

# A CIO's guide to creating the workplace of the future

Feel like work isn't working? Find out how a modern workplace can unlock productivity and collaboration to propel your business into a brighter future

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# A thoroughly modern workplace

**Whether you're looking to retain employees, grow your business or boost your revenue, you've got to stay ahead of the curve.**

The way we work is changing and whether or not your business is at the forefront of that change will determine its success.

It's no big secret. According to our research, 80% of IT decision makers believe that not modernizing IT systems will negatively impact the long-term growth of their organization.

Turn that coin over and IT decision makers believe that embracing modernization has the potential to boost annual revenue by as much as 14%, and reduce operating cost by up to 13%. According to 85% of IT decision makers, modernization is also important in attracting and retaining the best employees.

**So how can I turn my workplace into a living, breathing vision of the future?**

We're glad you asked. We'll show you how you can make productivity, collaboration and security the beating heart of your business. Ready to step into the future? Let's get started...

"Adapting how and when we work to meet the needs of a connected, always online society is one of the most important challenges faced by business"

Matthew Yeoman, journalist and author





# Power to the people

Feel like your days are dominated by process and technology that's supposed to help you but only slows you down? A few simple changes can help you shake off the shackles and put the energy back into your workforce.

It's all about giving people the power to work wherever they are. Just like businesses, no two employee days are the same. Whether it's central call center employees, remote sales executives or your partner organizations, workplaces require the ability to work without boundaries. If you want to boost productivity, you've got to give everyone access to all of the tools, data and resources they need to work from anywhere.

## Enable real-time access

Where do you need to be able to work to be your most productive? On the train on your way into the office? At home? At your desk? At the coffee shop? Expectations around when and where we work have changed. Create a cloud-first workplace that gives everyone secure real-time access to information and the chance to collaborate no matter where they are.

## Embrace evergreen

With cloud solutions like Microsoft 365 you know your team always has access to the latest and greatest tech. Previously solutions were updated perhaps every three-to-five years. Microsoft 365 receives hundreds of updates every year to make sure everyone has the latest features and functionality.

## Go beyond the mailbox

For too long, the email inbox has been the engine room of the office. There are so many tools out there and they're probably already at your fingertips. Microsoft 365 gives you access to Yammer, SharePoint, Skype for Business and Teams. Work with your teams to help them understand what to use when and how these tools can unlock their potential. For example, SharePoint is great for sharing structured content, Yammer is perfect for structured dialog, while Skype is best for unstructured dialog like meetings.

Two thirds of IT decision-makers believe that conventional systems and approaches in use today cannot address emerging digital business requirements.

2017 Avanade IT Modernization Study



# Collaborate to innovate

**“Flexible working doesn’t mean that it’s fine for people to work in isolation. After all, the best ideas are often a cumulative effort, spawned by shared thoughts and multiple opinions.”**

**Dave Coplin, Chief Envisioning Officer, Microsoft**



The four walls of today's office are the four corners of the world. Business is globalized, and workplaces often consist of employees and partner ecosystems from all over. The idea is that business is 'always on', no matter the timezone, while different cultures and experiences combine to create, disrupt and innovate. So why aren't all businesses doing it?

The problem is multi-dimensional. Businesses are inherently analog, while the toolset is digital. Collaboration sits at the intersection between the human and digital worlds. Often businesses lose sight of the human element and think that simply introducing a new solution will instantly make everyone more collaborative. Carefully considering how your people will use new collaborative technologies will help the business to use and adopt them.

So what ground work should you put in before introducing new collaborative technologies?

#### **Understand how people work together**

The global nature of work means that you don't have a singular culture that determines the way everyone works and collaborates. Take a look at every part of your business and make a mental note of where everyone is located. It sounds simple but it will give you valuable insight into what is happening in your organizational culture because of geographical dispersion.

#### **Break down organisational structures**

Collaboration tools will help you to break down organizational structures and encourage more sharing between departments and silos, especially if they're in separate physical locations. Think about how you can bring in real-time sharing tools that encourage conversations.

#### **Connect data and knowledge**

Collaboration happens wherever the knowledge is focused. Today, data exists everywhere, across every part of your business and across a variety of solutions and applications – on multiple devices. You need a partner who works in a similar way; one that's natively hybrid and not tied to a particular technology or approach.

#### **Overcome space and time**

The workplace experience needs to transcend different generations and multiple locations. In this age of technological progress, people still like to deal with people, so helping teams work together from different locations in real-time is vital. This real-time multilocation workplace will require new models of support and engagement.

### Customer case study

HELLA wanted to make it easier to manage and share documents, so we took them to the cloud. We designed a cloud-first end-to-end document management system that integrated Microsoft SharePoint Online with the client's legacy Salesforce.com platform.

"We've measured the time-saving improvements, and this project will save hundreds of thousands of Euros a year, so it pays for itself."

Nico Gotzel, Project Manager for Global Sales Excellence at HELLA





## Customer case study

Bonava wanted to increase productivity and collaboration while enhancing the user experience. The answer was M365 with Microsoft Enterprise Mobility + Security (EMS), Office 365 and Windows 10 Enterprise. When combined, the solutions created a modern workplace platform that enabled secure anywhere, anytime network access.



# Take control

Workplace acceleration shouldn't mean losing control of IT. A smart approach will help you create a fast, nimble workforce that's secure no matter where they are. Greater freedom means greater risk, right? Wrong. There's no reason why security should hold you back. You just need the right approach.

## Think identity-first

When it comes to security, the intelligent workplace spans four key pillars: identity-based threats, protecting against data proliferation, preventing attacks before they happen, and maintaining regulatory compliance. The first of these pillars is the most important and the best place to start. You need to be sure employees are who they say they are. If you aren't sure, the other pillars fall down. If you don't have a firm grasp on user identity, a lot of what you're doing won't be as effective.

## Embrace the experience

When security measures obstruct or slow down the experience, people often find ways to circumvent them or stop using particular technologies altogether. If people start using unsanctioned solutions, then it's easy to lose control from an IT perspective, very quickly. It's not about technology for technology's sake but more about customizing integration to suit each user.

## Spread the good word!

There is often a lack of understanding around why a particular product is being used from a security point of view. Having a well-defined change enablement plan can show people why certain approaches are important to the business and how they can help them be successful. Take the time to explain to employees the importance of controlling where business data exists and the dangers of rogue IT. You could even have user evangelists who show people how particular solutions are helping them to be successful.

"From our experience with Microsoft, we knew it had the best mobility, security and cloud solution for us with the most complete set of services. And we knew that Avanade was the best partner to work with given its deep insight and skill set with Microsoft technology"

Patrik Strom, CIO,  
Bonava

# Why Avanade?

**Ready to embrace the future? Avanade's experience with the Microsoft ecosystem can help you achieve the modern workplace; increasing collaboration, productivity and security while enhancing the end user experience.**

By partnering with Avanade you can:

- get the benefit of our experience and take advantage of the speed, scale and economics of the Microsoft Cloud.
- unlock productivity and collaboration while maximising short and long-term value delivered to the business.
- provide end users with the flexibility to work securely anywhere, anytime and from any device.





# Get started today

**Modernization waits for no one. Make a start today with Avanade and begin reaping the benefits of a more productive, collaborative and secure workplace.**

- Modern Workplace Assessment – Find out where you are on your journey and how you compare with other businesses like yours, and [create your own personalized assessment](#).
- Cloud Performance Advisory – See how your end user experience stacks up when compared to Microsoft industry benchmarks and receive a clear roadmap and end-to-end strategy for your modern workplace. [Contact us for more information](#).

To find out more visit [avanade.com/modern-workplace](https://www.avanade.com/modern-workplace)

#### About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem.

Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at [www.avanade.com](http://www.avanade.com)

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