



# The CIO's Guide to Workplace Transformation in 2024





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# A new world of work



A new world  
of work



# A new world of work

Globally, the workplace is transforming as we reshape traditional notions of where and how we work. Technological advancements, shifting employee expectations and global events like the COVID-19 pandemic have accelerated the adoption of new work paradigms.

At the forefront of this transformation are trends such as remote and hybrid working, talent attraction and retention, health and safety considerations, productivity enhancements, sustainability initiatives and cost-cutting strategies – all of which have an effect on employee experience (EX).

These trends also place the technologies that drive great EX firmly on the agenda of the CIO, whose responsibilities go well beyond acquiring and deploying technologies that improve EX. It's the CIO who needs to align IT strategies with EX strategies, taking into account the organization's infrastructure as well as security and data management policies.

This guide will illustrate how various technologies are assisting CIOs who are driving workplace transformation.





A new world of work

# Hybrid and remote working are central to EX strategies

According to NTT DATA's [2023 Global Employee Experience Trends Report](#), nearly 60% of employees around the world are now working remotely all or some of the time.

But, while employees greatly value the flexibility that a hybrid or remote role brings, they will end up frustrated if they lack the tools and facilities to do their jobs. Only 48% of organizations agree strongly that employees have access to technology that will enable and augment their performance while they're working from home or remotely.

So, these new ways of working have become a central consideration in employee experience (EX) strategies across industries.

The report finds that EX is now the top C-suite priority in the context of improving customer experience (CX) as organizations realize the value of aligned EX and CX strategies: satisfied and engaged employees are 66% more likely to deliver exceptional customer service.





A new world of work

# Rethinking the workplace

The workplace itself is also in flux: a well-designed office enhances employee focus and efficiency while fostering a sense of pride, engagement and belonging. This is particularly valuable for hybrid workers who now expect the workplace to deliver value that they cannot get from home – in essence, making it worth the commute beyond providing fundamentals such as a desk and an internet connection.

According to our EX trends report, 88% of organizations say improvements to the physical office environment have an impact on their bottom line, and more than two-thirds say that hybrid workplace redesign will be key to reshaping and improving their EX capabilities over the next three years.

These improvements can range from the network itself to the environmental setting, room booking systems and more.

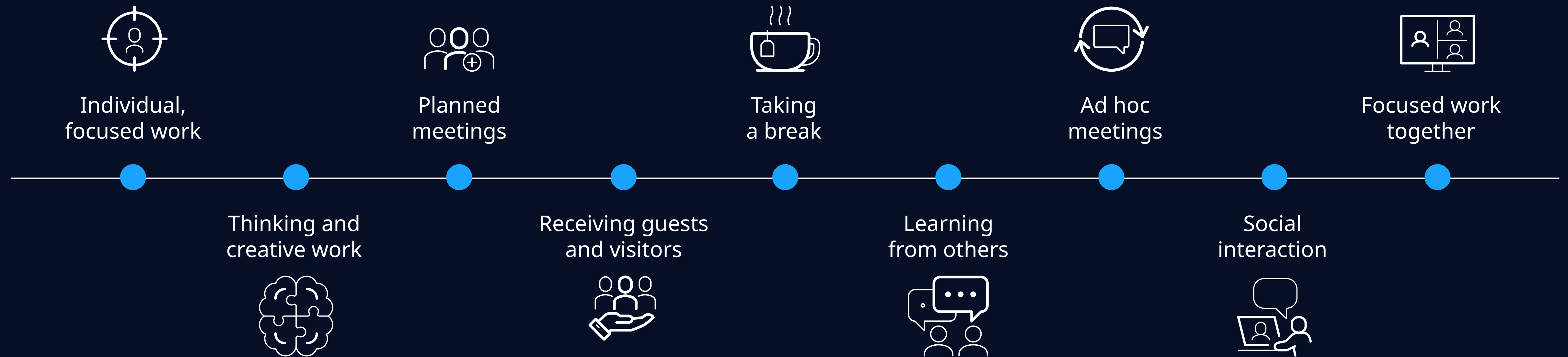
Organizations are therefore also rethinking and reshaping their workspaces – not just to improve their EX and make hybrid work a success, but also because the long-term benefits include energy savings and reduced maintenance costs, ultimately leading to savings and a sustainability boost.



A new world  
of work



# A great day at work: "superdrivers" to consider for outstanding EX





# 6 outcomes of workplace transformation



6 outcomes  
of workplace  
transformation





# 1

6 outcomes of workplace transformation

## Supporting a distributed workforce

Digital connectivity and collaboration tools now enable employees to seamlessly contribute to projects from diverse locations and strike a balance between autonomy and team collaboration.

Organizations are approaching this opportunity from two directions.

First, they want their employees to work as productively as possible when they're not in the office. Our EX trends report notes that 73% of organizations say hybrid or remote working has led to their investing in mobility in the past two years, while 75% will continue investing in this area in the next two years.

These investments take the form of mobile device management (security and support), business-grade internet connections, and application or software development.

Second, they want to make smarter use of their office space to connect office-based workers with their remote-working colleagues – and reduce their real-estate and energy footprint (and costs), among other goals.

However, only 43% of organizations agree strongly that their office space fully supports hybrid working – that is, they have consolidated their office spaces and invested in technology to upgrade the environment (for example, by providing robust connectivity).



2

6 outcomes of workplace transformation

# Attracting and retaining talent

The ability to offer flexible work arrangements, whether through remote or hybrid models, has now become a key differentiator as organizations compete for talented employees.

Workplace policies and technology that support these arrangements can help to create an inclusive and engaging corporate culture that is aligned with the values and aspirations of employees.

This not only helps to retain skilled workers but also makes the workplace an asset in negotiations with job seekers.

Beyond the physical changes to employees' workspaces, organizations also have to invest in employee wellbeing, professional development and other initiatives that foster a sense of purpose.



6 outcomes  
of workplace  
transformation





### 3

6 outcomes of workplace transformation

## Creating a healthier workplace

Health and safety considerations have taken center stage in the wake of global events.

During the pandemic, the wellbeing of employees became both a moral imperative and a strategic priority, as a healthy workforce contributed to sustained productivity and business continuity.

Organizations therefore reimagined their office spaces to accommodate social distancing. They implemented rigorous cleaning protocols and incorporated technology to monitor and manage workplace safety.

Many of these improvements have remained, albeit with some changes along the way as lockdowns were lifted and health protocols relaxed. Many organizations still use low- or no-touch office technologies such as biometric access systems, voice-activated assistants like Amazon's Alexa, smart lighting controls and automated soap dispensers.

What's notable is that employees' expectations of workplace health and safety have changed forever, and organizations have to take note.





# 4

6 outcomes of workplace transformation

## Enhancing productivity

Remote and hybrid models challenge traditional notions of productivity and performance, requiring organizations to focus on outcome-based metrics rather than hours logged.

Leveraging technology for collaboration, project management and performance analytics has become essential for tracking and optimizing productivity in a distributed workforce.

Organizations see cloud technology as the top enabler of improved employee performance because employees can work from anywhere, using a bigger range of corporate and personal devices: our EX trends research shows that 95% of organizations say cloud solutions are vital for enabling outcomes related to EX.

The cloud can host communication and collaboration platforms – linked to smart meeting spaces in the office using products such as Cisco Board Pro and Microsoft Surface Hub, to enable real-time teamwork between on-site and remote employees – as well as the analytics tools that can help managers automatically track and analyze productivity in real time.





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6 outcomes of workplace transformation

## Striving for sustainability

Sustainability has become a key consideration for organizations that seek to align their operations with environmental and social responsibility, and the evolving workplace is marked by a commitment to a more efficient use of space and a range of green practices such as eco-friendly office designs.

Maintaining offices where vast spaces are used by only a small number of people on any given day can quickly become wasteful and expensive. Organizations are therefore consolidating office spaces and using technology to monitor and adjust the physical environment to reduce energy consumption and related costs – and to track and report on their energy consumption.

Remote work itself also contributes to sustainability goals by decreasing the need for daily commuting, thereby limiting carbon emissions and energy consumption, while cloud technologies have a lower carbon footprint than on-premises technologies.



6

6 outcomes of workplace transformation

# Cutting operating expenses

In the quest for efficiency and resilience, organizations are also exploring ways of cutting costs without compromising productivity and employee satisfaction.

Reducing physical office space (which can often also reduce utility costs) and adopting cloud-based solutions (which reduce the need for on-premises hardware and maintenance costs) are some of the strategies organizations are implementing to save while remaining competitive.

Furthermore, investing in collaboration tools can reduce the need for business travel, saving on transportation costs and related expenses, while energy-efficient practices in offices, such as optimized lighting and smart automation devices like motion sensors, can deliver cost savings over time.

Organizations may also choose to outsource some or all of their EX and office management to a skilled external partner who can help them identify savings.





# Workplace transformation in practice



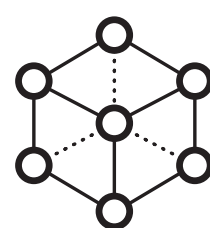
Workplace transformation in practice



Both employee and visitor journeys must be taken into account during the transformation of the workplace, as new technologies and related processes can deliver efficiency and contribute to good EX across the board.



**Employee journeys** focus on the experiences of individuals within an organization, from their initial recruitment and onboarding to their daily work activities and career development. Touchpoints range from the job application processes, orientation and onboarding procedures to day-to-day work, training and development.



**Visitor journeys**, on the other hand, center on the experiences of individuals who visit the workplace for various reasons – clients, partners, vendors and job candidates, for instance. Touchpoints include the scheduling of visits, security checks, reception, guided tours and meetings with specific employees.





# 8 action points for CIOs

## 1 Upgrade meeting rooms and deploy videoconferencing and collaboration tools

### Meeting spaces: employees' considerations

- **Finding the best place to work**  
Desk? Phone booth? Lounge? Beanbags?  
Everywhere I go is busy. I need somewhere quiet to make phone calls for part of the day.
- **Finding and using meeting spaces**  
Who do I call to book a meeting room? I'm not in my usual building; they seem to use something different to book rooms here. How do I know if there's a display in the room to show my deck?
- **Using a collaboration space**  
How can I share this whiteboarding session with my remote colleagues? How do I screen-share from my iPad? I've been sent a Teams invitation but I don't know how to join the meeting.
- **Ad hoc meeting spaces**  
All the meeting rooms are busy, and I need to do a quick one-on-one. I'd rather not do it in the kitchen. How can I access a private space without booking it in advance?
- **Navigating the workplace**  
I got to the office with five minutes to spare before my meeting, but I have no idea where the meeting room is. And where are the bathrooms?
- **Hosting a guest**  
How will I know when my guest arrives? Will they have to wait in reception and watch 10 minutes of safety videos? How will they enter the car park? Do I have to escort him? How will they connect to our Wi-Fi and share their presentation in our meeting room?
- **Staying safe and informed**  
What's available in the canteen this week? How will I know my guests made it out of the building during a fire? I missed out on the lunchtime jog because I didn't know it had been organized.
- **Connecting with coworkers**  
I need to find Karen so we can go for lunch but she's not at her desk. How can I locate her in the building?





Everyone should be able to access meeting rooms seamlessly, whether they're in the room or dialing in, with crystal-clear video and audio fed to remote attendees.

Hybrid workers now travel to the office specifically for meetings, workshops and other team events. More than 7 in 10 organizations are upgrading their meeting spaces with videoconferencing – many at an advanced level – and plan to raise the proportion of video-capable rooms from 48% now to 65% in the next two years, according to the EX trends report.

And, while 21% of organizations report that more than three-quarters of their meeting rooms are now video-capable and integrated with unified communications systems, 44% plan to reach this level in the next 12 months.



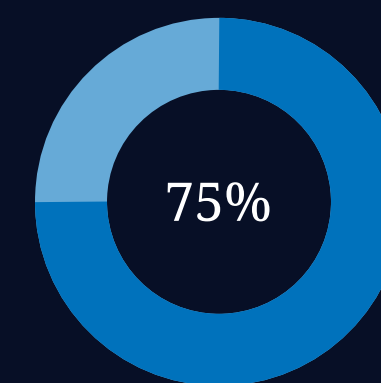


Unified communications platforms combine various communication and collaboration tools into a single interface to streamline the user experience and improve productivity.

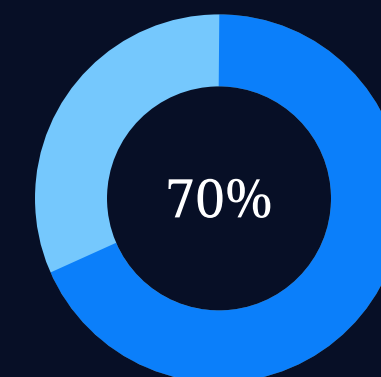
These tools may include Voice over Internet Protocol, instant messaging, videoconferencing, email integration, mobile device integration and AI enhancements.



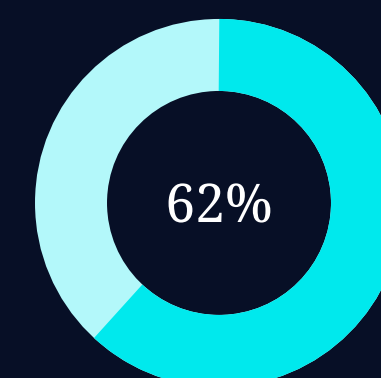
Level of sophistication of video-capable meeting rooms (average % of each type of room) in the next 12 months



**Simple and cost-effective**  
(one screen, webcam, microphone and speaker phone)



**Advanced**  
(dual screens, microphone/room treatments, touch screen)



**Complex**  
(telepresence and immersive AR/VR experience)

Source: 2023 Global Employee Experience Trends Report







## Video enablement

The EX trends report also finds that organizations that are already using video chat operationally are over 80% more likely to be very satisfied with EX than those with no immediate plans to deploy it.

Video enablement means employees are no longer held back by technology when deciding between remaining at their office workstation, equipped with a laptop and camera, or moving to a meeting room to convene with colleagues who are working remotely.

These advances also make those who are working from home feel more engaged when they attend meetings remotely – and this is another area where AI-powered functionality such as motion tracking, speaker tracking and camera-angle optimization is making a positive difference.

Organizations can also issue supporting devices to employees, such as speakers and headsets with noise-cancellation features, to improve the quality of engagements with remote workers in meetings.

Of course, these advances depend on how fast organizations can upgrade their existing meeting spaces. Most are making systematic improvements by first implementing simple and cost-effective foundations before gradually increasing their level of sophistication.





## Managed rooms

Another trend is the shift in focus from managing devices to managing meeting rooms.

Managed service providers or in-house IT teams used to focus on device management only, including certified Cisco or Microsoft devices installed in meeting rooms. Now, augmented reality (AR) and analytics have come into play because organizations want to make quality collaboration and communication services available to all their employees.

The scope has broadened beyond simply enabling meetings to making meeting rooms easily accessible to all staff – whether they're working locally or remotely – and being able to resolve any technical issues with minimal intervention.

It's no longer sufficient just to initiate a meeting and then leave the attendees to manage the video and audio devices in the room. Instead, a facility control system should determine room availability, check the technical configuration and even make a test call.

Such a system should also track room usage in detail and report issues. Are rooms being used only for individual video calls or are they meeting spaces where many participants interact on camera? How many people are physically present? How much content are they sharing? Did they struggle to connect? Was there any audio distortion?

Gathering these analytics will help to identify opportunities to improve the operation of meeting rooms and the application of video technology to increase EX.



## 2 Make hotdesking work for everyone

Hotdesking is another way of accommodating the needs of a more mobile workforce. According to the EX trends report, 73% of organizations are increasing their use of hot desks and reducing the number of individual workspaces.

Managing hotdesking may require a booking system if an organization has high but variable numbers of employees arriving for work regularly, so that employees know in advance there will be room for them on a specific day. A booking system can also cater for specific employee needs beyond a regular chair, a desk and a network connection, such as a second monitor or a standing desk.

There should also be adequate collaboration spaces and ad hoc meeting spaces for in-office workers, and it should be simple to make use of this newly expanded range of facilities, from making bookings and receiving visitors to physically navigating the office to find specific rooms or spaces.

For example, monitors throughout the building can show the location of offices and meeting rooms as well as their availability. This data can also be made available online to all employees, wherever they are.





### 3 Prioritize excellent connectivity

**No connection, no work – it's that simple. Internet connectivity forms the backbone of other technologies that enable a more collaborative and efficient work environment.**

Nearly 5 in 10 organizations say they have already increased their Wi-Fi/5G density and speed to support seamless connectivity and high-bandwidth apps, while 35% plan to do so or continue their efforts in the next year – meaning 83% of respondents to the EX trends survey are attending to this need.

Reliable internet connectivity allows employees to work virtually anywhere and use collaboration platforms, videoconferencing, remote desktop access and other communication tools, most of which are likely to be cloud-native and therefore rely on high-quality connectivity.

Connectivity also enables the transfer of data between systems (including real-time analytics that help organizations respond to changing workplace conditions such as overcrowding) and the integration of IoT devices like smart sensors and automation systems. These devices also need to be connected for data exchange and coordination.

Importantly, connectivity supports security measures such as virtual private networks and encryption to protect data that is being transmitted between remote locations and corporate networks.





## 4 Enable employee mobility

**If remote and hybrid working are here to stay, employees need to be able to do their work effortlessly in a range of settings, including when they're on the move.**

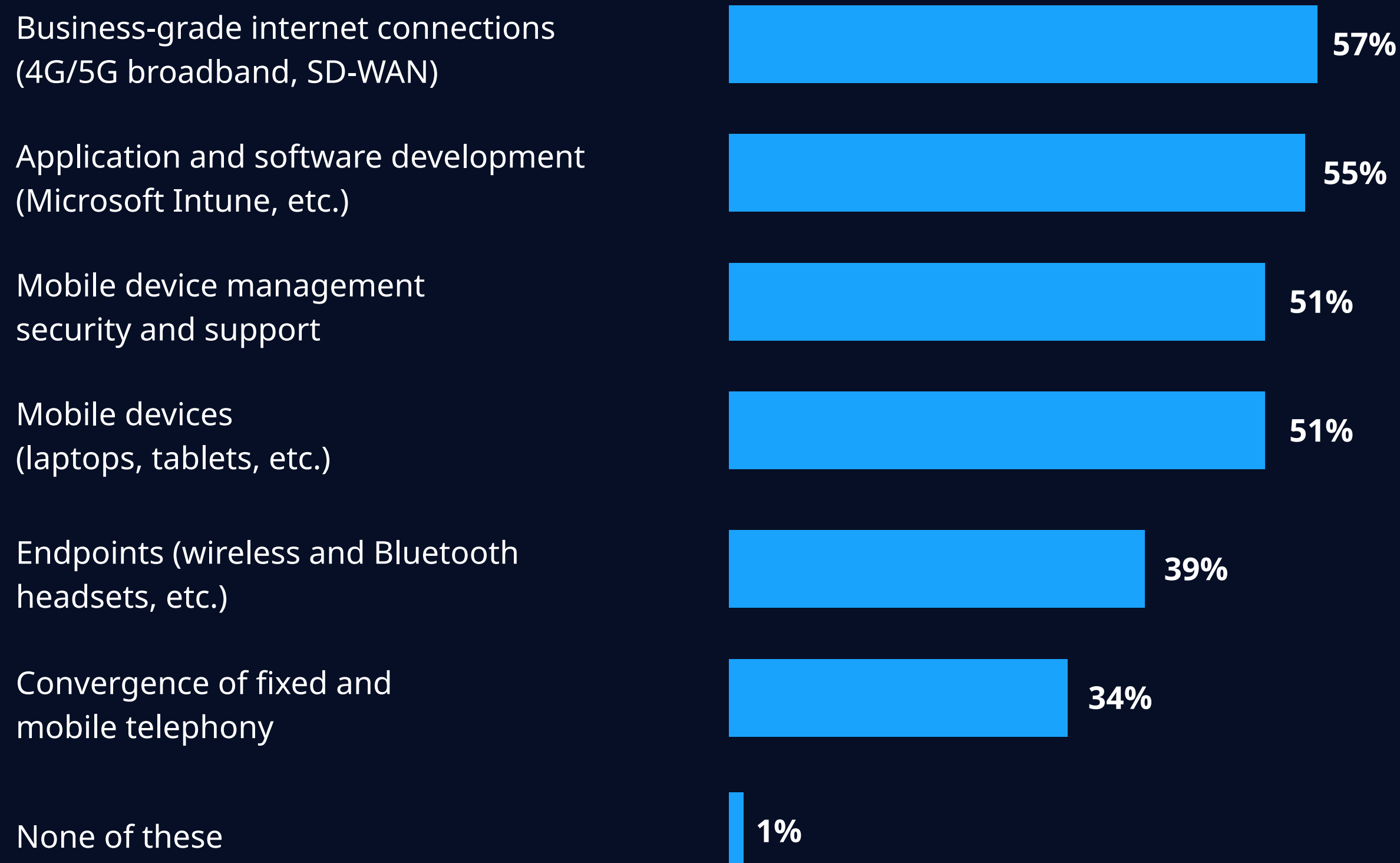
This is why organizations are investing in mobility to support workers – including those who consistently work in mobile environments, such as salespeople or consultants operating in different office locations.

The ease with which employees can access all their data, the quality of meeting interactions and the speed of connectivity – all underpinned by security – are now critical factors that will affect EX.

Providing an environment where employees can work effectively, regardless of location, is therefore fundamental to ensuring productivity and maintaining employee satisfaction. According to the EX trends report, 73% of organizations say hybrid and remote working led to their investing in mobility in the past two years.

Furthermore, organizations identified as top performers in that report (based on their revenue and profitability) are three times more likely than underperformers to have significantly increased their investment in mobility in the past two years.

### Top investment areas for mobility



Source: 2023 Global Employee Experience Trends Report





**An effective mobility strategy is vital to ensure technology, internal policies and security measures enable rather than hinder employees' ability to work in mobile settings.**

Mobility policies often include bring-your-own-device (BYOD) allowances, so employees can use their personal laptops and devices for work. However, this raises challenges in terms of security, data protection and access to corporate data and applications. Catering to a diverse array of technology choices, such as Android or iOS devices, also adds complexity.

**Mobile device management (MDM) can be used to enforce the organization's security policies on devices.**

Organizations must, however, balance all these aspects of MDM with respecting their employees' privacy. This can be achieved, for instance, by separating personal and work-related data on their devices.

EX for remote workers is also being improved by using eSIMs to connect their office phone line to their personal mobile phones. They can then use the phone's native dialing functionality to make and receive business calls without having to resort to their Teams applications.



**MDM is the administration and tracking of devices in an organization, including software that enables IT teams to regulate some aspects of these devices, regardless of their physical location.**





## 5 Make the switch to cloud computing

**The cloud is an essential part of digital transformation, and the EX trends report finds that nearly all organizations now regard cloud solutions as vital for enabling their EX outcomes.**

Few CIOs still consider installing on-premises communications solutions. Cloud-based communication is secure, scalable and affordable because organizations don't need to deploy their own infrastructure.

And, compared with licenses for siloed, on-premises systems, cloud-based EX tools also tend to be more budget-friendly in terms of their flexibility to scale up and down and their month-to-month running costs.

**Security must be at the core of any cloud-based EX solution.** Improved security, along with legal compliance, is one of the top five impacts of the cloud on EX, so organizations need to choose cloud technology that aligns with their industry and compliance requirements.

For employees, integrated cloud-based collaboration platforms help teams work together more efficiently and securely – and they facilitate a high level of mobility. The resulting boost in productivity is the highest-ranked effect of cloud on EX, according to the EX trends report.

**Cloud is also about gaining access to innovation.** Most AI engines are based in the cloud, so organizations that want to apply AI to improve their EX will need to migrate to the cloud or at least integrate with cloud services. They can launch proof-of-concept or pilot EX projects faster and more affordably as they leave behind their legacy infrastructure.





## 6 Put digital twins to work



**By creating digital twins of individual workstations or offices, organizations can explore ways of personalizing these workspaces based on employee preferences and work requirements to enhance EX.**

Digital twins are virtual replicas of physical objects, processes and systems (or even people) that can simulate and optimize various aspects of the workplace environment.

A digital twin that simulates an office space allows organizations to experiment with different layouts before they make possibly expensive and cumbersome physical changes. They can also provide a visual representation of proposed changes.

Digital twins can also play a role in optimizing smart-building systems for energy efficiency and employee comfort by replicating the behavior of IoT sensors and devices such as occupancy and temperature sensors or smart lighting.

Organizations can also use digital twins to be more proactive about reducing downtime and extending the lifespan of assets. Digital twins of physical assets, such as equipment or facilities, can simulate and predict maintenance needs. They can generate data that can be analyzed to monitor the performance of physical assets, processes or systems for continual improvement and optimization.



## 7 Transform the network into a workplace superhero

**Workplace transformation can have significant implications for the network, which has to adapt to new technologies and demands.**

According to our [2022–23 Global Network Report](#), 93% of organizations recognize that the most pressing business and digital transformation challenges are linked to and directly affected by the network.

**In the network report, 94% of organizations agree that cloud-based workloads demand greater availability, scale and performance from the network.** These applications and services create a higher demand for bandwidth to ensure efficient and seamless access to these resources – especially once videoconferencing and collaboration tools are added into the mix.

**And, when more employees are working remotely or taking part in virtual meetings, network capacity should be flexible and scale automatically to meet changing demand.** This is even more crucial when a multitude of IoT devices are installed in smart offices, pushing even more data onto the network. Technologies like software-defined networking and network virtualization help organizations in this regard.

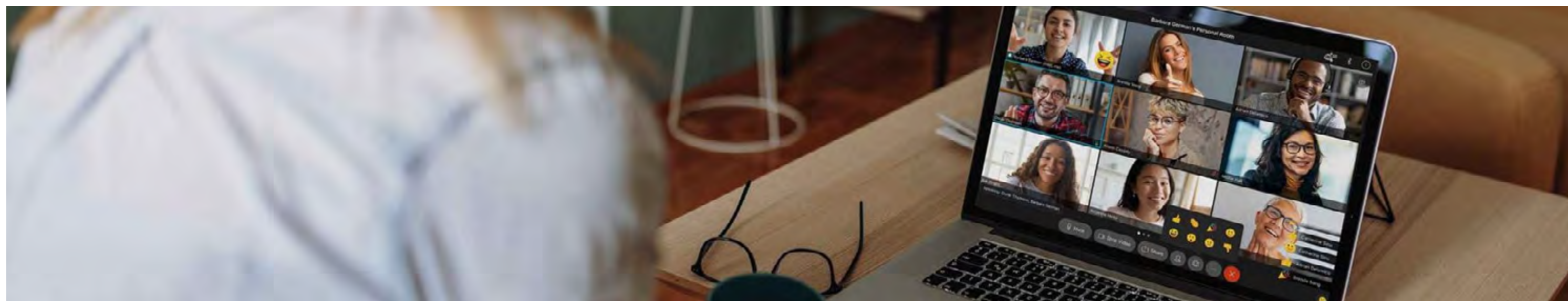
**Remote and hybrid work also introduce new cybersecurity risks.** A dispersed workforce widens the attack surface of an organization's IT infrastructure because many users are now located outside the traditional network perimeter, creating a need to protect data transmitted between remote locations and the corporate network while meeting data privacy and compliance requirements.

Switching to new protocols such as secure access service edge (SASE) – which integrates the networking functionality of a software-defined wide area network (SD-WAN) with zero trust network access and other cloud security features – becomes paramount.

With a cloud-native architecture, SASE allows employees to connect securely to the corporate network regardless of their location. It modernizes network security while reducing the complexity associated with distributed network access – and, ultimately, it helps avoid downtime that can have significant productivity and financial implications for organizations that have become more dependent on digital tools and cloud services.

Enhanced network visibility and monitoring tools that track the performance of applications and devices also help to avoid downtime.

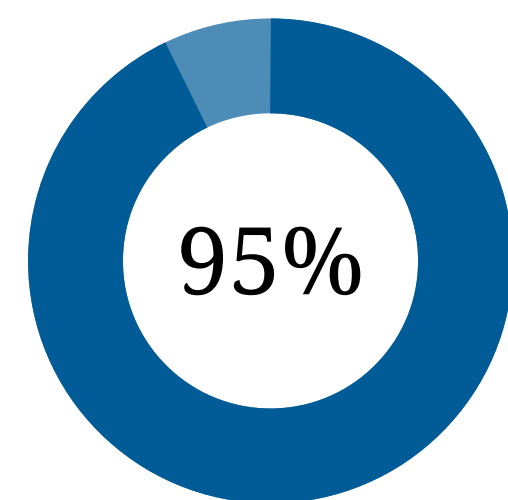
Workplace transformation should also include robust disaster recovery and business continuity planning for the network to minimize the effects of any disruption.



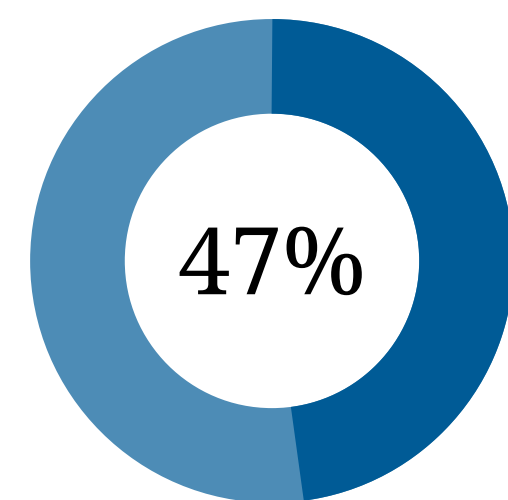


## 8 Keep it sustainable

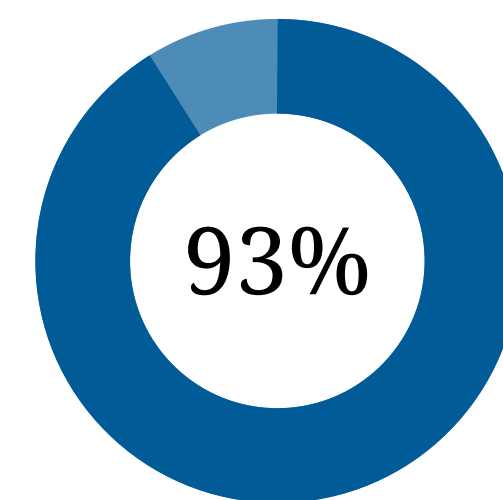
Organizations are integrating sustainability with EX strategies to align with evolving customer and employee expectations, according to the EX trends report.



of organizations agree that a sustainable workplace helps to attract and retain talent.



agree strongly that they consider sustainability when building physical workplaces.



say workplace design is a key pillar in their organization's sustainability agenda.

Source: 2023 Global Employee Experience Trends Report

Enabling remote work or flexible work arrangements already reduces the need for daily commuting, and virtual collaboration tools lessen the need for business travel – all leading to lower carbon emissions from transportation.

The report also finds that top-performing organizations are almost twice as likely as underperformers to strongly consider sustainability when building physical workspaces (for example, through “green” design and practices and adherence to the WELL Building Standard).

**CIOs should implement sustainable procurement policies so they can choose suppliers and partners with strong environmental and social responsibility practices.** Importantly, all their efforts in this area should be aligned with the organization's broader corporate social responsibility initiatives.

**The new wave of AI-fueled EX technology can also contribute to sustainability. For example:**



Intelligent workplaces with automated environmental controls make it simpler to manage energy consumption – avoiding overheating, say, or keeping devices powered down when rooms aren't in use.



Adopting digital tools as part of workplace transformation leads to fewer paper-based processes.



Workplace transformation often helps organizations reduce their overall office space, which also lowers their energy consumption and limits the environmental impact of construction and maintenance.



Building resilient and adaptable office infrastructure can minimize the potential impacts of climate change, ensuring long-term business sustainability in the face of environmental challenges.





# Enhance productivity, sustainability and employee wellbeing

Welcome to our intelligent workplaces, where advanced technologies transform buildings and improve lives. By integrating IoT devices, AI tools, cloud platforms, data analytics and automation, our solutions optimize employee efficiency and building performance.

The result? Unprecedented productivity, sustainability and employee satisfaction.

In **Munich**, our workplace prioritizes the employee experience. Using sensors, automation and technology, we support hybrid working while maximizing efficiency and sustainability.

In **Singapore**, our cloud-first approach and infrastructure upgrades have reduced costs by 30% and achieved a 76% workplace satisfaction rating.

In **Cape Town**, our smart offices prioritize people and sustainability. Employee involvement in design has optimized spaces, reduced energy consumption by 45% and decreased floor space by 37.5%.

**Learn more [about intelligent workplaces](#)** that enhance employee satisfaction, efficiency and sustainability.





# Case study: NTT DATA Munich



Case study: NTT  
DATA Munich



NTT DATA's new office in Munich needed to be a truly hybrid work environment. After the pandemic, we wanted our people to see the office as sustainable, healthy, safe and, importantly, a place where they wanted to spend time.

We wanted to securely connect employees working remotely with those at the office – and make it easy for them to come in, book spaces and find their colleagues.

We also needed videoconferencing facilities and a digital twin to track occupancy and monitor energy consumption, all powered by an efficient network to facilitate easy data exchange, automation and communication between devices and systems.

Watch the [video success story](#)





Case study: NTT DATA Munich

# How we transformed our workspace

**We created different workspaces** – general work areas, private rooms and meeting rooms with videoconferencing facilities and integrated connectivity software. (Even the kitchen now has videoconferencing facilities, so remote and on-site colleagues can connect while enjoying a cup of coffee.)

**Work areas and meeting rooms can be booked on an app or claimed as needed** – with plans to expand this approach to parking bays. Displays on rooms and desks indicate if a space has been booked.

**To track bookings and occupancy, we use a digital twin of the office.** The digital twin and the app also allow both guests and employees to locate themselves in the building and to find meeting rooms or colleagues.

**Our network connects the entire office and its sensors** while securely sharing collected data with a dashboard that allows us to view and analyze sensor data (indicating occupancy and building health metrics such as temperature, humidity and carbon-dioxide levels).

In future, sensors will detect when devices and spaces are not being used and switch the power off in those spaces.

**Our Munich workspace now encourages our people to come to the office and interact with each other.**

Automation makes it easy for them to use office-based technology, while also simplifying office management. Employees can easily book a workspace from anywhere or check which colleagues are in the office and where to find them.

**Sensors and analytics work together to reduce energy consumption in the building** (for instance, by switching devices off when they're not in use) and to make sure the physical environment is comfortable. These measures create cost savings and make the office a better place to work, boosting productivity and creativity.





# Why managed services make sense



Why managed services make sense



# Why managed services make sense

CIOs' leadership is essential in navigating the myriad changes associated with workplace transformation because so much of it involves the increasing integration of technology with business operations.

They have to identify and implement innovative technologies that drive digital transformation, then develop new strategies for these technologies in line with business objectives.

**Practically, they have to oversee the development and maintenance of their technology infrastructure,** including a scalable network and improved cybersecurity to protect against cyberthreats in a hybrid work environment – all while following change-management best practices to avoid disruption and improve the overall user experience for employees interacting with the technology.

Although CIOs are supported by the ever-growing range of data and analytics that flows from new workplace technologies, **it can still be a challenge to convert this data into actionable insights** and keep all stakeholders (other executives, employees and board members) updated on the progress of workplace transformation.

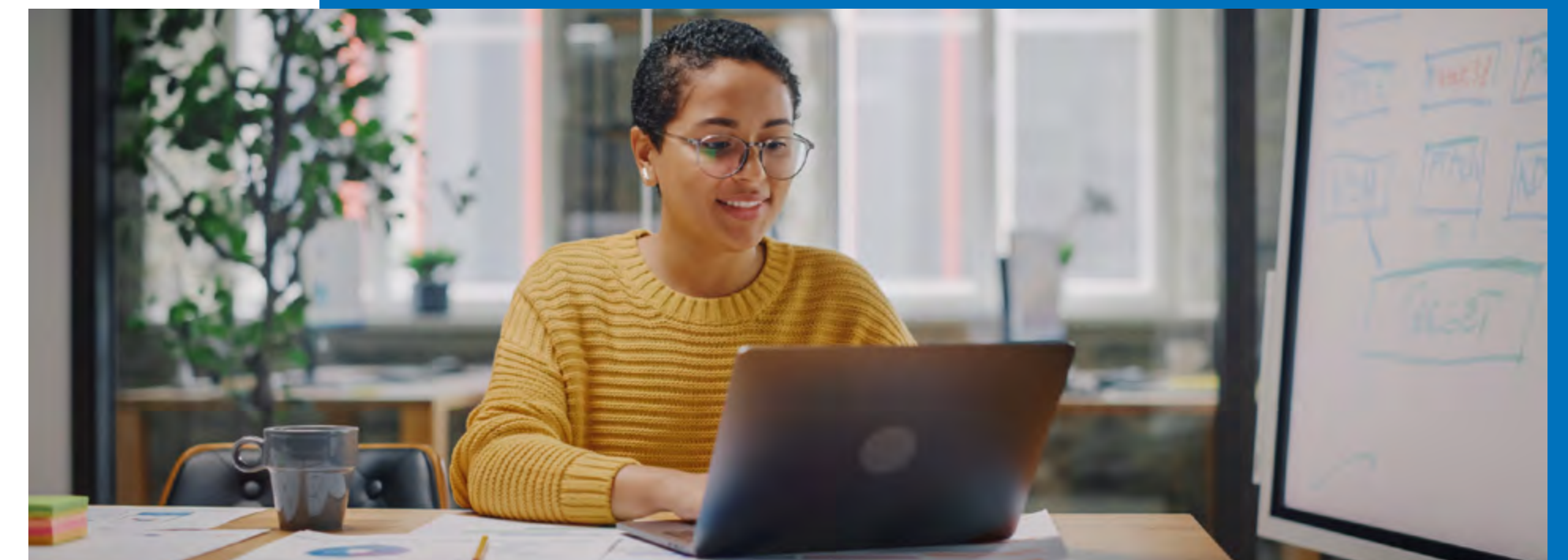
**Workplace transformation may introduce several new vendors and service providers to manage,** which could also introduce new complexity – not least of which is managing costs.

## Top 3 challenges to managing multiple vendors

(among organizations that have not aligned their technology and EX strategies)

- 1 **Limited integration between different vendor products**
- 2 **Using multiple vendors is expensive**
- 3 **Availability of skilled resources to manage multiple vendors**

Source: 2023 Global Employee Experience Trends Report







Why managed services make sense

## Partnerships that deliver value

**For CIOs in this situation, working with a managed service provider (MSP) like NTT DATA means they get instant access to deep skills in CX, EX, networks, cloud computing, security and software-driven infrastructure.**

An MSP will assist in prioritizing workplace needs and mapping a way forward to deploy technologies that will address these needs.

The MSP typically also takes responsibility for system updates and maintenance, giving organizations constant access to new features and upgraded security.

However, managed services involve a long-term relationship based on trust, so CIOs have to understand both the skills and scale of MSPs before selecting the right partner for their business.

According to the EX trends report, 9 in 10 organizations say the pandemic and other macroeconomic factors have forced in-house IT teams to focus on core business activities. Complex EX workloads are increasingly outsourced.

Also, more than half have increased their spend on vendors and third-party service providers as the result of macroeconomic factors affecting EX and CX budgets.





# 10 steps to workplace transformation



10 steps to  
workplace  
transformation



# 10 steps to workplace transformation

- 1 Clearly articulate the objectives of your workplace transformation and align your technology goals with your overall business strategy and objectives before you start.
- 2 Assess your current workplace technology, network infrastructure, processes and employee and visitor journeys, and identify the gaps.
- 3 Determine the current level of employee satisfaction in your workplace and how a workplace transformation can improve your EX.
- 4 Choose an MSP as a trusted partner to validate your assessments, devise a roadmap and manage your workplace transformation. Consider factors such as the MSP's expertise, experience, reliability, ability to scale with your changing needs, and adherence to robust security practices.
- 5 Identify potential risks associated with the workplace transformation and develop a risk management plan.
- 6 Develop a communication strategy to keep all your stakeholders informed throughout the transformation process.
- 7 Work with the MSP to develop a comprehensive transformation plan that includes roles and responsibilities, clear expectations and communication channels.
- 8 Collaborate with the MSP to integrate new technologies into your workplace, backed by a training and change-management strategy – either driven in-house or with the help of your MSP.
- 9 Establish key performance indicators and metrics to gauge the success of your workplace transformation.
- 10 Continually optimize your transformed workplace as needed. Involve employees by gathering their feedback and insights.



10 steps to workplace transformation

## Why NTT DATA

At NTT DATA, we believe strongly in partnerships with our clients. We care about their business outcomes, not just about the contract, and our key partnerships with the likes of Microsoft and Cisco support us in that regard.

We also draw on the considerable experience we've gained in our own workplace transformation efforts across the world to help our clients succeed as swiftly and seamlessly as possible.





10 steps to workplace transformation

# Why choose NTT DATA for your workplace requirements?

## A recognized Leader for Digital Workplace Services



### Recognized as a Leader

2023 Gartner® Magic Quadrant for Outsourced Digital Workplace Services, Worldwide\*  
 Everest Group's Digital Workplace Services PEAK Matrix® Assessment, 2022  
 2023 Gartner® Magic Quadrant™ for Network Services, Global\*\*  
 2023 Gartner® Magic Quadrant™ for Managed Network Services, Global\*\*\*  
 Nelson Hall NEAT for Advanced Digital Workplace Services, 2021



**#1** Microsoft Operator Connect partner & top performer for Teams telephony

## Tier 1

Global Cisco partner delivering first-class service for more than 10 years

**1M+** Cloud Voice & Managed Services users with Microsoft Teams & Cisco

**65%** Contacts resolved with automation and bots

Top-tier global cloud communications provider

**3.8M+**

Users supported

**30M+**

Meetings hosted

**10B+**

Minutes of cloud voice



One of the largest service-desk support user bases

**23M+**

Annual service-desk contacts

**6.2M+**

Managed users

**2.5K+**

Service-desk agents

10 steps to workplace transformation



10 steps to workplace transformation

# Why choose NTT DATA for your networking requirements?

Leverage our expertise, reach and unique capabilities

Networking experts in over **80 countries** with **5,800 certifications**

**Leader** in the 2023 Gartner® **Magic Quadrant™ for Network Services, Global\*\***

**Full-service portfolio**  
Consulting, support, technical, managed, infrastructure  
Cloud | WAN | LAN | Wi-Fi | Cellular

**Pioneer in managed SD-WAN**  
Cloud-based NFV services hosted out of more than 75 global Local Cloud Centers (LCCs).

**Multivendor**  
We take a multivendor approach, considering the best fit for specific client requirements

**Software-defined Services**  
Over 30 global clients use our software-defined infrastructure services to operate their software-defined networks

**Integrated services platform**  
Multitower services platform with API, automation and AI capabilities

**Leader** in the 2023 Gartner® **Magic Quadrant™ for Managed Network Services, Global\*\*\***

**Network security**  
Secure-by-design approach and a full suite of security controls in infrastructure

**Supporting**  
nearly 50 technologies in 14 languages

**Network analytics**  
Real-time application performance visibility with DVR replay functionality

**Global coverage**  
Network, cloud and data center services coverage in over **190 countries**

**Scored highest** in Gartner's 2023 **Critical Capabilities for Network Services, Global\*\*\*\***

**Leader** in the Everest Group: Network Transformation Services PEAK Matrix Assessment, Dec 2022, Global



## 10 steps to workplace transformation

### References

\*Gartner, Magic Quadrant for Outsourced Digital Workplace Services, Worldwide, Daniel Barros, David Groombridge, Stephanie Stoudt-Hansen, Katja Ruud, DD Mishra, 12 February 2023

\*\*Gartner, Magic Quadrant for Network Services, Global, Danellie Young, Karen Brown, Gaspar Valdivia, 22 February 2023

\*\*\*Gartner, Magic Quadrant for Managed Network Services, Global, Ted Corbett, Daniellie Young, Karen Brown, Lisa Pierce, Bjarne Munch, 5 December 2022

\*\*\*\*Gartner, Critical Capabilities for Network Services, Global, Bjarne Munch, Lisa Pierce, Katja Ruud, 22 February 2023

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# Speak to our experts

See for yourself how we can help with your workplace transformation.





# List of abbreviations

- AI** artificial intelligence
- AR** augmented reality
- BYOD** bring your own device
- CIO** Chief Information Officer
- CX** customer experience
- EX** employee experience
- IoT** Internet of Things
- IT** information technology
- MDM** mobile device management
- MSP** managed service provider





