DELL Technologies

The Digital Workplace Roadmap: A Leader's Guide to Strategy and Success

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The digital world is transforming rapidly, and the future belongs to leaders who equip their teams and operations to thrive in any location. Remote and hybrid working environments have become standard as an everyday reality, with more than one in two employees now working remotely.[1]

Evolving the digital workplace needs to be a top priority for every organization; research shows the number of remote users has nearly tripled over the last 12 months.[2] The research further reveals organizations that have responded quickly and embraced this normal wide-scale are seeing success not only in resiliency but also in improved employee satisfaction and engagement.[2]

Visionary CIOs are taking action today to prepare their organization for the future of work by rethinking how they enable their teams to seamlessly perform from anywhere—whether that experience takes place completely remotely, at the office or as a hybrid combination.

To help you prepare, these are the six core technology capabilities you'll need to develop to enact a future-focused, digital workplace strategy.

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1. Personalized digital workspaces for users

Creating a digital workplace that enables users to work and learn from anywhere is vital. To deliver seamless productivity, you must provide personalized user experiences and intelligent collaboration.

An effective digital workplace strategy is flexible enough to meet the needs of every user's workstyle using the most secure, efficient and responsive technologies. Modern devices, peripherals and software combine to improve the user experience, providing the right tools and resources at the right time, while eliminating the frustrations of inefficient systems.

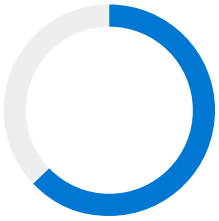
Providing a personalized user experience is one of the most effective ways to create a winning organizational culture with highly-satisfied employees.

> Leading organizations with a sophisticated device environment see a 21% improvement in productivity, which is 62% more than organizations with less mature device environments, and earn a 6.4x higher user satisfaction score.[3]

By enabling IT to manage PCs, software and infrastructure as-a-service, CIOs ensure employees work with the right technology for their roles and can focus on their work instead of their PC.

2. Intelligent collaboration between users and devices

Even if employees are working away from the office, they still maintain close contact with their colleagues and their organization's data. Since making the shift to remote work:



62%
of respondents say that collaboration has either increased or stayed the same;[4]

76%
say that resource sharing between offices has increased.[4]

> Capabilities like automation and artificial intelligence (AI)-powered software enable employees to leverage an intelligent digital workplace that learns and adapts to meet their needs.

For example, Dell Optimizer is a built-in, AI-based optimization software that learns and responds to the way employees work. By automatically reducing background noise, prioritizing bandwidth for conferencing apps and managing the performance of the most commonly used applications, it lets employees make the most of their work without the need for manual adjustments.

3. Flexible options for technology consumption

Maximizing simplicity, choice and control across your IT environment is critical to steering your organization to success. It needs to be easy and cost-effective to acquire, consume and pay for new technologies or capabilities in response to evolving business or user needs. Flexible technology consumption and as-a-service delivery models are proven paths for IT to scale resources, when and where needed—without disruption.

Consider PC-as-a-Service (PCaaS) as an example. By taking a PCaaS approach, your IT team can outsource end-to-end PC services, including hardware, deployment, support, asset recovery and transitioning to new devices.

Dell PCaaS has been found to save 5.26 hours of IT support labor per device over the lifecycle while reducing help desk tickets by 20-35%, freeing IT to redeploy their time towards more strategic initiatives instead of PC tech support.[5, 6]

In addition, PCaaS lets your team manage the PC lifecycle for one simple, predictable monthly cost so you can control costs and free up CAPEX for other digital initiatives.

Flexible technology consumption through increasing your as-a-Service strategy is more important than ever, yielding leaders and their organizations new levels of flexibility and scalability as business and macro-environmental needs change.

4. A secure digital workplace environment through intrinsic security

According to research, organizations cite data privacy and security concerns as a top barrier to their transformation, while reporting that strengthening cybersecurity defenses is their top-most acceleration program.[1]

The shift to the digital workplace makes security all the more critical. Unlike an location-based cybersecurity approach that assumes all employees are under the same roof, a digital workplace needs to protect employees everywhere. At the same time, organizations that require flexibility and agility need to ensure that security can scale along with changing workloads and user demands. Thus, security must be built into the hardware and solutions that employees rely on and considered holistically across your organization's entire technology strategy, rather than approached separately.

An intrinsic security approach incorporates security into the deepest level of your hardware—even below the operating system level—to ensure devices and infrastructure are safely deployed and managed. This approach factors in users, IDs, devices, assets and data across apps and clouds to help identify risk and prevent threats across the digital workplace.

In addition to protecting all devices, your on-premises data centers and cloud environments must be able to scale securely to meet the on-demand needs of users and applications.

> Leading organizations experience 18% fewer critical events tied to device compromise on average.[2]

Dell Technologies delivers built-in security across our portfolio of devices, servers, storage, HCI and data protection appliances to protect data wherever it is stored, managed or used.

5. A scalable hybrid cloud strategy

Legacy, on-premises systems are giving way to a connected, multi-cloud approach that enables your organization to easily scale to meet its changing needs and priorities.

> More than 80% of organizations report they use more than one cloud today, while the percentage of cloud users that consume cloud infrastructure from more than three providers is expected to double within the next three years.[7] In addition, almost 89% of surveyed orgs plan to deploy private cloud infrastructure in the next 12 months.[8]

However, not every cloud is right for every workload. You must have the flexibility, visibility and control to use the right cloud for the right workload at the right time based on your organizational and application requirements. An effective multi-cloud approach allows your organization to leverage flexible consumption and as-a-Service models to deliver the performance and outcomes users require to perform their roles from anywhere.

For example, Dell Technologies offers the APEX Hybrid Cloud that delivers a non-disruptive, consistent experience across private, public and edge clouds so users can access the best environment for their specific use case, with proper scalability, throughput, capacity and performance.

6. A modern networking experience

The right path for connectivity may look different now as we move effortlessly between work locations. To compete in today's accelerated world, a digital workplace requires a digital network that can keep up with the data-intensive needs of users and applications.

As organizations embrace hybrid workspaces, data is no longer contained within the corporate network.

> The average organization now manages 13.53 petabytes of data, an 831% increase since 2016.[9]

Few organizations have a traditional network that can scale that much in such a short amount of time. It is imperative that CIOs today understand the true volume of data and how it is captured or used across multiple touchpoints to enable seamless productivity across any remote, in-office or on-the-go work environment.

As guaranteeing capacity and bandwidth become top concerns, SD-WAN provides the ability to manage and scale your network digitally without worrying about limitations, performance or availability. Dell EMC SD-WAN Solution powered by VMware is a simple, turnkey solution that lets you deliver high-performance, reliable access to cloud services, private data centers and software-as-a-service-based enterprise applications without burdening the corporate network. It's also shown to assure application performance, improve visibility and reduce WAN costs by up to 75%.[10]

The new hybrid workplace: endless opportunities

Enacting a digital workplace is no longer an optional strategy for enabling flexible work or attracting broader talent; today, it's an imperative mandated by new organizational realities. Leaders must empower their teams to seamlessly operate from anywhere while embracing the IT priorities that will further their agility and adaptivity in a digital world.

Solving the complexities that come from supporting highly dispersed people, applications and data can be daunting. At Dell Technologies, we are your trusted technology partner, here to accelerate your vision to a digital workplace and deliver the best possible experience.

We've spent the last decade extending remote work capabilities to our own global team, so we deeply understand what it takes to do this successfully—technologically and culturally. We'll stop at nothing to help you unlock faster and flexible paths to transformation so that nothing is in your way.

Learn how Dell Technologies can help you power the digital workplace.

Additional resources:

Learn about the challenges and opportunities of the digital workplace.

Learn more about the "New Remote Work Era: Trends in the Distributed Workforce."

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Sources:

[1] Dell Technologies Digital Transformation Index, October 2020. Research conducted by Vanson Bourne surveying 4,300 business leaders across 18 countries. https://www.delltechnologies.com/dtindex.

[2] Based on the ESG study commissioned by Dell Technologies, Intel & VMware, "Organizations Accelerating Their Digital Workplace Achieve Improvements" April 2021. Results based on global double-blind online survey of 2,000 IT decision makers. Actual results will vary. Full report: https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/organizations-accelerating-their-digital-workplace-experience-achieve-improvements.pdf

[3] Based on the ESG study commissioned by Dell Technologies, Intel and VMware "Three Critical Initiatives to Accelerate Your Business Results with Technology: Hybrid Work Enablement, Data-led Innovation, and Flexible IT Delivery" March 2021. Results based on global double-blind online survey of 2,000 IT decision makers. Actual results will vary. Full report: https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/three-critical-initiatives-to-accelerate-your-business-results-with-technology.pdf

[4] Based on a recent study commissioned by VMware and Dell, "The New Remote Work Era: Trends in the Distributed Workforce", December 2020. Results based on a global survey of 5,700 IT, HR and business decision-makers, conducted by Vanson Bourne, between June and July of 2020. Actual Results will Vary. https://www.delltechnologies.com/resources/en-us/asset/analyst-reports/solutions/the-new-remote-work-era-trends-in-the-distributed-workforce.pdf.

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[7] ESG Research Insights Paper "Understanding the Relationship between Cloud Management and Workload Placement" commissioned by Dell Technologies, VMWare and Intel Corporation, May 2020. Results are based on a survey of 1,257 IT decision-makers from 11 countries in organizations that utilize public cloud infrastructure and on-premises data center environments. Actual results will vary. https://www.delltechnologies.com/en-us/solutions/cloud/dell-technologies-cloud.htm#overlay=/collaterals/unauth/analyst-reports/solutions/relationship-between-cloud-and-workloads.pdf.

[8] Based on IDC Whitepaper commissioned by Dell Technologies, Intel and VMware, "Optimizing Workload Placement in your Hybrid Cloud", July 2020. Actual results will vary. https://www.dellemc.com/resources/en-us/asset/analyst-reports/solutions/idc-optimizing-workload-placement-in-your-hybrid-cloud.pdf.

[9] Vanson Bourne, Global Data Protection Index 2020 Snapshot, March 2020. A commissioned survey of 1,000 IT decision-makers across 15 countries globally on their data protection strategies, their approaches to data protection in cloud environments, and the relative preparedness of their businesses in cases of disruption. https://www.delltechnologies.com/en-us/data-protection/gdpi/index.htm#gdpi_2020.

[10] 75% cost saving based on internal VMware calculation of private MPLS at $1,800/month converted to an SD-WAN dual broadband configuration cost of ~$200 per month. Actual savings will vary depending on specific configurations and broadband rates. https://www.delltechnologies.com/en-us/networking/sd-wan-solution/index.htm#pdf-overlay=/en-us/collaterals/unauth/brochures/products/networking/dell-emc-networking-solution-brief-sd-wan-solution-by-vmware-full-overview.pdf.