



2020 Intelligent Workplace Report

Shaping employee experiences for a world transformed

Top ROI from workplace investments



Improved customer satisfaction



Improved revenues



Reduced costs

Top benefits to modernizing the workplace



1

Healthier workplace



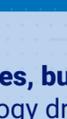
2

Enhanced productivity



3

Improved employee experience (EX)



4

Improved business continuity

COVID-19 presents challenges, but also opportunity. It's proving a catalyst to technology driving positive change.

55.3%

of C-suite executives strongly agree that now is the time to create the workplace of the future; just 7.0% disagree

88.9%

of organizations recognize the value of employee experience as a crucial strategic differentiator, however, just 38.3% are very satisfied with their current capability

86.6%

of organizations say that the future workplace will be designed around employee enablement

Five top actions to workplace modernization



Remote/flexible working policy



Digital enablement



Home office workspace support



Workplace wellness



Improved office workspace environment

Digital transformation is being accelerated... workplace modernization programs are being re-invented



Technology is now appreciated as a key enabler to maintaining business operations

88.5%

organizations have become more reliant on technology since the start of the pandemic



Many organizations have succeeded in applying a quick-fix to their technology needs but have yet to formalize and confirm a future policy for sustained delivery.

But just 45.0%

of organizations strongly agree that employees have the necessary technology to work from home/remotely

Working remotely has been challenging for most

80.8%

of organizations agree (37.4% strongly) that home working **has challenged organizational performance**

79.3%

agree (38.1% strongly) that home-working during the pandemic has been **challenging for employees**

Productivity remained high as employees initially worked from home, but the research indicates that EX becomes harder to achieve without the benefit of face-to-face interactions

The workplace is not an office – it's people

Employees would prefer to have the **choice and flexibility to work in an office**

88.9%

agree (45.3% strongly) that **face-to-face meeting time is essential** to build a sense of teamwork and/or when meeting clients

75.0%

of employees would **prefer the choice to work from an office** than from home (but desire levels diminish slightly with age)

85.7% of C-suite executives say their organization will return to office working; 35.4% will expand flexible working arrangements

We're seeing a major change in how businesses look to operate

Ever-changing social distancing and lock-down regulations are affecting **office/facility planning**

34.4%

of C-suite executives say their organizations are planning to reduce the number of permanent offices and/or physical space used;

however

24.0%

say their organizations are planning to increase the number of permanent offices and/or physical space used

Offices are being re-shaped to provide collaborative environments that facilitate creativity and drive activity-based work initiatives

45.0%

will advance video conferencing/video collaboration to better enable flexible working

31.2%

are implementing additional creative/thinking spaces

29.9%

will provide more planned meeting spaces

27.4%

will reduce individual desk space

Just 5.6%

do not plan to re-shape their office space

Sustainability is key to future workplace design and company performance

89.4%

agree that having a sustainable workplace helps attract and retain talent

85.7%

agree that environment, social and governance (ESG) objectives are at the heart of the organization's agenda

86.5%

say workplace design is a key pillar in the sustainability agenda

Harvard Business School demonstrated the positive relationship between **high performance on relevant ESG issues and superior financial performance.**

Technology has run ahead to manage the critical aspects of business continuity; however, HR and IT policies, as well as compliance are yet to catch up

Currently, **just 30.7%** have changed their IT policy



And **only 28.9%** have changed their HR policy to help employees work within a new operating model

60.3% of employees have increased the use of personal devices and applications, which has rapidly increased the risk of security vulnerabilities



In fact, **only 46.4%** have increased their IT security capabilities to keep their organization and employees secure

Just 41.6% have access to workplace analytics to help them understand the EX and assess new pain points introduced by remote working

Digitization of the workplace must be secure by design, with cyber-resiliency built in



76.9%

of organizations are **finding it more difficult to spot IT security or business risk** brought about by employees when they're **working remotely**



83.2%

of organizations have **completely re-thought their security** to **accommodate new ways of working** brought about by the pandemic

Now is the time to rethink workplace strategies for long-term success

Workplace Advisory Services

Define, design and deliver a sustainable future for your intelligent workplace. Our experts will help you implement, support and optimize your workplace vision **for a world transformed.**

Join the conversation



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