World Wide Technology

Digital Workspace Priorities for 2022

A roadmap for improving the digital employee experience

The need for digital workspace transformation

Prioritizing the employee experience in a new era of hybrid work

The digital workspace has always been a contributing factor to employee engagement and attracting top talent. Over the last decade, organizations have made small strides toward modernizing end-user software, tools, devices and other technologies to create a better digital employee experience. But when the COVID-19 pandemic hit in 2020, they were forced to accelerate and reprioritize these initiatives to maintain business continuity.

Many organizations rapidly enabled remote work, for example, so employees could continue supporting the business safely from their homes. In many cases, digital workspace solutions were implemented in weeks instead of years.

Now, as vaccines roll out and offices reopen, organizations face a new set of digital workspace challenges when it comes to enabling hybrid work. IT, Facilities and Human Resources (HR) leaders are reimagining their physical and digital environments to support employees at home, in the office and everywhere in between.

To make the right technology decisions, ensure a smooth transition to hybrid work and maintain an accelerated pace of transformation, organizations must prioritize initiatives that will improve the digital employee experience. Only then can they realize the full benefits of flexible working, including increased productivity, improved employee satisfaction, better collaboration and faster innovation.

In this report, we recap the key digital workspace milestones achieved in 2020-21; reveal pitfalls, caution areas and lessons learned based on our firsthand experience with customers; and offer a ranked list of the top five digital workspace priorities for 2022.

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Learn the top five priorities for 2022 and receive step-by-step guidance for achieving them.

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WWT recommended roadmap

What should organizations prioritize in 2022?

When working with customers on their digital workspace roadmaps, they often have long lists of projects and initiatives they want to complete to reach their business goals. But tackling them all at once is rarely feasible nor strategic. Based on the milestones achieved in 2020-21 and the lessons learned along the way, we've identified these top five items to prioritize in 2022.

1 Building business-IT alignment to understand workforce requirements

2 Optimizing your existing end-user and IT experiences

3 Rethinking your physical spaces

4 Evolving into an evergreen IT model

5 Creating experience parity across your workforce

WWT's Digital Workspace Practice

- 15K+ customer engagements

- 20+ on-demand digital workspace labs featuring leading technologies

- 100+ technology partnerships

- $500M investment in ATC testing equipment

- More than 2,000 consultants, engineers and architects to enable digital workspace transformations

Insights based on real-world experience

Our Digital Workspace practice has helped more than **2,500** organizations — including **78** of the FORTUNE 100 — design, evaluate, test, deploy and optimize solutions to improve their digital employee experience. Our report recommendations are based on real-world experience with customer proofs of concept, engagement with on-demand labs in our Advanced Technology Center, world-class partnerships with leading technology providers and our own experience being named to the *Fortune* 100 Best Companies to Work For® list 11 years in a row.

We present our recommendations with a simple goal: to help you make the right technology decisions faster.

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