



Digital Transformation in Action



Find out more

This guide gives you a flavour of what we have to offer, but we know you probably have lots of questions. Why not get to know us a little better?

Connect with us.



[linkedin.com/company/scc](https://www.linkedin.com/company/scc)



twitter.com/scc_uk



[instagram.com/scc_uk](https://www.instagram.com/scc_uk)



[facebook.com/specialistcomputercentres](https://www.facebook.com/specialistcomputercentres)



[youtube.com/sccuktv](https://www.youtube.com/sccuktv)



Talk to us

If you have any queries about our services, would like to speak to someone in more detail, or simply want to book a meeting, you can always call the SCC Main Reception on: **0121 766 7000**



Email us

For any general enquiries you can email: bpo@scc.com



Go online

Check out our website for full and up-to-date information about all our services.
scc.com/bpo



Contents

The Modern Workplace	4
Communication breakdown	5
But It Doesn't Have To Be This Way	6
But how to do it?	8
Conclusion	11

The Modern Workplace

Digital transformation is redefining what we think about our place of work. At the heart of this evolution are technologies and the introduction of digital first natives into the workplace.

The digital-first millennial is no longer the office junior but is now the manager. By 2020, the millennial employees (those born between 1981 and 1996) are forecast to comprise half of the workforce, and by 2025, they will make up 75 percent of the global workforce. Companies including Ernst & Young and Accenture have already reported that Millennials make up over two-thirds of their entire employee base.

These workers grew up with technology, mobile apps, and innovative platforms. They are driving digital transformation with a mobile first approach. They are replacing face-to-face meetings and audio conference calls with video conferencing; in a study of Millennial executives, Cisco found that 87 percent believe video has a significant and positive impact on an organisation.

The new workers also use social networks and collaborative tools to share ideas and innovations. Teamwork is important to them, a study by IdeaPaint discovered that 38 percent of Millennials feel that outdated collaboration processes actually damage their company's innovation by slowing down decision making. This runs further than the technology used, it impacts office layouts with collaboration spaces to share ideas, flexible working and hot desks.

A Deloitte study found 75 percent of Millennials believe that a "work from home" or "work remotely" policy is important. And this desire for greater flexibility has led to

changes for all the workforce. Work is no longer a place you go; it is a thing you do.

Yet in many companies, digital transformation has stalled, the technology used is no more advanced than it was ten years ago. Poor quality conference call bridges, a reluctance to use video calls, AV equipment that never connects are all daily experiences we can relate to. Employees expect to have a technology experience equal to or better than that they have at home but this is very rarely the case. Consumer technology has outpaced business technology leading to poor user experience for many employees. But it doesn't have to be this way.

Businesses need to embrace digital transformation and the technology that will create the modern workplace, embracing flexibility and collaboration, in order to attract and keep workers in roles as well as enjoy the efficiencies that technology brings. This goes beyond the laptops, work mobiles and tablets that are being supplied to employees – to efficient and reliable collaboration tools, video conferencing and AV set-ups that can create a successful, transparent and inspiring working environment.



75% OF MILLENNIALS BELIEVE THAT A "WORK FROM HOME" OR "WORK REMOTELY" POLICY IS IMPORTANT.

Communication Breakdown

On every Thursday afternoon at four thirty, the sales team have an update meeting. The manager goes into the meeting room five minutes early to connect their laptop but someone has changed the configuration on the AV equipment and he cannot get the presentation up on the screen

Two of his team come into the room and try to help. Three of the team are working from home and connect in remotely, they are always off the road and at home on Thursday afternoon so they can be on the call. Another five people are out on the road and they try to find a quiet place for the call, a coffee shop or their car.

At 4.35 the remote workers are all on hold while the manager tries to connect. Finally, they are on the call, and the manager starts his presentation. A quarter of the team is only using voice so they can't see the slides, they'll have to be emailed later. Everyone has to go on mute as there is too much background noise. Two people drop off the call and rejoin, announcing themselves 20 seconds apart. Now, 20 minutes after the call was supposed to start, they finally get going only to be interrupted ten minutes later as the meeting room has been booked by someone else.

The story is all too familiar for many and has been the way for as long as they can remember. This lost productivity is not just an annoyance; it has a cost. A recent study showed that UK workers lost 11 days a year through poor technology. An increasingly mobile workforce through flexible working makes this even more problematic.

For most of the past thirty years, companies have kept tight reins on the devices their workers use and the software they access. Where employees work and when, the business processes they follow and how they communicate have all been almost entirely dictated by the technology chosen by their corporate IT departments.

Today employees often have better technology at home, so they have taken matters into their own hands. Instead of relying on IT-sanctioned devices and centrally deployed software, they are often likely to use their personal mobile devices to check work email, review company data, and collaborate often using apps that lie outside the corporate firewall. A study by Ricoh uncovered that most UK workers (75 percent) do not have the right technology to do their jobs effectively when not at their desk.

A further study found that 42 percent of employees regularly use their personal devices to manage work related activities. Whilst 38 percent use their work device for personal activities.



UK WORKERS LOST 11 DAYS A YEAR THROUGH POOR TECHNOLOGY.

But It Doesn't Have To Be This Way

Businesses can deliver a modern workplace with collaboration and communication tools fit for 2020 and beyond and without breaking the bank.

The issues that have plagued the workplace as it tries to evolve into a more flexible model, balancing ease of use for employees against the security concerns and risk have all but been eliminated.

Creating an excellent business user experience that satisfies even the most demanding internal customer is now relatively simple but it still is not a one size fits all solution, it is not even a one company fits all solution; it can only be achieved by combining the best of breed technologies mapped to use cases and user personas.

A business needs to look at its policies and processes to assess whether they are fit for the modern digital workplace. HR and IT policies do not always mirror those of other internal teams, which can often result in the use of shadow IT.

By understanding how employees go about fulfilling their responsibilities, including who they need to communicate with and what data they need to share, allows a company to enable the worker with the right tools for the job. Creating use cases and user personas means the solutions will be designed to fit the way people work rather than expecting all staff to conform to systems that may not be fit for purpose. Once this is in place, the IT team can look at what tools and services will enable the company to allow its employees the freedom to work unhindered able to reduce wasted time, make decisions more quickly and produce even better results.





But how to do it?

Audio and video meetings do not have to be the second best experience compared to face to face. They can integrate with collaboration services, such as Microsoft Teams to produce powerful tools that make the long-promised benefits of unified communication available to all.

The poor user experience that has historically gone hand in hand with audio conferencing can be eliminated. BlueJeans Networks offers an unparalleled video conferencing experience that empowers users to collaborate across mobile devices, desktops, and room systems. As well as providing a consistent Microsoft Teams video conferencing experience regardless of room system hardware, BlueJeans provides HD video conferencing and stunningly clear audio powered by Dolby Voice®. So what about those expensive room systems? You can now wave goodbye to the all too familiar barrier of high installation and set up costs. As with most IT purchases in the digital workplace such a solution can now be delivered as a “Rooms-as-a-Service” monthly op-ex model.

Creating a suitable office environment for video conferencing to the needs of the new decade requires more than putting up a screen and adding a conference phone, that was the first step but one which many companies have not moved beyond. It requires assessing operations, culture, people, processes, workflows, technology and collaboration strategy and mapping this to business objectives. The frustrations associated with equipment not working can be eliminated by moving to a managed service model where the Audio Visual equipment is maintained and supported around the clock.

For digital transformation to be a success then users must adopt the new technologies into their day to day work. Microsoft's Windows 7 being replaced with Windows 10 is an essential element to this, the new Win10 solution is now more tightly integrated into the user experience in conjunction with added security functions, cloud based applications and workloads and importantly is evergreen, meaning that there will be no more large scale new releases. The service will be enhanced on an ongoing basis with additional functionality, improved performance, enhanced and integrated security and more.

So end user adoption will ultimately be high. There will be no need to learn new interfaces in the future and the introduction of new services will be integrated and familiar to the user. But to ensure that they know how to get the best out of their new modern desktop environment early; end user adoption training and education is required. The result being better and greater use, leading to improved productivity and better ROI.

In a mobile-first modern workplace connectivity is the lifeblood that carries the data throughout the systems but workers enjoy faster connectivity at home than they do on the corporate LAN. The UK's average domestic broadband runs to 54Mbps but many offices are still combining all of the traffic through a 100Mbps internal cabling so the users have access to far less bandwidth than they are used to. If the bandwidth is there but they cannot access the right Wi-Fi network they will be inclined to access whatever one they can. Wi-Fi networking has improved dramatically in recent years. Today we think nothing

of streaming music, sharing photos with friends surfing the web or catching up on social media whilst commuting. Whilst within today's workplace we are using multimedia collaboration tools and increasingly Video conferencing is becoming a daily activity. So the Wi-Fi needs to be able to support these growing needs. Wi-Fi 6 (sometimes referred to as 802.11ax) is arriving this year, delivering up to four times the capacity and performance of the previous standard, with up to 4.8Gbps per access point. Connection reliability is also improved, products that support this new standard are starting to appear on the market, and Cisco Meraki, an innovative leader in this space, has unveiled its Wi-Fi 6 strategy.

Enabling guests or visiting staff to connect to the Wi-Fi introduces risk. This means there is a need for balance between the security risks that granting wider access brings and enabling people to connect quickly and simply. Separate corporate, guest and employee device networks are a must. Digital transformation, increased mobility within the workplace and BYOD policies inevitably means the requirement for increased security and increased sophistication of process and policy.

An organisation that wants to deliver the services that customers and employees demand must protect its network. In an age where a company's biggest asset is often its data; governance and compliance around data security and integrity is a must to protect an organisation's reputation as well as its valuable assets. Where a business has accepted a mobile first approach there is a need for mobile device security (MDM), network segmentation, with end users own

devices still being protected by Antivirus and anti-malware software. This is just part of layers of security that an organisation needs to adopt. Security has often been deployed reactively and a patchwork built up across the company. Rationalising security products to a smaller number of suppliers that can cover all areas, such as Cisco, will help reduce risk and simplify management.

Bring your own device policies have been adopted by many companies through necessity rather than the organisations own desire for flexibility. When people have felt that their own device enables them to carry out their responsibilities more efficiently they naturally use what they feel is best. This is often at odds with IT policy, especially with concerns around security.

The mismatch between what a user wants and what a company supplies can be somewhat addressed by breaking away from a one size fits all approach, or one that is dictated by seniority within a company, and moving towards creating role-based personas and supplying the staff with the correct devices that will enable them to operate efficiently.

Having a wider spread of devices brings with it more complexity for the IT team who have traditionally had to manage these. However, with a device-as-service approach this responsibility is transferred to the service provider, in this case, the service provider and the IT department can concentrate their areas of expertise that bring greater value through reduced costs and increased workplace productivity.

Every element of the modern workplace adds complexity and organisations may delay their digital transformation because of a lack of in house skills or resource. By working with a managed service provider, such as SCC, a company can access the expertise as and when they need it.

The large scale changes that come with digital transformation can be managed and properly resourced and remove the barriers of significant increases in budget, overstretched delivery teams and large capital expenditure so the organisation can start to benefit sooner.



THE UK'S AVERAGE DOMESTIC BROADBAND RUNS TO 54MBPS BUT MANY OFFICES ARE STILL COMBINING ALL OF THE TRAFFIC THROUGH A 100MBPS INTERNAL CABLING.

Conclusion

As all workers are being asked to deliver more and companies need to find ever greater efficiencies, digital transformation is key to enable them to achieve this.

Collaboration is central to digital transformation and the modern workplace. It combines the company's biggest assets; its people and its data, enabling collaboration and communication which will drive business success, improved productivity and better business outcomes.

As Generation Y enters the workplace and increased retirement age means Generation X faces another thirty years working, the digital transformation changes driven by the millennials bring a new way of working for all. Creating a modern digital first workplace that employees thrive in is within reach of every company today.







SCC

James House
Warwick Road
Birmingham
B11 2LE

info@scc.com
scc.com

