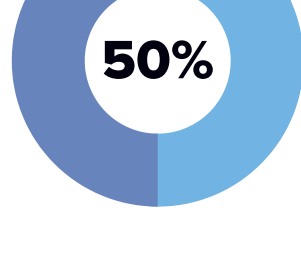
TOP TECHNOLOGY INVESTMENTS

supporting remote work during the current crisis

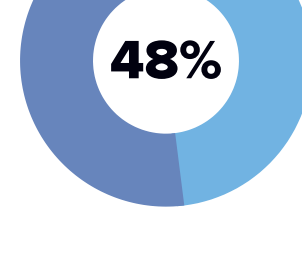
Videoconferencing



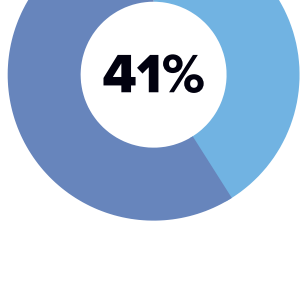
Secure remote access



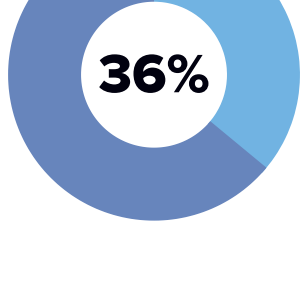
Remote Learning



Employee engagement tools



Collaboration applications

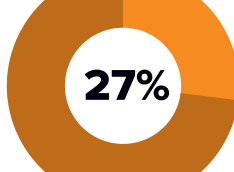


COMPANIES ARE NOT GOING BACK

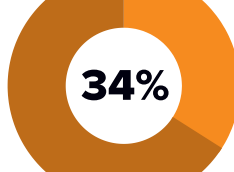
to the same workplace practices



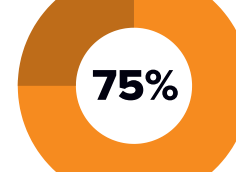
of companies have learned to work remotely



of organizations plan to go back to their original workplace setting



of organizations plan to keep their original business travel practices



of organizations trust their employees regardless of their location (half of which didn't in the past)

However, first, companies need to address the following challenges



BUSINESS CHALLENGES

1. Regulatory compliance
2. Employees resisting agile working

ORGANIZATIONAL CHALLENGES

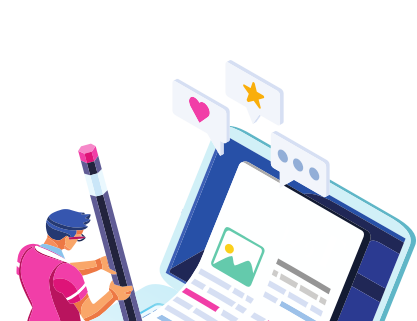
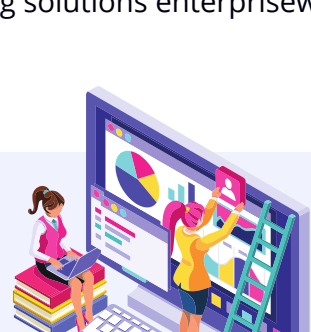
1. Employee resistance to change
2. Inadequate training

TECHNOLOGY CHALLENGES:

1. Legacy IT infrastructure and apps
2. Scaling solutions enterprise-wide

WORK CHALLENGES:

1. Complex processes to get the job done
2. Information overload



To survive, companies need to embrace cultural change

RECOMMENDATIONS

1. **Be agile**, responsive, and adaptable to constant change
2. **Be human centric** and yet innovative and technology led
3. **Care about your employee** wellbeing, both mental and physical
4. **Trust and empower your employees** in high-performance teams
5. Cultivate a **lifelong learning culture** for innovation
6. **Promote cross-functional collaboration** and knowledge sharing
7. **Ignite a "sense of purpose"** targeting the "3Ps" (profit, people, and the planet)



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Sources:

- IDC EMEA, Future of Work 2020 (March 2020)
- IDC European Survey — Impact of COVID-19 on European ICT Market and Ecosystem (March 2020)
- IDC EMEA, Future of Work COVID-19 (April 2020)