



manage

**Waste not. Want not.
The Essential Guide to Purging
Workplace Inefficiency**



enabling efficient workplaces.

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Uvu: Enabling efficient workplaces

Uvu: Enabling efficient workplaces



we connect.

Introduction

Work, Work, Work.

Seismic events have a habit of kick-starting a positive change in life and industry. From economic crashes to cultural shifts to natural disasters - one thing is clear - disruption brings out the resilience in all of us. Generations of workers have consistently found ways of making work "just happen". From the Industrial Revolution to the present day, we've created a rhythm and a language of work that means we can - to varying degrees of success - be productive.

to communicate verbally, physically, emotionally and technologically has transformed our propensity to 'get things done'.

But maybe we've reached a tipping point? Maybe we aren't as productive as we used to be? Maybe our perception of productivity has altered? Maybe our ability to be productive has plateaued?

We can work together. We can work apart. We can traverse both modes with relative ease. Our ability

The Wasteland

empowering people.

enabling workplace efficiency

In everyday business, we all waste more time, energy and resources than we sometimes care to fathom. We are slaves to email, timesheets, record keeping, business travel, video calls and much else besides. These are not un-productive tasks of course - far from it. But they are typical of how habitual and manual our work lives remain.

As a result, on a daily basis we unwittingly embark upon a virtual and physical game of document hide and seek that makes us all significantly less productive - at home or in the office. It also makes our businesses much more vulnerable and less competitive. Perhaps counterintuitively, our data/document gathering instincts mean that we're less able to take advantage of new data-driven technologies. Too much data and too little process has become the number one business barrier.

You would expect that the 'digitisation' of our lives would elevate our productivity. Perhaps it has? Or, to be more accurate, perhaps it did? Take email, for example. We spend more than a quarter of our working day (source) reading, answering and worrying about messages we send/receive. As part of a major productivity push, tech-giant Atos even banned its use internally for a while. But it didn't last because we're creatures of habit. We're an unrivalled species at hoarding information and can't manage it effectively.

What lies beneath?

To solve the productivity conundrum requires an element of unpicking the problem at an individual, departmental and business-wide level. Some of the underlying issues are fundamental. Some of them are nuanced. But, as with any organisational challenge, it's never a black and white issue. More often than not, the law of unintended circumstances simply has its way.

So, let's start by identifying some of the common barriers to efficiency. And let's do that through the lens of technology, which is where many look to for resource efficiencies and cost savings. The big irony? The intersection between people and technology is where most inefficiency breeds.

Too much of a good thing

Businesses by nature are process driven. The organising principles of a business are the very things that make it an organisation. It's a collective of people and things brought together by a set of processes and hierarchies. This structure serves businesses well in almost every regard, with one notable exception - documentation. Processes and structures rely heavily on it. Without documents, workflows can easily break down. But too much documentation and too little control breeds inefficiency through spiralling costs and poor governance.

The advent of the office printer, IT networks and cloud-based computing are three landmark examples of innovation in the workplace. In each case, businesses have benefited from unprecedented efficiency gains. But, as natural hoarders of information, employees (and people at large) have taken the opportunity to propagate documents with very few checks or balances. In turn, we've become heavily reliant on documents and paper to drive business processes and decisions.

One study into office print volumes in the United States shows that 80 billion fewer pages were printed during the coronavirus lockdown. That's 10% down on the pre-crisis forecast for 2020. Up until 1996/97 and the introduction of broadband and 2G, mobile print volumes were on an ever increasing scale. Only the 9/11 disaster and recession of 2007/08 prompted any significant drop in print demand.

To compound matters, at the digital end of the spectrum, 90% of all data that exists today was created in the last two years alone. In the beginning, data was typically stored in an organisation's database and used to run business services such as e-commerce, ERP and email. By today's data storage standards, that's chicken feed.

Those services remain, of course, but the real explosion has been in the demand for traditional office documents, including video and audio files. More recently, the adoption of streaming, IoT, artificial intelligence has created a data management and storage problem that is simply mind-boggling.

By 2025, almost 50% of all data will be stored in the cloud. But the cloud is not free and if 85% of all data is useless ROT, what is the point of storing it? Moreover, what is the point in paying to store it? Technology has been good for business, but maybe we've had too much of a good thing? Maybe it's time for The Big Purge?

Too much freedom

The technology landscape is a broad and wonderful thing. We are inundated with choice everywhere - from hardware to software and essential middleware to knit it all altogether. This abundance of choice means that we can 'have it our way' whether we are an accountant, a marketer or a sales person. We have tech-based tools that are catered to our every whim. As a result, those of us in specific 'lines of business' have been given freedom to influence, specify and even directly purchase our technologies of choice.

But with great power (freedom) comes great responsibility and too few of us are mindful of the wider considerations when it comes to adopting new tools of the trade. We are comfortable with technology, but we are not technologists. We are not technology integrators and we certainly aren't data scientists. We operate in our silos - departmental or otherwise - and as a result business-wide document policies are hard to implement and regulate.

This fragmented backdrop of people, policy and tooling creates needless complexity, inefficiency and - most notably - loss of control. Costs spiral, security is diminished and governance suffers. One only needs to look at the major social networks to understand how things can get out of control very easily. Lose the trust of your customers and the regulators and freedom will soon be taken away. The intention was more autonomy, but the price tag includes more than we bargained for. The law of unintended consequences strikes again.





we manage.

What lies beneath?

Too much creep

In the technology space, if there's one thing that can match data creep for speed and scale, it's feature creep. The advent of Software-as-a-Service (SaaS) has brought bountiful choice for departmental leaders and their teams. As with any product category, features are bundled to make the overall package appear better value than a simple point solution. But how much of what's on offer is actually useful and utilised in the real world?

This so-called 'feature creep' comes at a cost - particularly under a subscription model - where things are switched on instantly, but very rarely switched off. This is also a growing issue in a business-wide sense where multiple departments are - unknowingly - buying the same technology with a different wrapper.

Take, for example, accounting software and CRM. The cloud versions of these technologies have grown so exponentially that many of the same features are now provided by both category solutions. Does it make sense for both the finance team and the sales team to have different applications that do many of the

same tasks? Does that team of five really need an 'enterprise tier' subscription?

You observe the same feature overlap problem in all corners of an organisation. Video conferencing and cloud storage are two notable examples. How many of us use several telepresence platforms and store documents across a mix of public and private cloud accounts? Do we need Zoom and Teams? Do we need Sharepoint and Dropbox? 'Want' and 'need' are two separate issues that are rarely discussed, let alone addressed.

What are the data demands of all this duplication? What are the integration considerations? What are the compliance risks? Most of all - what are the costs? Feature creep, tech sprawl and software bloat are very real things.

On the surface, we buy technology and get the functionality we want. But beneath the surface, it's a cost, control and governance nightmare. If feature creep was put on trial, the company credit card would be the chief witness.

Too much kit

It's not just those of us who work in certain areas of business that are contributing to this sprawl. It's been going on for decades in IT departments up and down the land. IT helpdesk operators and network engineers are very fond of their kit. Their ability to hoard 'stuff' is legendary.

A cursory glance at an IT employee's desk or workspace speaks volumes. The mountain of computer towers, cables, servers, routers, switches, monitors and mobile devices can resemble an upmarket jumble sale. Their fondness for physical kit seems somewhat out of kilter with the modern way of working, but this ignores many of the challenges these professionals face.

Not all data belongs in the cloud - at least not yet - for reasons of perfect logic. If all data is treated as a commodity it quickly becomes ROT or a compliance risk. Consequently, organisations often rely on local (on-site) data centres to collect, store and route data in a safe and secure fashion. They bring control to what would otherwise be a very chaotic interface between employees, suppliers, customers and regulators.

Truth be told, the IT and infrastructure services industry is at an inflection point. One where a hybrid way of working is the only viable solution for mid-to-large sized organisations. It's one that demands a blend of on-premise hardware and offsite cloud networking to ensure that the balance of cost, control and compliance is kept in equilibrium.

Most businesses will never truly be ready for digital transformation and a wholesale switch to the cloud. Readiness is not an absolute concept in business, but what most organisations need is to reduce their reliance on legacy technologies - starting with on-premise hardware that is a drain on capital expenditure. Data growth and device proliferation, combined with greater employee mobility, means that 'metal boxes' will inevitably be swapped out for 'cloud containers'. The question is how and when.

What lies beneath?

Too much workload

To argue that IT staff are overworked and under-resourced is an unpopular viewpoint for just about every other department 'competing' for a share of the company's annual expenditure. However, it doesn't make that statement any less true. As a business invests in more technology - influenced by IT or not - the scale of workload increases. It also increases in direct proportion to the amount of policy or process that is circumnavigated by non-IT personnel.

Specifying and onboarding technology is the reserve of the IT department for good reason. It's because they hold the two keys to successes - integration and interoperability.

Holistic, business-wide IT platforms are a panacea for most organisations - especially the CIO/CTO - because they essentially optimise costs, control and governance. For their teams, that means manageable and predictable work backlogs. For department leaders, that means their technology 'just works'. For management, it means productivity, innovation and business agility. Everybody wins.

These 'platforms' are named as such because they are designed with integration and interoperability in mind. It's their raison d'être. To the non-tech minded that means that different technologies used by different departments and personnel can 'natively' talk to one another. It means that data can be shared easily, instantly and securely via a virtual 'handshake'. Most importantly, it means that documents can be managed in a way that directly drives business efficiency and employee productivity.

Every time a piece of software is licensed to an organisation, complexity and workload is added to the IT function's backlog. What starts in finance, sales, marketing, HR or any other department - usually ends up at IT's door. From simple bug fixes to complex software and database integrations, these 'no-brainer' purchases can become an integration headache. With single platform solutions, the backlog is so much less of an issue and it means the business can focus on what it does best.





we partner.

Flight to quality

If the shift from paper to digital and onwards to digital transformation is fraught with so many unintended consequences, is there a better way to manage the journey? Can departmental leaders have technology their way without opening a Pandora's Box of technical, financial and compliance issues? The answer is unequivocally "yes" and "yes".

But how? A useful analogy can be found in the financial markets and, in particular, how they behave during economic down cycles. Typically city traders will sense financial headwinds coming ahead of time and default to a 'flight to quality' strategy. This simply means getting out of 'risky' assets and transferring investments to 'safe' stock. For example, moving from company stocks to bonds, gold and precious metals.

The same rationale can be applied to technology. Here, the mission is to avoid wasted time, money and resources by investing in 'foundational' tech that enables multiple point solutions to interoperate and drive workflow efficiencies.

As we've outlined to this point, manual processes and the governance around business

documents is lacking in most organisations and holding back efficiency drives.

It causes cost, compliance and user efficiency challenges. It generates data growth, feature overlap and tech sprawl. It drains cash flow and exposes security vulnerabilities. It creates siloed working and stifles business growth and agility.

If there is a single category solution that can alleviate this drag on business productivity and simultaneously enable digital transformation, it's a cloud-based content services platform. The central premise is that it addresses multiple business challenges - from document management to business process improvement. It's the ultimate in flight to quality.

Recent history shows that the leading lights in all areas of industry have a strong commitment to single-platform solutions - especially when it comes to print and digital documentation. More specifically they reap the rewards of industry-leading cost management, workflow control and compliance.

Technology investments come in all shapes and sizes with roadmaps that can stretch into

months and years. For some, the wait is worthwhile to enable the business to 'leapfrog' the next few stages of the industry's evolution. For most, time is not a luxury they can afford. They need solutions that can carve through hierarchical layers and silos driving greater day-to-day workflow efficiency.

Flight to quality

So, how do businesses like these execute a 'flight to quality' strategy? What should you look for in a best-of-breed content services and business process solution? Here are seven simple takeaways:

- 1. Activate services as required**
You expect to scale the platform to address business requirements as they develop. No need to procure siloed on-premise solutions that extend time to value by 12 months or more.
- 2. Compliance in king**
You expect to meet both internal and external compliance requirements with no heavy lifting.
- 3. No rip and replace**
Your existing systems and solutions should integrate easily with the platform. This includes such solutions as SharePoint, Microsoft 365 and SAGE. This should happen without having to rip and replace your current tech stack and suffer disruption to business as usual.
- 4. Minimal set-up & activation**
Annual licence fees and lengthy set-up schedules are commonplace for business systems. Your platform should be purchased on a consumption-only basis and once activated permit immediate activation on your network.
- 5. Unified view**
Your platform should provide a single, unified view that combines and streamlines business processes. It will allow you to manage information in real-time and assist with compliance across all your business systems.
- 6. Doesn't push the risk externally**
Many content services platforms (CSP) use third party applications to provide many of the features and benefits on offer. However, they will also 'push the risk' to those external parties if bugs and integration errors occur - causing disruption to your business.
- 7. Accelerated cost savings and ROI**
You do not want to wait 12 months before benefits realisation. You should expect your platform to be up and running almost instantly and returning value to the business within weeks.



why choose us?

Conclusion

Your digital transformation partner

SCC UVu is a content services platform that delivers a single, consolidated unified view of business processes, allows you to manage information and improve compliance across all of your systems.

It empowers organisations to manage content, documents, data and back-office processes through a dedicated, cloud-based ecosystem, regardless of whether information resides within the UVu platform or third-party systems and repositories.

Ultimately, UVu allows organisations to address the challenges they face as a result of disorganised and inaccessible data, and does this

without disrupting your existing processes, systems or users. SCC UVu is modular, delivered via our robust and secure cloud services, and evolves with your ever-changing business requirements across multiple departments.

At SCC Document services, IT and document-related provisions converge. Our uniquely balanced, vendor neutral paper and digital offering breaks businesses away from the paper chains that limit progress. We help your business to focus on what matters - accelerating sales, product development and planning cycles.

By freeing teams from the time, resource and regulatory pressures of information overload, we turn today's document challenges into digitalisation opportunities that drive business efficiencies. Our technological pedigree enables fast benefits realisation and flexible, low-risk stack integration for immediate ROI impact.

Backed by determined KPIs and SLAs, our sophisticated suite of services brings people, process and technology together to deliver future ways of working.

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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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

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