POWER *MODERN WORK*

5 core factors driving workplace modernization & business transformation

Insight

If you're still working with legacy hardware, software and workplace processes, it may seem daunting to launch and sustain a modernization initiative.

In this ebook, we'll give you practical advice for building a remote, hybrid or on-site workforce with the power, speed and agility you need to outpace competitors and stay ahead — no matter how the business landscape changes.

Where the road ahead leads

The mark of a modern workplace is smart, secure, scalable ecosystems that promote efficiency, reduce risk and support transformation. Investments in workplace modernization are shown to drive several positive outcomes:
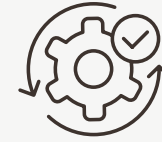
Foundation for continued transformation

Exceptional user and customer experiences

Security for any device, anywhere

Seamless collaboration and communication

Simplified management

**Improved ROI for workforce solutions**

Where we're starting: The state of the workplace

While business priorities shift to keep up with the times, technology and processes often fall behind. As a result, employees spin their wheels while business leaders wonder why they can't get ahead. Here's what the workforce looks like now:

The way we work has changed drastically.

Remote work has taken off — and shows no signs of slowing down:
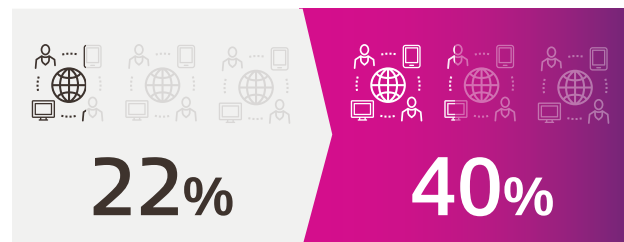
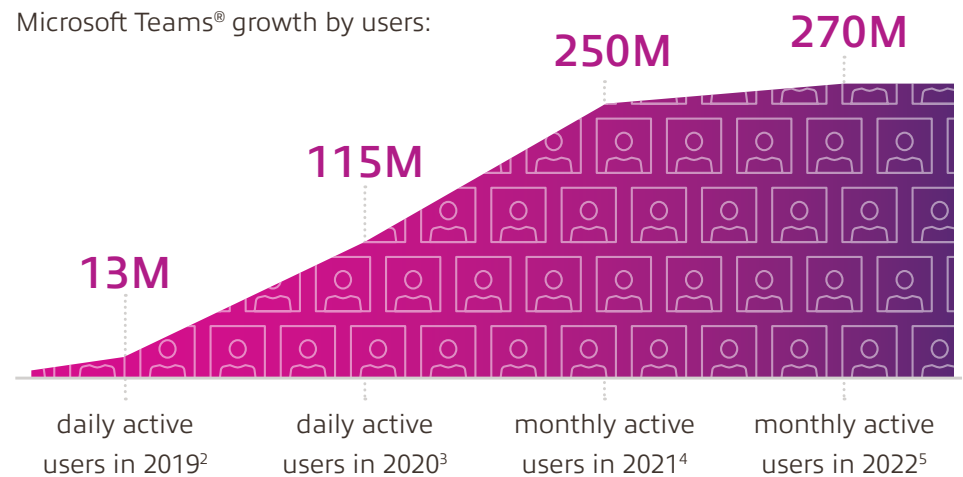**22%** of employers offered remote work in 2019.

40% of employers offered remote work in 2021.

~60% of employers that expanded remote work options will keep those policies in place.[1]

Digital collaboration is booming.

Microsoft Teams® growth by users:

13M daily active users in 2019[2]

115M daily active users in 2020[3]

250M monthly active users in 2021[4]

270M monthly active users in 2022[5]

Despite a rise in spending, the IT experience is lagging — for employees and leaders:

91% of employees are frustrated with workplace technology.

57%
of those frustrated with legacy tech say it makes them less productive.

71%
of managers say employees will leave if they aren't equipped to do their jobs well.

69%
of managers say employees aren't given enough time to learn new tools.[6]

Employees are frustrated by daily tech-related challenges:

51% Slow speeds

34% Slow response from IT

30% Lack of collaboration

28% Missing features and capabilities

25% Lack of automation[6]

Business leaders are frustrated, too.

Regardless of what industry you're in, we're seeing the same challenges everywhere. Business and IT leaders are struggling to overcome hurdles that tend to fall into three main categories:

Employee experience
The workplace experience hinges on device workflows. From supply chain issues to inefficient provisioning and deployment, to unsatisfactory support and maintenance, common device challenges can result in a less-than-satisfactory user experience. Attract, empower and maintain your workforce talent with a device ecosystem that makes work easier, more effective and more enjoyable.

Resource allocation
When knowledgeable and skilled IT resources are overburdened with day-to-day busywork, the organization suffers. Uplevel the value of workforce inputs with solutions that enable strategic resource allocation and minimize manual tasks to drive transformation with efficiency and improve strategic use of your team's talent.

Secure end-user productivity and collaboration
Employees need reliable support for devices and collaboration software used daily, especially in remote and hybrid workplaces. Employers need support for maintaining productivity and creating secure, collaborative environments for remote and hybrid workers that deliver equivalent experiences to those in-office.

In the next pages, we'll show you how solutions for modern work enable five core components of a future-forward workplace that can respond to market changes.

Modern Applications for the New-Era End User: A Framework for Success

Learn more about modernizing applications for the new generation of end users. Read this whitepaper to explore the top pitfalls of legacy applications, research on end-user preferences and a strategic approach to modern applications.

Learn more →

01
Seamless experiences

Exceptional employee experiences multiply workforce value.

Solutions for modern work are meaningless without people. The human element is perhaps the most critical component to making an organization successful. And where Employee Experience (EX) suffers, so does the business.

Improve work with solutions for a seamless EX.

Connectivity

In an era defined by hybrid work, employees need reliable access to their work, wherever they work from. Solutions for anywhere connectivity include public, private and hybrid cloud offerings, Virtual Desktop Infrastructure (VDI) and more. Create an ecosystem of devices, platforms and services that offer a modern experience for accomplishing work, whether in-office or elsewhere.

Case in point: Westerra Credit Union improves employee flexibility with VDI

Collaboration and communication

How teams interact is a critical factor for productivity and job satisfaction. Solutions that streamline and simplify collaborative efforts remove barriers to productivity, increase speed and make EX not only more efficient but more enjoyable. From audio/video solutions for making remote work meetings more productive to office software for simplified content production and document workflows, today's collaboration technology offers modern solutions for any task.

Case in point: Rent-A-Center Unifies Communications With Cisco UCM Cloud

Modern applications

Consider the advanced tech used at home on a day-to-day basis. Does workplace technology offer similarly intuitive interfaces, AI-enabled processes and effortless integrations? The modern employee knows what's possible. Take a Human-Centered Design (HCD) approach to applications to optimize processes so employees can spend more time adding value (and feeling good about it) and less time on frustrating rote tasks and troubleshooting.

Case in point: Major Retailer Improves Operations & Employee Experience With Modern App Framework

Immersive technologies

In many industries, immersive technologies are changing — and elevating — the way workers fulfill their roles. Solutions like Virtual Reality (VR), Mixed Reality (MR) and Augmented Reality (AR) create experiences leveraging advanced visualizations, computer-generated simulations and intelligence to create next-gen possibilities for training, planning, collaboration, execution and more.

Case in point: Medical company adopts immersive training with Microsoft HoloLens 2 and Dynamics 365 Guides
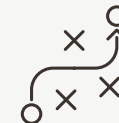
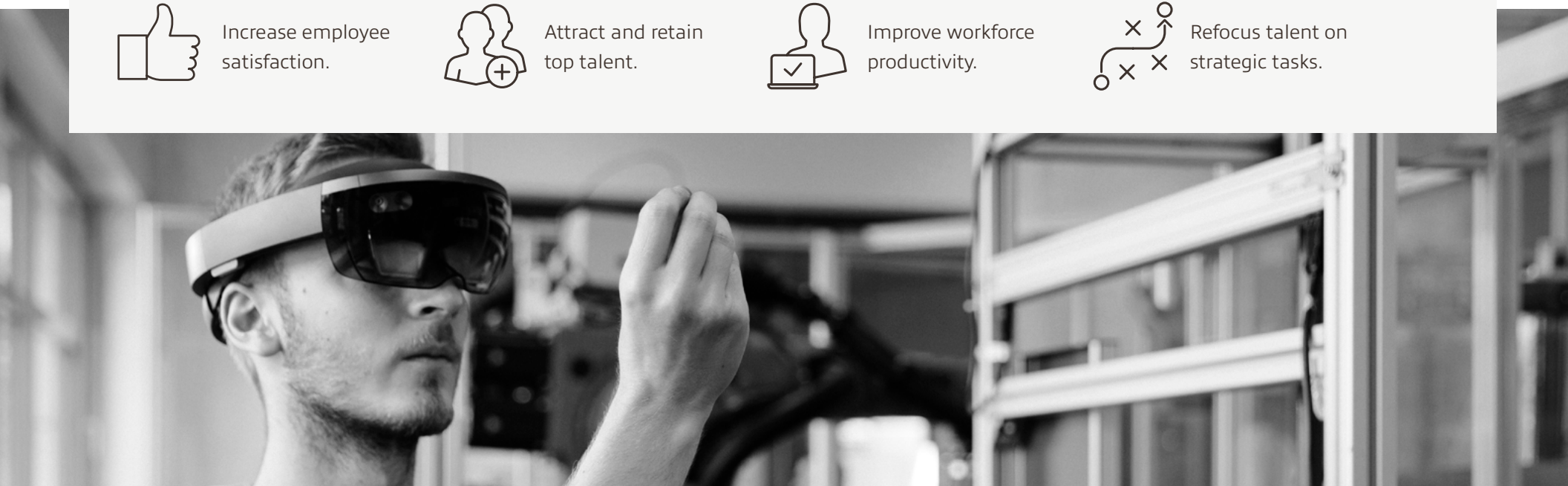## How the business benefits from a seamless EX:

Increase employee satisfaction.

Attract and retain top talent.

Improve workforce productivity.

Refocus talent on strategic tasks.

02
Speed

Reduce time to market with modern solutions for business impact.

It takes velocity and agility to stay ahead of the pack, but short-staffed teams and outdated tech can significantly hinder progress. Enabling your workforce to move fast — without sacrificing results — takes industry-leading solutions for workflow improvements, tech support, device performance and more.

Boost speed and scale with solutions that:

- Add automation into workflows, minimizing redundant manual tasks.
- Provide employees with responsive tech support that keeps business moving.
- Free IT to focus on strategic business priorities instead of device lifecycle maintenance.
- Tailor communication and collaboration tools to your needs and business goals.
- Connect employees seamlessly with cloud platforms and modern applications.
- Maximize the value and utilization of your office productivity tools.

Power up with support for office productivity.

Are you making the most of office productivity tools? Working with a workforce services partner can help ensure you're creating maximum value from the solutions your teams use daily.

Modernize your email platform. →

Optimize your Microsoft 365™ portfolio. →

Adopt modern communications tools. →

Streamline the device lifecycle. →

Achieving compliance and looking to the future

To maintain eligibility for federal contracts and reduce the internal pressure associated with audits, IPT Associates needed a partner for cost-effective security compliance concerns.

Solutions included:

- Collaborative Managed Security
- Managed Office 365
- Managed Security for Compliance for Microsoft 365 Security
- Expert guidance and reporting

Read the full client story →

03
Security

Move at the speed of business — protect critical assets while staying productive.

As the hybrid and remote work movements continue to gain traction, employees need to be empowered to feel secure working from anywhere, on any device. Inadequate security protocols and training, plus network and device weaknesses, leave organizations open to data loss, ransom requests, and serious financial and social repercussions.

A mindfully architected modern workplace bears this in mind, protecting users, devices, applications and data with security solutions that help, not hinder, innovation.

Protect your workplace with solutions that:

- Integrate tools and platforms to promote transformation efforts.
- Leverage built-in hardware and software security solutions.
- Unify platforms and teams to address and prevent security gaps.
- Rely on tried-and-true security protocols like Multi-Factor Authentication (MFA).
- Manage endpoints with single-pane-of-glass visibility into profiles, policies and enrollments.

04
Savings

Modernization enables cost savings, higher ROI and lower TCO.

Adopting modern workplace solutions while protecting financial resources is a balancing act. Navigating it successfully requires deep understanding of the solutions in your environment, careful cost optimization and a strategy for ensuring users are educated and equipped to achieve the highest value possible from workplace tool sets.

To achieve savings, look for solutions that help you:

- Capitalize on investments like Microsoft® Teams and cloud collaboration technologies.
- Manage the entire device fleet through a streamlined and secure platform.
- Purchase the technology you need with respect to your budget and goals.
- Simplify and streamline workflows, from devices to platforms and productivity tools.

CLIENT STORY

Reducing costs with device fleet support

Having handled the device lifecycle internally for years, this global company decided to reduce the device management burden on internal employees and refocus talent on higher-priority efforts. It also had two big needs:

- Deploy thousands of smartphones in a short timeframe.
- Migrate its entire fleet of PCs to Windows® 10.

Working with a world-class device services partner for all of the above, the client achieved:

- Support for more than 25,000 desktops and laptops plus thousands of mobile devices
- Quick-turn device procurement and provisioning
- Fast and accurate Windows 10 migration

Now, the client enjoys a modern, high-performance device fleet that delivers ongoing efficiency with continued cost savings and optimized use of internal resources — as well as a renewed focus on strategic business initiatives.

Read the full client story →
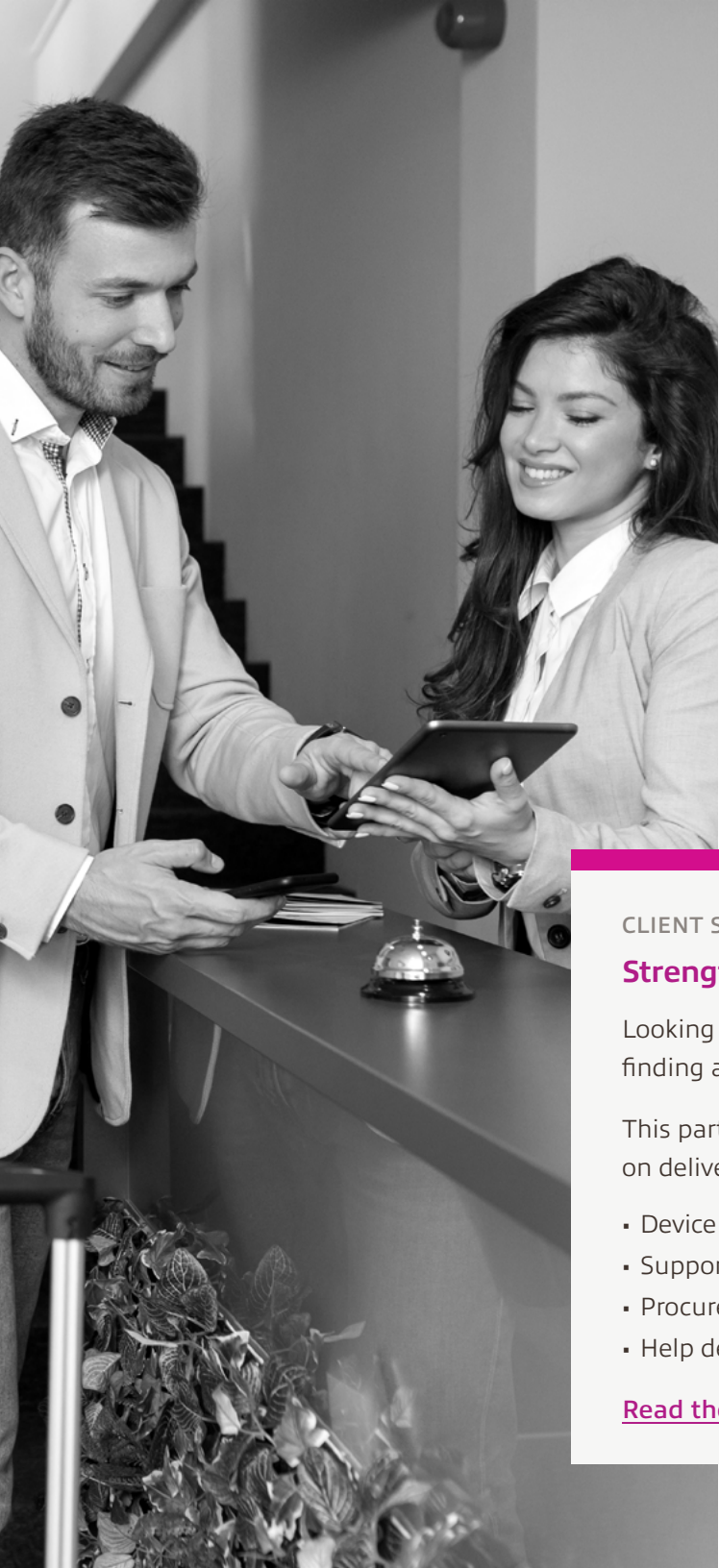
05
Simplicity

Take complexity out of the workplace with a single partner for every component.

Part of the challenge of managing the workplace of the future is the multi-vendor environment. Different providers for cloud solutions, infrastructure, hardware, software and services often leave you with disconnects between products and teams, confusion around capabilities, process and cost inefficiencies, and greater managerial complexity.

Finding a partner that can help you manage the entire workplace ecosystem can enable you to:

- Get a holistic look at the scope of your workplace solutions to drive optimization.
- Remove complexity from the workplace, providing better user experiences.
- Add continuity and support integration between solutions and teams.
- Increase workforce capabilities and business agility.

CLIENT STORY

Strengthening service with solutions for modern work

Looking for a vendor that could handle international device management, a leading hotel chain wound up finding a partner that could handle even more.

This partnership allowed the company to eliminate interruptions and inefficiencies and continue focusing on delivering the exceptional customer service it's known for, thanks to a wide range of services:

- Device lifecycle services for hotel and workforce infrastructure, including 24/7 support
- Support for contract processing, management of multiple currencies and lab requests
- Procurement and deployment services for devices from multiple OEMs across the business
- Help desk maintenance request handling through field service professionals

Read the full client story →

Where to go from here

Future work solutions are about so much more than IT. Investments in modern workplace technology drive value for the business as a whole, in productivity, efficiency, resiliency and more. Start benefiting your business — build momentum around a modern workplace initiative with these three steps:

1

Ask the important questions.

- Where inefficiencies are slowing down important processes?
- Are budgets being utilized optimally?
- Are there resource gaps you need to address?
- Do security concerns exist?
- Are workers satisfied and productive?

These are just a few of the many questions you should be asking to build a strategy. Talk with team leaders throughout your organization to create a big-picture view of where your workforce challenges lie.

2

Set strategic goals.

Modernization without clearly defined outcomes can waste resources and cause backpedaling. Before you forge ahead, level set on your goals. Ask yourself how you can solve workforce challenges in a way that will clearly impact your ability to meet business goals.

3

Find the right partner.

Many organizations are finding success collaborating with a strategic partner for workplace technology modernization. This helps offload day-to-day workforce management tasks and focus on your business's core strengths and mission.

Look for a partner that doesn't just deliver IT support — find one that integrates with your teams, provides strategic guidance, delivers on time and within budget, and helps you prepare for an unpredictable future with confidence.

Focus on your business. Let Insight do the rest.

Whatever your workforce needs, Insight has the partnerships, expertise and strategic vision to help you overcome obstacles, meet your goals and modernize for the future.

Employee experience

Insight's Modern Workplace team helps simplify and speed up workflows and implement innovative technologies like Microsoft Viva® to improve employee experiences and engagement, especially for those in remote work or hybrid work roles.
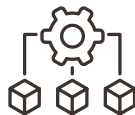
Resource allocation

We have the capacity to step into any area of need, delivering a cost-effective, outsourced solution that brings efficiency back to day-to-day IT management with offerings including endpoint management and optimization of your workforce technologies.

Secure end-user productivity and collaboration

Insight's Device Lifecycle Services, service desk solutions and experience with workplace offerings can help you create comprehensive end-user support, including easy device exchange and optimized use of Microsoft Teams, Teams Rooms, Viva and more.

Why Insight for workforce modernization?

25+ years delivering workforce services

1,000+ clients serviced

4.61 client CSAT (out of 5)

1M+ Office 365/Windows migrations annually

2.5M+ devices supported

Work with Insight to:

Reduce security risk by protecting users and business data.

Increase ROI on workplace technology purchases.

Simplify IT management.

Enhance service levels and productivity.

Improve retention and attract talent with modern end-user experiences.

Streamline device workflows.

Drive the workforce results you want to see.

Contact Insight for Professional Services, Consulting Services and Managed Services custom-fit to your unique challenges and strategic goals.

Insight

Explore more of what Insight has to offer around workplace modernization:

Datasheet: Workplace Services Assessment

Solution brief: Why Insight for Devices

Solution brief: Managed Endpoint

Solution Brief: Managed Collaboration for Microsoft Teams Voice

Video: Lifecycle Support for Hybrid Workforce TechTalk

Infographic: Simplify Your Device Lifecycle

Infographic: Driving transformation with Managed VDI

Sources:
[1] Maurer, R. (2022, March 16). BLS: For Many Employers, Some Remote Work Expected to Last. SHRM.
[2] Spataro, J. (2019, July 11). Microsoft Teams reaches 13 million daily active users, introduces 4 new ways for teams to work better together. Microsoft.
[3] Spataro, J. (2020, Oct. 28). Microsoft Teams reaches 115 million DAU—plus, a new daily collaboration minutes metric for Microsoft 365. Microsoft.
[4] Foley, M. (2021, July 27). Microsoft Teams hits 250 million monthly active user milestone. ZDNet.
[5] Foley, M. (2022, Jan. 25). Microsoft: Teams now has more than 270 million monthly active users. ZDNet.
[6] Freshworks. (2022). State of Workplace Technology, Part 1: Workplace Tech: The new battleground for the war on talent, productivity & reputation.