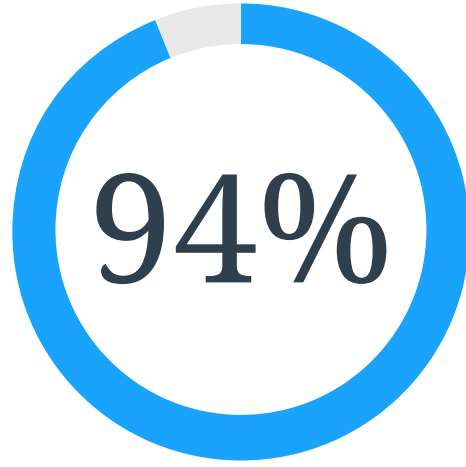**NTT DATA** | **CISCO**

NTT DATA 2024 Workplace Transformation Perspective

Tech-wise and human-centric: a blueprint for workplace transformation and a next-generation employee experience (EX)

EX is an executive priority

94%

of CEOs link EX improvements to bottom-line success.

EX is linked to:

| Customer experience | Innovation | Competitiveness | Revenue |

Reimagining the workplace for progress and profit.
5 critical steps

01 Secure executive buy-in

02 Audit existing infrastructure and workforce skill sets

03 Evaluate cybersecurity demands

04 Determine immediate and long-term needs

05 Identify support measures for a distributed workforce

The technology that enables EX

What organizations are prioritizing in the next 12 months:

- Intuitive collaboration solutions that align with operational needs
- Integrating quality-monitoring and analytics tools with workforce-optimization tools
- A seamless user interface, good user experience and intuitive design
- AI and machine learning

Integrated experiences replace a siloed approach

Successful workplace transformation requires technology integration to:

Connect critical business functions

Sales → Product → Delivery

Promote collaboration, innovation and growth

Accelerate connectivity

93% of organizations recognize their most pressing business and digital transformation challenges are linked to and directly affected by the network.

50% of senior executives still need to align their technology strategy with their business goals.

Multicloud networking, edge computing, SD-WAN and 5G are enabling faster workplace transformation.

Streamline security

Only **46%** of senior executives agree strongly that their cybersecurity controls are effective in protecting and enabling employees wherever they work.

The way employees access applications and data requires **new security approaches**, such as **zero trust**.

Third-party providers can be **more cost-effective** and provide much needed support when skills and resources are lacking.

Everything software-defined

Rising demand for digital talent **+** high attrition rates **=** **increased outsourcing**

70% of organizations will use service providers for digital transformation by 2025.

Software-defined infrastructure enables faster deployment of solutions and services that empower employees and improve experiences.

By integrating cutting-edge technologies and fostering a culture of **adaptability**, you can navigate the challenges of today and position your organization for sustained success in the future.

Get your copy of the NTT DATA 2024 Workplace Transformation Perspective

Transform your organization and enable people to thrive