

2023 Global Employee Experience Trends Report

EX is now focused on the technologies that **enable and empower** employees and drive efficiency – specifically, **collaboration and mobility** tools for **seamless EX**, regardless of location.

EX = Efficiency = Profit

#1

C-suite says improving EX is their top business priority.

Top 5

factors motivating EX investment

- 1 Improved productivity
- 2 Greater employee satisfaction
- 3 Business agility, flexibility and speed
- 4 Higher employee retention
- 5 Improved automation

94%

of CEOs say improvements to EX directly impact their net profit.

“ CEOs vote hybrid work flexibility as the top driver of successful employee experience strategies.

EX is essential for talent retention, but low EX capabilities need addressing.

Just **54%**

of CEOs strongly agree that their organization is recognized as an employer of choice.

49%

of executives are very satisfied with their organization's EX capabilities

while **83%**

of organizations say their EX levels are low and that this negatively impacts delivery and business success.

But just **25%**

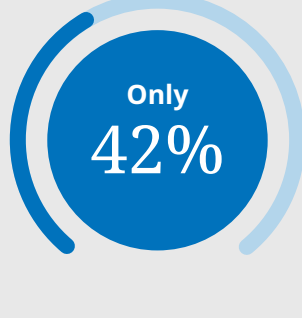
of operational leads say they are very satisfied with their EX capabilities.

EX and technology strategies need better alignment to improve results.

81%

of organizations have a well-defined EX strategy.

Business needs



say their EX strategy is fully aligned with their business needs.

Outcomes achieved when EX strategy is aligned with business needs:

- Improved hybrid/remote working enablement
- Improved productivity
- Improved employee collaboration

call for

EX strategy

that influences

Technology strategy



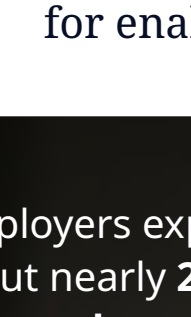
say their technology strategy is fully aligned with their EX strategy.

Outcomes achieved when technology strategy is aligned with EX strategy:

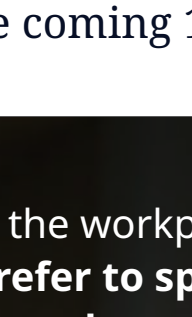
- Reduced costs
- Improved productivity
- Improved talent acquisition/retention

01

Supporting hybrid work with technology



of organizations agree strongly that their employees have access to the technology they need when working from an office or from home.

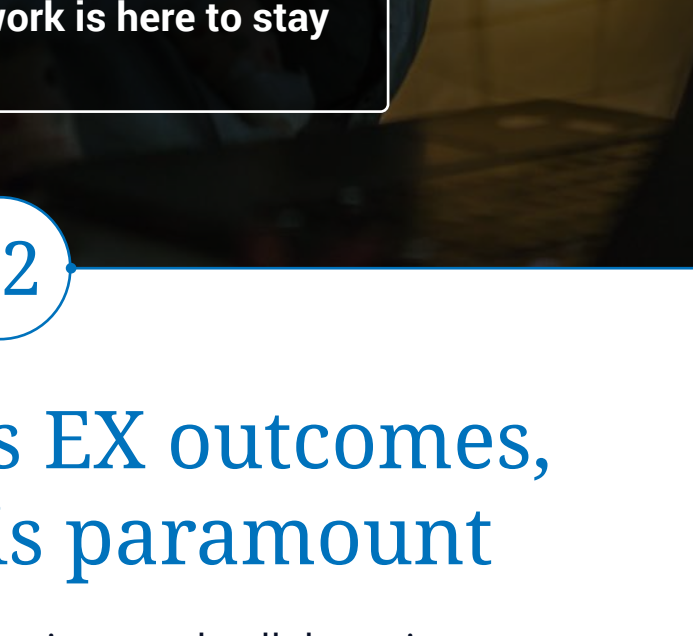
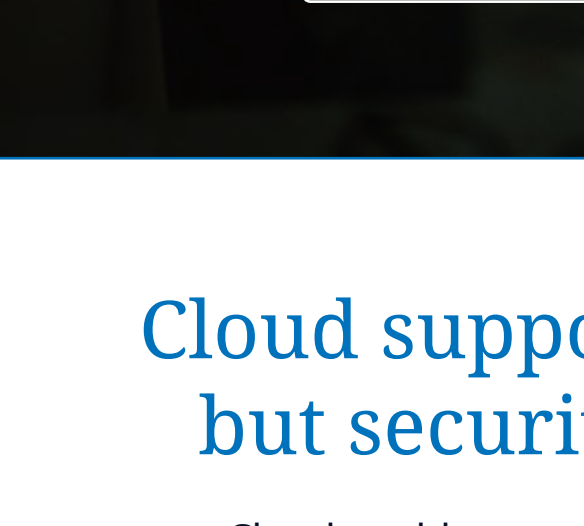


say their organization has yet to optimize a hybrid/remote working model, and this has led to a deterioration in employee wellbeing.

“ Technology enablement (correct and efficient collaboration tools) is the #1 organizational priority for enabling EX strategies in the coming 12 months.

Employers expected people to return to the workplace ... but nearly **2 in 3 employees would prefer to spend at least half the week working from home.**

Current split of work locations



Hybrid work is here to stay

02

Cloud supports EX outcomes, but security is paramount

Cloud enables communications and collaboration to drive EX capabilities securely.

95%

of organizations agree (46% very strongly) that cloud solutions are vital for enabling outcomes related to EX.

Top 3

effects of cloud technologies on EX efforts

- 1 Improved productivity – better collaboration and communication
- 2 Improved security and legal compliance
- 3 Enabled workforce flexibility (hybrid model)

“ Security investment is growing, but there are gaps

94%

of organizations say that hybrid work has caused them to increase their investment in data protection and security.

Only **46%**

agree strongly that their current cybersecurity controls are effective in protecting and enabling their employees wherever they work.

03

Prioritization and growth of mobility investments

Ongoing investments in mobility show organizations are committed to embracing mobility as a key enabler of great EX.

73%

of organizations say hybrid/remote working needs have led to them investing in mobility in the past two years.

Top performers are **3 times**

more likely than underperformers to have significantly increased their investment in mobility.

Top 3

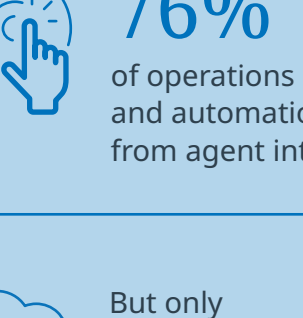
mobility areas prioritized for investment

- 1 Business-grade internet connections
- 2 Application and software development
- 3 Mobile device management (MDM) security and support

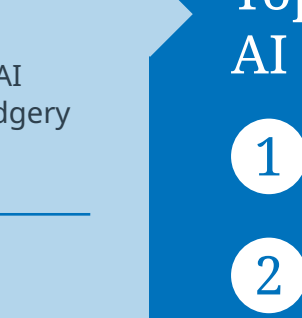
04

Those who succeed in EX are more likely to succeed in CX

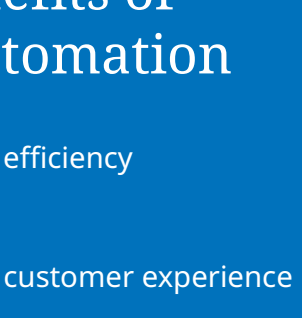
High EX performance is linked to rewarding customer experiences, making it imperative to align EX and CX strategies.



of organizations agree that CX and EX strategies must be aligned to maximize their impact on enterprise growth.



that identify as an employer of choice achieve promoter-level CX ratings.



of CEOs agree that making EX improvements which drive employee efficiencies will improve CX and impact net profit.

“ Organizations with both EX and CX strategies are five times more likely to receive promoter-level customer ratings.

AI is voted as the #1 enabler of future CX and EX strategies.

76%

of operations managers say AI and automation remove drudgery from agent interactions.

Top 4 benefits of AI and automation

- 1 Improved efficiency
- 2 Improved customer experience
- 3 Improved employee experience
- 4 Business insights

EX has been redefined to focus on technologies that:



Enable the employee



Drive empowerment



Create optimal efficiency

NTT can help you navigate the new world of cloud-enabled EX

Our experience in migrating organizations to the cloud, combined with our proven EX capabilities, will complement your existing infrastructure and services to give you a competitive edge.

Get the **2023 Global Employee Experience Trends Report**

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