Workplace Productivity

adapt

Adapting to change

workplace productivity. adapting to change.

COVID-19 Impact

Forcing a new way of working

We're in unprecedented times, both in our personal and professional lives, and many of us find ourselves under extreme pressure from a pandemic that nobody predicted.

This puts a lot of things into perspective and we hope we are able to find some positives in an otherwise difficult moment.

Now more than ever, the ability for people to work from home with the best-in-class user experience is critical. Overleaf, you'll see examples of how SCC has put users at the heart of everything we do. We are helping organisations across all sectors build remote working strategies to address these new challenges.

We are sure this period in time will change the way we live and work permanently – in many ways for the better – but for now we want to share with you what SCC is doing during this pandemic, to protect our customers, our people, and our business.

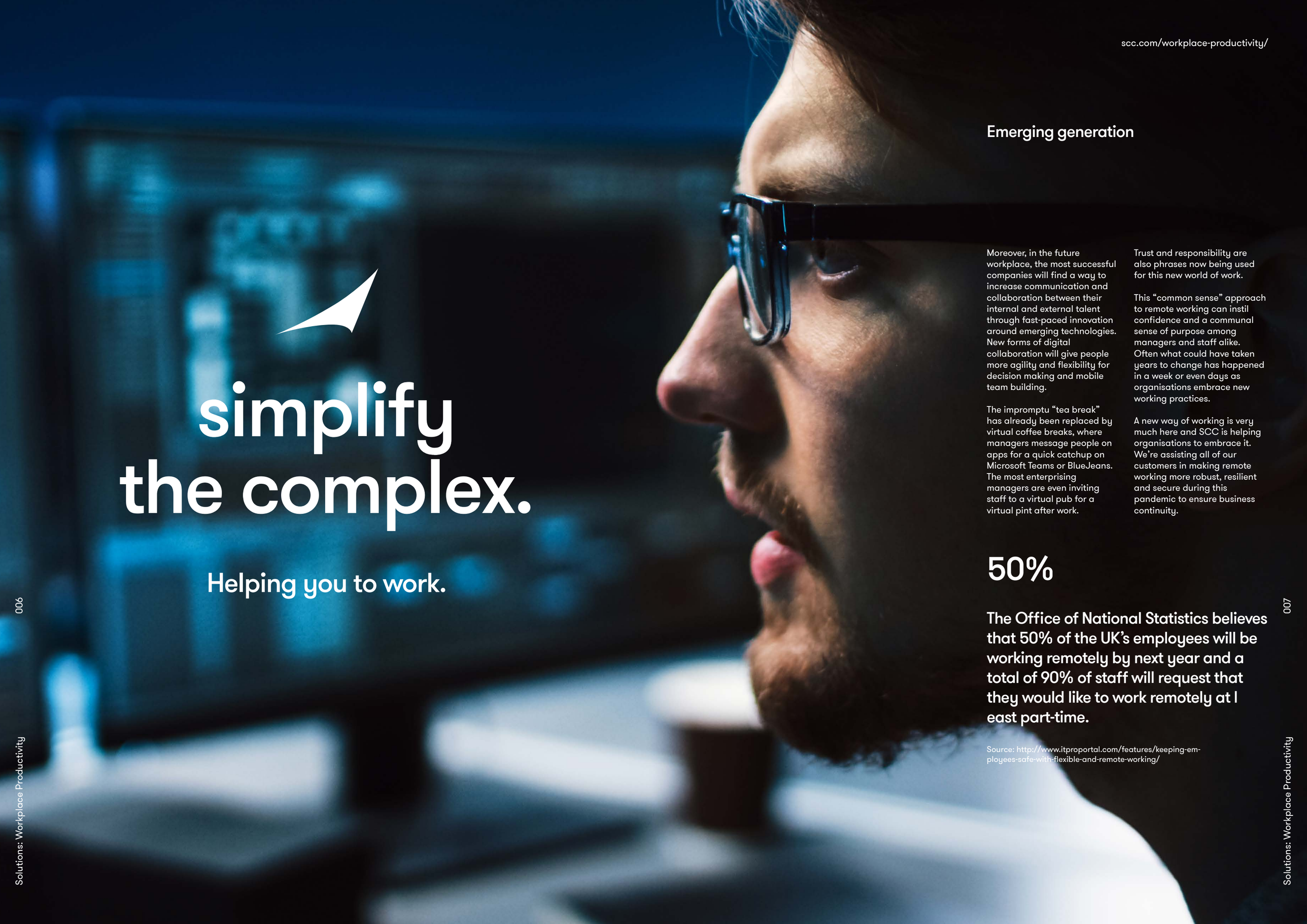
Until now mobile working was something talked about but not always granted by organisations. Now everyone is at it. Suddenly that long business trip may not be necessary, creating savings on time, costs and energy consumption.

By adopting remote working patterns, employees are using the physical office less and travelling less. This means that organisations can relocate away from expensive, congested city centre locations, cutting out extortionate rents for prime office space. This also gives employees a better work-life balance and – importantly – ensures modern organisations adopt mature social and environmental responsibilities.

This is already illustrated in a recent *Gartner Survey that revealed 74% of CFOs expect to move a number of previously office-bound employees to remote working locations permanently post-COVID-19.

With the onset of the pandemic, remote working is already creating entire new organisational structures and even new business models. Managers are rethinking different ways to generate sales and deliver services using remote working practices.

*Gartner: http://www https://www.gartner.com/en/newsroom/press-releases/2020-04-03-gartner-cfo-surey-reveals-74-percent-of-organizations-to-shift-some-employees-to-remote-work-permanently2



Emerging generation

Moreover, in the future workplace, the most successful companies will find a way to increase communication and collaboration between their internal and external talent through fast-paced innovation around emerging technologies. New forms of digital collaboration will give people more agility and flexibility for decision making and mobile team building.

The impromptu “tea break” has already been replaced by virtual coffee breaks, where managers message people on apps for a quick catchup on Microsoft Teams or BlueJeans. The most enterprising managers are even inviting staff to a virtual pub for a virtual pint after work.

Trust and responsibility are also phrases now being used for this new world of work.

This “common sense” approach to remote working can instil confidence and a communal sense of purpose among managers and staff alike. Often what could have taken years to change has happened in a week or even days as organisations embrace new working practices.

A new way of working is very much here and SCC is helping organisations to embrace it. We’re assisting all of our customers in making remote working more robust, resilient and secure during this pandemic to ensure business continuity.

50%

The Office of National Statistics believes that 50% of the UK’s employees will be working remotely by next year and a total of 90% of staff will request that they would like to work remotely at l east part-time.

Source: http://www.itproportal.com/features/keeping-employees-safe-with-flexible-and-remote-working/

scc.com/workplace-productivity/

What we see.

Technology enables this new way of working

SCC has to ensure that User Experience (UX) is at the centre of everything we deliver. We recognise that employees today have high ICT expectations, most having access to devices at home that are well beyond typical corporate device specification.

Our User First approach will help customers evolve from a Device-centric to a User, Security, Data and Applications centric future Workplace Strategy.

We ensure our customers are secure, productive, connected, maintained, and managed, enabling seamless collaboration and office mobility (any device, anywhere, anytime). Our real-time, data-driven insights and actions will proactively identify and eradicate potential issues at the root.

We will help our customers to achieve exponential growth by aligning IT and Business Strategy.

SCC will align people, process and technology to the following core values:

User First: Committed to UX in everything we do

Simplified/Clear Communication: Transparent, easy to understand and accessible

Committed to Partnerships: Leverage suppliers, through collaboration and integrated processes

Agility: Adopt a flexible commercial and operational approach to anticipating and adapting to change

Zero Security Compromise: Adopt Industry best practice and proactive security management

Always Connected: Implement the best possible connectivity to enable collaboration and mobility

Integrated: Implement a seamless and friction-free ICT solution

Invest in People: Ongoing training, to improve capability and ensure exceptional service performance

future.

01	02	03	04	05	06	07
work anytime (flexible)	work anywhere	use any device, including BYOD	focused to outputs	shares information	ongoing adaptive learning	willing to move

past.

01	02	03	04	05	06	07
workload (9-5pm)	fixed office location	single office sevice	focused on inputs	information hoarder	limited by pre-job education	job for life

What ICT decision makers were saying before COVID-19

SCC asked 7 key questions to 550 ICT decision-makers from 11 different uk market sectors and these are the results

73%

of ICT decision makers said remote working systems provided by their organisation, such as VPN, Remote Access Servers, did not always work at home.

In January 2020, we undertook a significant external consultancy exercise with UK Senior ICT decision makers, which was essential for understanding how organisations view the importance of strategic workplace strategy adoption.

Delivered across 550 ICT decision-makers from 11 different UK market sectors, we asked seven questions relating to the technology they use at home and work.

1. Technology, home versus work

The survey revealed 82% recognise the requirement for more modern communications, with 68% suggesting a workplace email is an outdated form of communication. Conversely, 77% said they use social media in their personal life but rarely or never for work purposes.

This highlights the opportunity for social media to replace more conventional communications within workplaces to suit people's technology experiences better.

Additionally, 73% of ICT decision makers said remote working systems provided by their organisation, such as VPN, Remote Access Servers, did not always work at home.

2. The problem with legacy technology

In part, legacy technology was seen as an inhibitor for workplace productivity.

25% noted legacy technology as a challenge, 16% said the biggest challenge was legacy technology failing to keep pace, and 11% said legacy technology no longer worked properly.

Other challenges highlighted were security (21%), GDPR compliance (18%), lack of training (17%), and non-agile technology (17%).

What ICT decision makers were saying before COVID-19

3. Mobile Working and Wellbeing

Health and wellbeing are becoming as important at work as they are at home. As more people become concerned with wellbeing, and with technology able to blur the lines between home and work, mobile working can play a role in improving health and wellbeing in the workplace.

Some 78% of decision makers agree that employees who work flexibly tend to have better mental health than those working full time in the office. 70% believe flexible working can, however, make people feel isolated. Nevertheless, more than three-quarters believe this challenge can be addressed, with 77% saying their organisation actively promotes technology to help remote employees connect to the business.

Additionally, 78% said their organisation offers flexibility in the core hours employees' work to allow them to do a personal activity. While 78% also said people are now typically measured on their outcomes and outputs, irrespective of where or when they perform their work, suggesting a seismic shift in working culture.

Finally, 73% of respondents said employees are increasingly working outside traditional office hours, with remote working technologies supporting this capability.

4. Effectiveness of applications

With a focus on in-office and remote working, SCC asked the ICT decision makers about the effectiveness of their organisation's applications and found that only 50% of organisations have applications that are optimised to work in a Windows 10 environment.

Only 40% of respondents said their organisation's applications estate was optimised to work in a remote environment and 46% said that mobile applications management policies ensured users could access the application from secure devices when working remotely.

5. Collaboration Tools

SCC asked the decision makers what tools they needed to improve collaboration within their organisation, with Software as a Service (SaaS) tools such as Teams, Slack, Google Suite coming out on top with 52%. Other collaboration tools used include shared folders (47%), organisation-wide intranet (44%), automated knowledge management tools (39%), and local SharePoint Sites (37%).

6. Service Desk and User Requests

When it comes to asking for help, in the office or on-the-go, the decision makers were positive about their organisation's service desk and user service requests.

74% said their Service Request Management Processes have been adapted to support Workplace Productivity, with 71% using virtual assistance for service requests and self-help.

76% offer self-help, where users can action standard requests themselves, while 76% said their organisation has a Service Desk that is available outside traditional business hours.

Elsewhere, 74% said their organisation is interested in investing in chatbot technology, while 71% agree that chatbots enhance user experience in the workplace for functions such as service requests and self-help.

Our approach

Putting users, their devices, applications and data securely at the centre of service delivery

Design

Supply

Implement

Discover

Optimise

Manage

Collaboration and Communication

Collaboration brings innovative ideas together. Technology can help this by making it easier to share these thoughts. We enable the diversified workforce to work together irrespective of where they are. The SCC services that facilitate this collaboration are:

- Unified Communications Management
- Document Services
- Audio Visual Services
- Presence & Instant Messaging
- Walk in and take over – Managed Service
- Room as a Service

Unified End Point Management

All devices used in the workplace have to be managed in line with company guidelines. SCC's solution allows for full control over the various challenges that could be posed from devices within a business. Our UEM services support:

- End Point and Email Management
- Identity and Access Management
- Persona, Image, MS Patch and Security Management
- Endpoint experience Monitoring
- Virtual Desktop Infrastructure
- Content and Technology Adoption
- Application Management

Microsoft 365 (Core and Security)

SCC's Services align Microsoft solutions to customer business requirements that support productivity improvements within the workplace. These can be consumed in isolation or as part of a wider transformation project focused on core infrastructure offerings:

- Microsoft 365 Applications (M365)
- Microsoft 365 Security Suite (SCI)
- Microsoft 365 Management (EMS)
- Microsoft Windows 10
- Microsoft Azure Foundation Services
- Microsoft FastTrack Partner

Application Modernisation

Applications are the interface used by employees that drive an organisation's productivity. Planning upgrades to operating systems without modernising the delivery of applications will put operations back to square one, leaving employees and productivity moribund. SCC enables its customers to continue to utilise applications and maintain productivity via the following services:

- Applications Discovery & Validation
- Applications Sequencing & Packaging
- Applications Assure
- Application Patching
- Application Containerisation

Product Provisioning

Organisations often have the appropriate support systems for end users, but devices at the front end may not be up to standard for the tasks the user needs to carry out. SCC's procurement teams are trained to source the latest technology for users' needs. We include:

- Procurement Management
- Storage and Logistics
- Certified Data Erasure
- Configure 365 / Repair 365
- Recycling and Disposal

Service Desk

When a business uses technology, there will inevitably be service requirements. Having the best team possible to react and solve these issues is key to a smooth operation within any organisation. An efficient Service Desk is able to support the day-to-day running of a customer's IT infrastructure. SCC provides a fully managed Service Desk:

- Service Desk
- Knowledge Management
- Service Request Management

IT Service Management

Getting the best use of their IT infrastructure means you need to manage it appropriately for your organisation. IT Service Management is the implementation and management of quality IT services that meet the needs of the business. Our services include:

- Service Delivery Management
- Service Level Management and Reporting
- Incident, Problem and Change Management
- Release Management
- Asset (Configuration) Management
- Capacity/Availability Management
- ITSC Management

End User Support

User productivity is often thwarted by technology not performing in the way intended and often at the most inconvenient times. At SCC we offer a range of solutions to the issues that are thrown up by End Users, throughout the lifecycle of the devices, from installation to disposal.

- Desk Side Support
- Next Generation Field Services
- Tech Bar/ Genius Bar
- Warranty Management
- IMACD

#StrongerTogether

How we're helping our customers through this crisis.

SCC helps NHS Foundation Trust focus on front line services

SCC continued support of a northeast NHS Foundation Trust throughout the coronavirus crisis enabled the continuation of operations for cancer patients.

The Trust had an urgent requirement to immediately mobilise 600 priority NHS staff to work at home, with a total user base of 12,000 users. In order to support they were looking for implementation of a Fortinet firewall solution, to support their existing Cisco environment.

SCC delivered within five days and is now looking to provide further firewalls for another site along with additional tokens, management devices and engineering support, as we continue to support the NHS focus on delivering front line services at this difficult and challenging time.

The customer's Head of IT Infrastructure said, "your help is directly enabling us to avoid cancelling operations for cancer patients, so I can't adequately put into words how great your help has been."

SCC delivers workplace productivity solution for a key logistics provider

SCC was asked by a key logistics provider to help provision a service to ring-fence home workers due to the coronavirus pandemic, with its in-house IT team and service desk struggling to cope with dramatically increased demand.

SCC quickly provided a Cisco VPN / W10 solution, enabling access for all remote workers to support the customer's pandemic plan. This included the deployment of laptops, software, additional compute and storage from SCC's Cloud+ platform to support up to 750 VPN users.

To keep the solution maintained, we also set up a 24/7 service desk from SCC Romania to receive calls and remote takeover of users' devices to ensure full access to the applications.

The customer hailed the superb efforts of the SCC teams in the UK and Romania, highlighting the ability to commission additional capacity to assist with a rapid move to home working in very short timescales.

SCC helps convert entire hospital into an Intensive Treatment Unit

Under immense pressure due to the increased volume of patients and with the seriousness of the COVID-19 virus to the most vulnerable, a London-based hospital Trust needed to act quickly to cope with an influx of patients requiring critical care.

After engaging SCC and its partner, HPI, the Trust quickly converted an entire hospital into an Intensive Treatment Unit.

SCC's ability to resource quickly has supported the isolation of critical clinical teams by our field engineers, installing high-performance technology in the homes of radiologists that will allow the continued treatment of cancer, heart and autoimmune patients to support their recovery and end-of-life treatment, throughout the COVID-19 crisis.

This is a shining example of businesses supporting each other, despite experiencing one of the toughest periods many of us will ever witness.

How we're helping our customers through this crisis.

SCC creates dedicated service desk within 24 hours

As we continue to support businesses through the coronavirus crisis, SCC is proud to have stood up a brand-new dedicated service desk in just 24 hours for a major UK home building company.

Whilst focusing on enabling as many employees as possible to work from home due to the coronavirus pandemic, the customer's internal service desk hit capacity. SCC reacted immediately, standing up a dedicated service desk with eight resources, helping to assist around 3,000 home users, all in less than a day.

SCC supports home working and training for barrister's chambers

The SCC AVS team are helping a barrister's chambers in London expand its current videoconferencing licensing to support home working and training during the COVID-19 crisis.

Crucially, the customer required the addition of recording functionality to enable students to refer back to lectures and sessions – something they didn't previously use. SCC enabled this and turned the project round in a short time ensuring vital conferences weren't delayed.

SCC delivers complex collaboration tools

A big financial services customer turned to SCC for help with home working after it decided to shut all of its offices around the world.

Under huge time constraints, SCC helped the customer to set up home working for every employee. The solution involved a mixture of simple call forwarding and more complex collaboration for essential staff, delivered through Cisco Jabber on laptop and mobile devices. All of this was delivered in a matter of days.

SCC AVS enables video consultations for 12,000 doctors

Our SCC AVS team are working tirelessly to help keep the NHS functioning and delivering health services to thousands of people.

For one Trust last week we helped 12,000 doctors carry out video consultations and we're also creating 33 meeting rooms to act as safe environments to connect their sites across London.

The Trust has already started holding online Town Hall meetings, giving the CEO a platform to talk directly to 2,000 staff and provide daily updates on COVID-19. It's a great example of how important it is to stick together and support each other during this challenging time.

SCC ensures business continuity and safety

A retail centre management company is benefitting from business continuity and employee safety during the COVID-19 crisis thanks to SCC's home working solution.

SCC has delivered a secure VPN solution as well as video and audio conferencing via WebEx and Jabber soft clients. This ensures employees can communicate to all the different locations and make use of their reception consoles and contact centre technology.

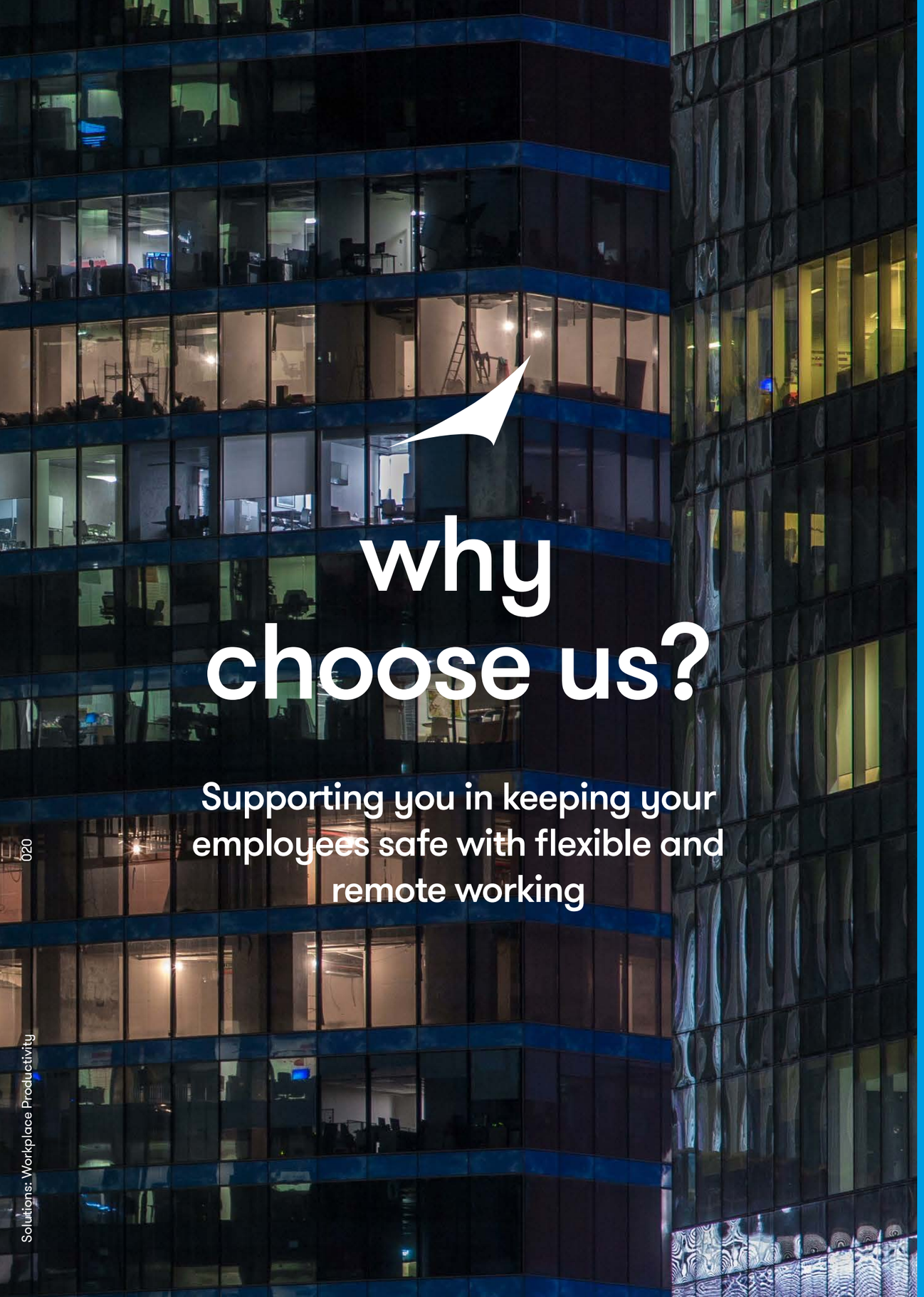
Without this the customer would not have been able to carry out critical business activity during this unprecedented time.

SCC delivers in record time for NHS trust

SCC and its project team helped a Midlands-based NHS Trust accelerate an 'always-on' VPN project that had been running internally for 12 weeks.

Faced with the difficult challenge of enabling remote working and collaboration for its staff and Trust Board, SCC made sure the project was up-and-running within four days.

Within two days we also enabled videoconferencing services, ensuring the Trust Board could meet virtually. This happened for the first time on March 26 saving more than 650 miles of rural commute, enabling business continuity during this difficult time.



why choose us?

Supporting you in keeping your employees safe with flexible and remote working

scc.com/workplace-productivity/

From simple product provision, implementation and transition to fully managed services, we can support seamless collaboration, office mobility and enterprise connectivity.

Our role is to understand your needs and expectations and bring to life technologies, which will help you generate relevant outcomes for your business.

For every proposed product design, we map it out and get immediate feedback. Speak to us and see how we have helped organisations in your sector deliver workplace productivity programmes.

Find out more

Hopefully this guide has given you a flavour of what we have to offer. Why not get to know us a little better?

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vimeo.com/sccuk

Email us

If you would like to book an appointment to discuss any requirements please email: online@scc.com

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 speak with us directly via your normal point of contact or call the SCC Main Reception on: 0121 766 7000

Go online

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