

DRIVEN BY NEED, ENABLED BY TECHNOLOGY

Modern working, with people able to work from a variety of locations, is here to stay. Now it's time to make modern working work at its most efficient.

Work patterns have changed forever. Nearly 98 per cent of remote employees say they would like to work remotely, at least some of the time, for the rest of their careers.¹

Flexible working needs to be supported with modern environments in which people can work equally effectively wherever they are — at home, on the factory floor, in the main office, or out and about.

It's time to accelerate the digital transformation needed to facilitate our new ways of working, so employees can be more productive and enjoy a happier work-life balance.

Power up your modern working initiatives with Computacenter and Microsoft.

Our long-standing partnership built on complementary capabilities can help you tackle IT complexity and deliver long-term value by empowering your people.



In this Executive Briefing we explain how best to unlock the power of modern working practices.

We focus on the practicalities of transforming existing processes and systems to support workers wherever they are. And we highlight the latest Microsoft technologies that can turbocharge modern working, as well as how to deploy it all with the support of Computacenter's end-to-end capabilities, advisory and managed services.







WHAT'S THE HOLD UP?

The sheer speed with which modern working patterns have been adopted has left many organisations striving to catch up. Conventional work has built-in barriers to hybrid working. They need removing.

From serving customers in a shop to servicing boilers in their homes. From working in an office as a team, to being an individual out on the road. From using a fixed PC or laptop connected to the office network, to communicating using a 4/5G-connected tablet or phone on site. It's all work that needs to be completed as efficiently as possible.

Yet today, employees are often hampered by outdated devices, poorly performing apps, disparate systems that inhibit collaboration and inadequate security that puts business and personal data at risk.

That's an increasingly unacceptable situation for hybrid workers, 75 per cent of whom say their expectations for working flexibly have increased.²

With 16 per cent of remote workers experiencing difficulties with collaboration and communication, it's also a drag on growth for many organisations.¹



85%

of employees currently working from home want a 'hybrid' approach of both home and office working in the future³

^{3.} Business and individual attitudes towards the future of homeworking, UK: April to May 2021, Office for National Statistics.





^{1.} State Of Remote Work 2021, Buffer,

^{2.} Gartner Insights: Future of Work 2022.

WHY SUPPORT WORKING WHEREVER?

The modern workplace is not a thing. It is a collection of tools, processes and technologies which when combined, enable an organisation to deliver business value through employee engagement and excellent experiences.



Making modern working work well is best achieved by leveraging the technologies and experiences people are used to in everyday life. A people-first approach is essential because unless employees feel they are being supported fully, frustration sets in and productivity and quality levels fall. Some 55 per cent of people say they concentrate better when working from home, so let's take care of their needs and help them achieve a better work-life balance.⁴

Of course, that's not the entire story. Organisations must also ensure that modern working patterns are producing the results they need. That means establishing the necessary transformational steps derived from clearly defined business needs. Around 55 per cent of employees are high performers when given flexibility over where, when and with whom they work, versus 36 per cent of those working 9-5 in the office.² Who wouldn't want more high-performing staff?

By analysing your current situation, future aspirations, and ambitions Computacenter can create a tailored, transformation strategy. This is realised by delivering the technology needed to achieve required business outcomes. A Microsoft partner for more than 30 years, Computacenter is uniquely placed to develop and deliver complete, intelligent solutions that simplify IT management, empower people to collaborate and be productive, all while safeguarding your business.



^{2.} Gartner Insights: Future of Work 2022.

^{4.} What Works When Working From Home, Currys Tech Talk.



Organisations want more from modern working; they want to deliver outcomes that include:

- Making employees more productive during their working day through smart support, the right technology and augranteed availability.
- Enabling people to work where they need to by providing the right tools and access to services.
- Ensuring continuous and up-to-date security of people and business data.
- Promoting a sense of employee engagement, fulfilment and wellbeing.
- Enabling people to use workplace technology at its most effective.

With the right platforms in place, employees can enjoy effortless collaboration, including voice and video communications, file sharing and co-authoring of information to maximise productivity.



54%

increase in employee performance from human-centric work design, featuring flexible work experiences, intentional collaboration opportunities and empathetic management²







GET THE FEEL GOOD FACTOR FOR ALL



Smarter ways of working enable people to get the job done as they shift between locations. Employees are more engaged and more effective in their jobs. Business productivity rises to the benefit of the bottom line. What's not to like?

The benefits of modern working are typically felt across the organisation by all stakeholder groups.

Employees enjoy more personal computing, enabling them to interact with technology in more intuitive and engaging ways. With more control over their working day people typically achieve a better work-life balance with less time wasted commuting, leading to greater motivation and higher job satisfaction.

The business gains through higher employee productivity, improved ability to attract and retain skilled personnel and access to a larger talent pool. Furthermore, fewer employees in the office at any one time could lead to cost savings through the use of universal workspaces and reductions in rent, utility bills, supplies and resources.

For IT departments, well planned and properly implemented systems can reduce workload and costs. Increased automation of provisioning, improved security through biometric authentication and a sharper focus on technology transformation all drive up the value of IT managers to the organisation.

MAKE YOUR DATA WORK HARDER

Your data is more valuable than ever. But its true value is only realised when the right tools are in place to help you understand it. Armed with this new understanding businesses can now make decisions based on insights that weren't accessible in the past. Computacenter is well placed to help organisations manage and analyse their data to support modern working practices. We can help create an effective data center and cloud platform strategy, as well as deploy, optimise and manage the necessary infrastructure and services.

78%

of those who worked from home say that it gives them an improved work-life balance⁵

52% of home and hybrid workers say they can complete work more quickly⁵

of employees say that whether or not they can work flexibly will impact if they stay²







LET'S PUT IT ALL TOGETHER

Modern working isn't just about the technology. It's about people and where and how work works better for them. It's also about more efficient and safer business processes and workflows. That's why it's important to work with trusted partners who have the breadth of expertise to help.

Implementing an effective modern working environment can be challenging. Getting to the right strategy requires an objective analysis of your current environment.

Only then can meaningful transformation happen by choosing the right technology and solutions, defined by the desired business results. By working with Computacenter you gain the benefits of our end-to-end advisory capabilities, professional and managed services that support the selection, implementation and operation of Microsoft technology.

"We support the entire project lifecycle — from working out what the need is, what success looks like, auditing the IT estate, comparing different solutions, appraising and selecting the right technologies, advising on how to buy, build and deploy systems, how to integrate them, how to drive their adoption and how to support them," says Ashley Richardson, Chief Technologist for Workplace at Computacenter.

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Technology plays a critical role in hybrid working. Employees need to be able to work seamlessly between workplace and home, and there needs to be ease of connectivity between people in the office and those working remotely.

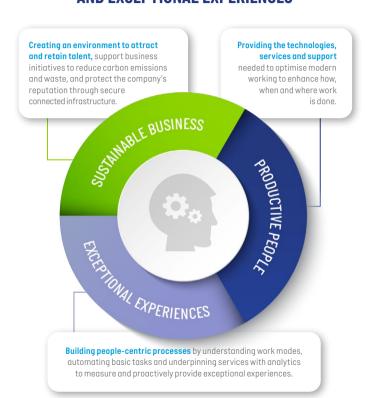
Chartered Institute of Personnel and Development







COMPUTACENTERS' MODERN WORKING VISION FOCUSES ON PRODUCTIVITY, SUSTAINABILITY AND EXCEPTIONAL EXPERIENCES



MICROSOFT TECHNOLOGY, COMPUTACENTER EXPERTISE

Computacenter and Microsoft have been partners for more than 30 years and have a proven track record in harnessing technology to deliver better outcomes.



The right Microsoft technology to support modern working can include:

Microsoft Surface allows multiple devices to be consolidated into one high-quality, fit-for-purpose tool. The Surface range enables natural interactions with touchscreens, detachable keyboards and stylus pens to help employees do the best job possible and attract new talent into the workforce by providing the technology to excel.

Microsoft Teams Rooms enhance meeting collaboration and co-creation through a mix of user-centric hardware and intuitive and time-saving features. Each deployment is tailored to the ways your people collaborate in your meeting spaces and the sizes of your rooms. For example, Microsoft Surface Hub encourages the crosspollination of ideas and can be linked with other users with their own touchscreen devices.

Windows 11 is Microsoft's latest 0S designed for modern working. Windows 11 offers more tools for collaboration, including the close integration of Microsoft Teams so users can mute or share screens directly from the taskbar, or launch a new meeting with one touch. Modern devices with advanced audio and video capabilities will unlock new features such as auto-detect, which blurs objects in the background and automatically blocks out noise such as dogs barking.

Microsoft Viva encourages people to adopt better work habits, such as taking regular breaks and reflecting on their mental health. Powered by Microsoft 365 and delivered in Microsoft Teams, Viva is an employee experience platform that brings together communications, learning and insights into the flow of work. Computacenter can help establish the foundations needed to make Viva part of the digital toolset available to employees.



SECURING THE MODERN WORKING ENVIRONMENT

The modern office doesn't have a traditional network perimeter that can be protected by conventional means. Security needs a different approach with end-to-end solutions based on user identity that guarantee the safety of your employees and business data.









IT'S TIME TO DELIVER THE BEST THAT MODERN WORKING CAN ACHIEVE

As a preferred Microsoft partner for more than 30 years, Computacenter has built unrivalled skills and capabilities that enable us to support organisations of all sizes as they strive to be flexible and competitive in increasingly uncertain markets.

Together with Microsoft, we help businesses to tackle the challenges and opportunities they face today and to plan and build their modern working future.

We have experience of serving 4.5 million users of Microsoft technologies, 1,500 Microsoft-certified technologists, a track record of managing two million activations of Microsoft Office 365 and currently manage more than 500,000 systems running Microsoft Windows platforms.

We focus on developing strong and trusted customer relationships that we support through an expert, advisory approach to business.

Whether accelerating your digital transformation; building and running cloud-based services; applying Al technologies; unlocking the potential of your people; or building rock-solid security, Computacenter and Microsoft can together help you modernise your operations and secure your long-term success.



Computacenter embodies what a partner should truly look like for Surface and wider Microsoft solutions.

Inspire 2021 Surface PC reseller award winner







GET IN TOUCH

For more information about how to secure your future, support your people and succeed in today's changing landscape, please contact your Computacenter Account Manager, email enquiries@computacenter.com or call 01707 631000.

Visit our website to find out more about making modern working work.

Learn more here.

About Computacenter

Computacenter is a leading independent technology partner, trusted by large corporate and public sector organisations. We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London FTSE 250 (CCC.L.) and employs over 18,000 people worldwide.

www.computacenter.com





