

2022 Digital Workplace Trends

Optimizing the digital workplace for employees



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Agenda

- **Nature of Work**
- **3 Drivers for Success**
 - **Focus**
 - **Simplify**
 - **Enable**

Not only has nature of work changed but the nature of employees has changed

96%

report digital transformation accelerated by an average of 5.3 years

77%

Of those working remotely demonstrate increased productivity

83%

of workers prefer a hybrid working model

49%

of professionals say they would turn down a job offer if the company mandated that they go into the office full time.

Korn Ferry survey

36%

Of professionals say they plan to take a different job in the near future because the pandemic allowed them to re-evaluate what they want and the change they need.

Korn Ferry Survey

Improving the Digital Employee Experience

Improving workplace technology to drive employee happiness & wellness.



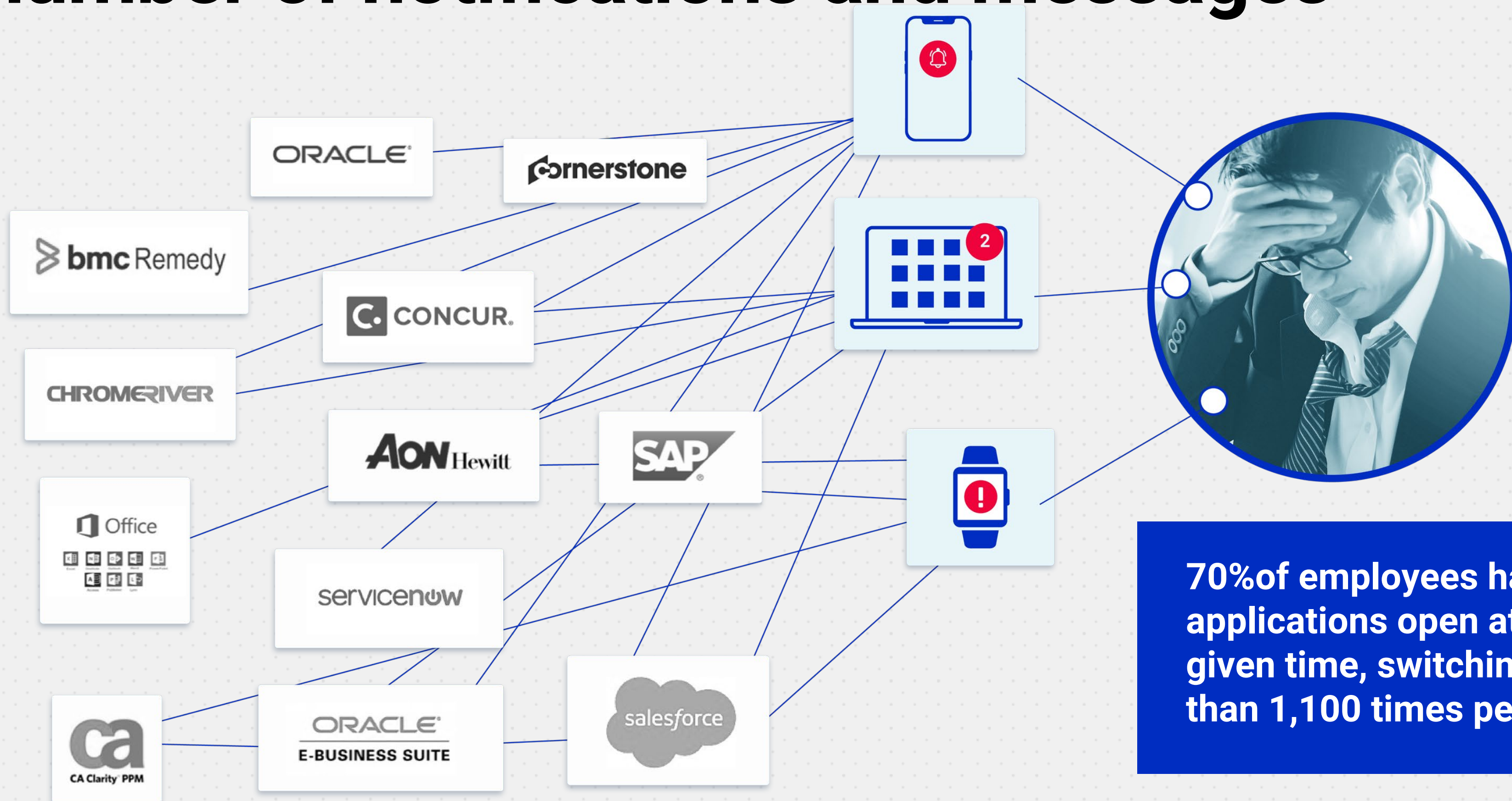
Drivers for Success in 2022



Focus

Guiding attention in the digital workplace

Employees process an overwhelming number of notifications and messages



70% of employees have 5+ applications open at any given time, switching more than 1,100 times per day.

How Employees Spend Their Time

zapierdata

How do knowledge workers spend their time?

18%

of knowledge workers spend less than one hour a day on core job functions.

81%

spend less than three hours a day on creative work.

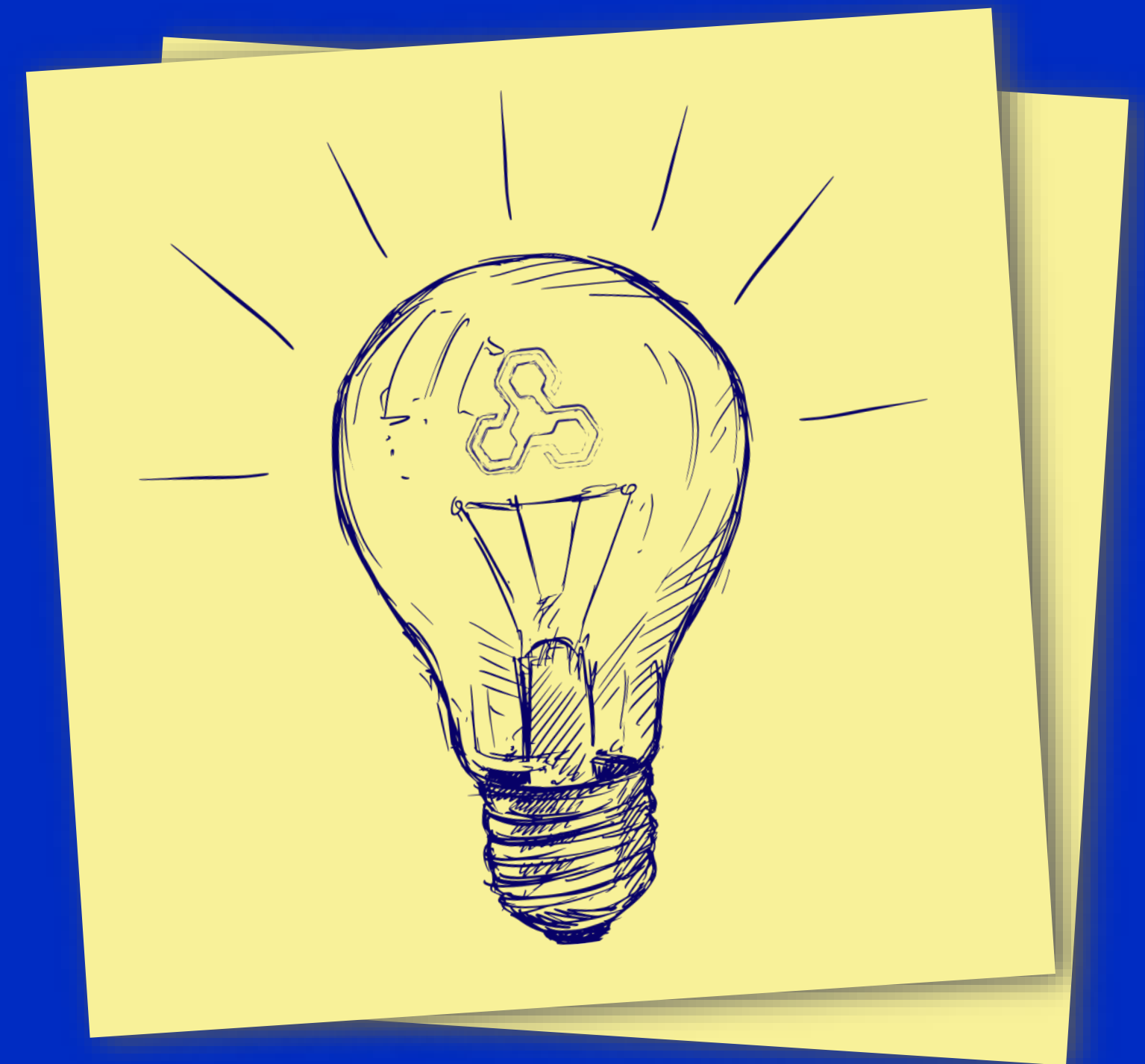
90%

spend up to five hours checking messenger apps each day.



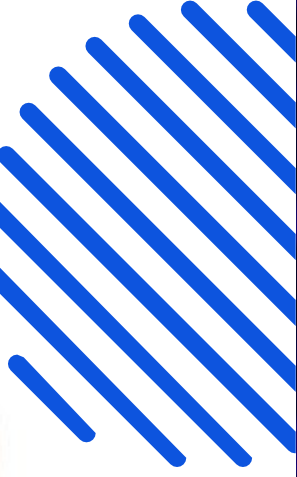
Strategy Approach

Support an enterprise attention
management initiative



This isn't (just) an employee problem

It's an enterprise wellness issue.



Technology Approach

Create an integrated digital work experience that guides employees' attention in the flow of work





**“It's not
information
overload. It's
filter failure.”**

Clay Shirky
NYU Professor / Media Consultant

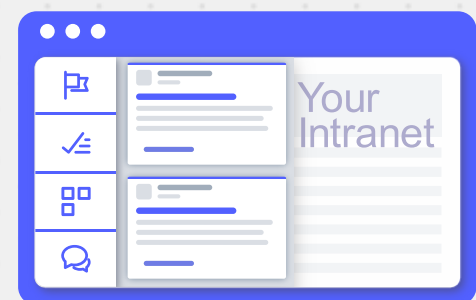
Goodbye Front Door, Hello *in the “Flow of Work”*...

- Gone are the days where employees have one single entry point to the digital workplace
- Employees want to check work and find information in the flow of work
- Organizations need to accommodate for flexible working scenarios



Guide attention & action in the flow of work

A solution that works with your existing systems to provide a single, unified experience for employees.



Intranet



Desktop Client



Collaboration Tools



Mobile App

The Landing Zone HQ Corporate

SUNDAY, OCTOBER 4

NOTIFICATIONS Recommended

Concur 20h ago
Expense Report
Test Expense, in the amount of \$20.00 has been submitted for approval.
APPROVAL

Service Now 2d ago
You have a new approval!
Ian Cole has created a new ServiceNow request that needs your review and approval.
APPROVAL

SAP Ariba 20h ago
Requisition - PR5396
Requested By: Brandon Kerry
Total Amount: \$99.99
APPROVAL

SAP Fieldglass 14h ago
Time Sheet Approval
Anton Employee is has submitted his time sheet for the period ending 10/02/2020 .

Cornerstone Sep 5th
Time for quarterly check-ins
Check-ins are approaching, set some time with your manager to review your goals, objectives and performance.
REMINDER

MY TIME OFF
Flexible Time Off 72 hours remaining
Personal Holidays 32 hours remaining
As of timesheet ending 02/05/2020
*Balance may not be accurate if there are unsubmitted or unapproved amendments
MY TEAM'S TIME OFF

Simplify

Eliminate needless digital friction

Workplace technology is causing friction



50%

of employees' time is spent locating, validating, and formatting data.

68%

of workers toggle between apps up to 10x an hour.

30%

of employees feel that more than half of their work consists of manual and repetitive tasks that distract them from value-added work.

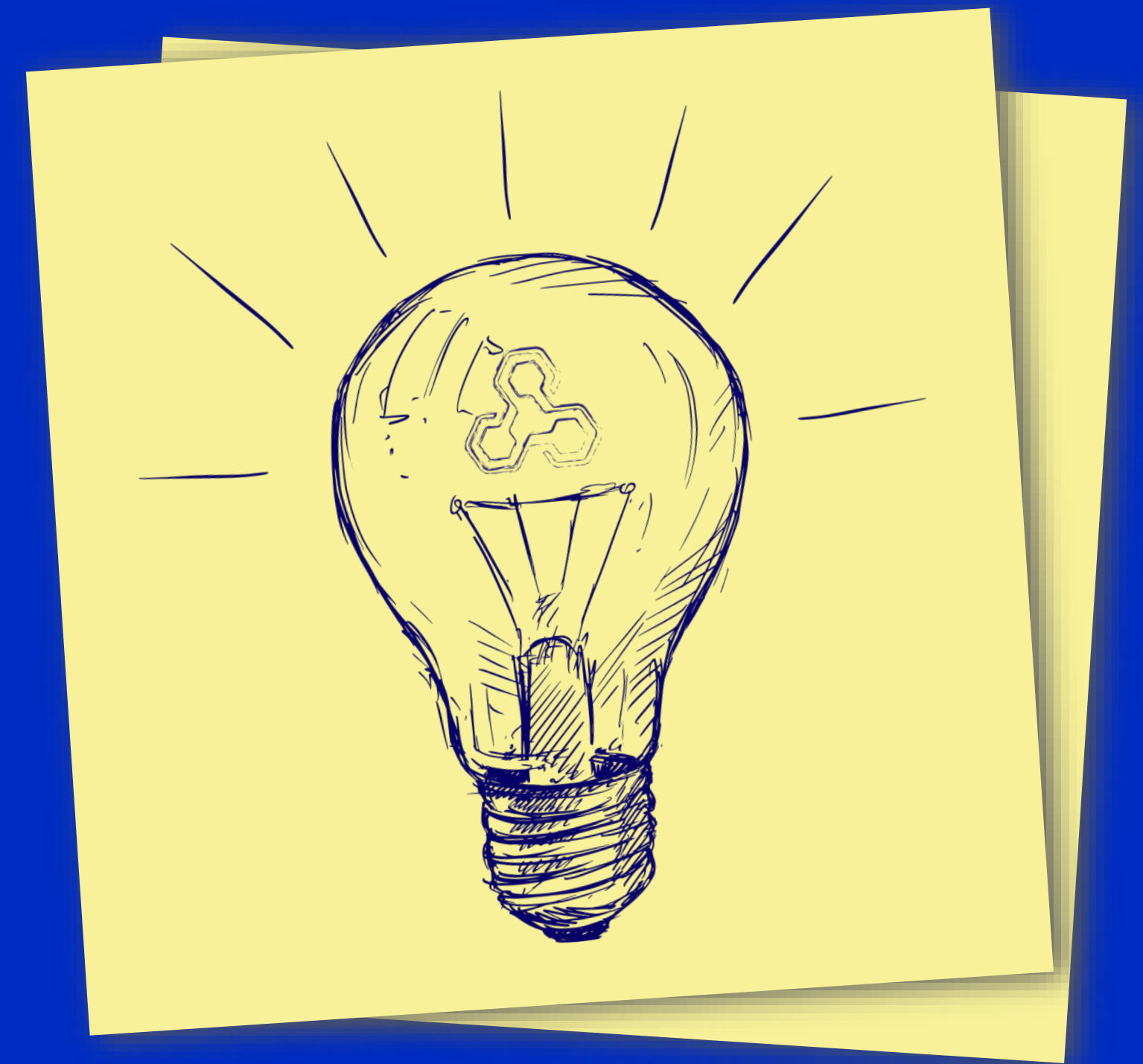
Digital Friction is Destroying the Employee Experience

- Poor Attention Management
- Decreased Productivity
- Increased Stressed and Anxiety
- Reduced Engagement
- Misalignment



Strategy Approach

Enterprise accountability for improving the quality of digital experiences



Enterprise Accountability

Program Strategy Approach

- Assess: Culture, Personas, Journey
- Start with Quick Wins
- Modernize Legacy Systems
- EX Outcome Driven Design

IT STARTS
WITH YOU!

Technology Approach

Simplify the work day by creating experiences that streamline and automate processes





Example in Action

Ordering WFH Office Equipment





Jessica

*“Yikes, my back is killing me.
My chiropractor told me to
correct my office setup.”*

Employee Journey: Ordering office equipment





New Experience

Ordering WFH Office Equipment



Step 1: Home Office Equipment Procedure?

Navit Technologies

workgrid.com/navit/home

Incognito

To Know

To Do

Apps

Ask

NavitFinancial

Today at Navit Financial

Sun Jul 18 2021

Build a Motivational Culture

"Our goal is to make Navit Financial a place where people feel empowered to bring their whole selves to work and are inspired to reach their full potential," said Chief Human Resource Officer Wei Wei Liu.

Stay Connected

What's going on?

What are the influences of AI on the job market?

3 days ago

220 views

14 comments

Using Data to explain the New Media Frontier

5 days ago

147 views

23 comments

Vernon Rodgers mentioned Agile Enterprise Technology Innovation Ventures 2 hours ago

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Miranda Smith added a note to Capacity Planning V2.0

FEED

TASKS

FILES

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Darrell Haynes

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WORK/LIFE

Benefits at Navit

Workgrid

Step 2: Ordering a New Chair

Navit Technologies

workgrid.com/navit/home

Incognito

To Know

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Benefits at Navit

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Step 3: Knowing Request is Approved

Navit Technologies

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To Know

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Apps

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FEED TASKS FILES MORE

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Benefits at Navit

Workgrid

Enable

*Empower business partners to
accelerate digital transformation*

Barriers for Innovation

1.2M

Is the projected shortage of engineers the US will experience by 2026 and 545k developers will have left the market. ([source](#))

40%

of technology spend will be shifted from IT to the business

30%

increase in the number of projects IT teams have needed to complete to maintain 'business as usual' amidst unprecedented disruption ([source](#))

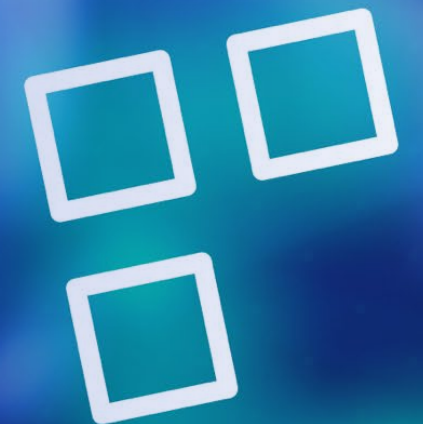
48%

of businesses fear their teams are at risk of burnout from trying to adapt IT strategies at the accelerated pace required by COVID 19. ([source](#))

To Know



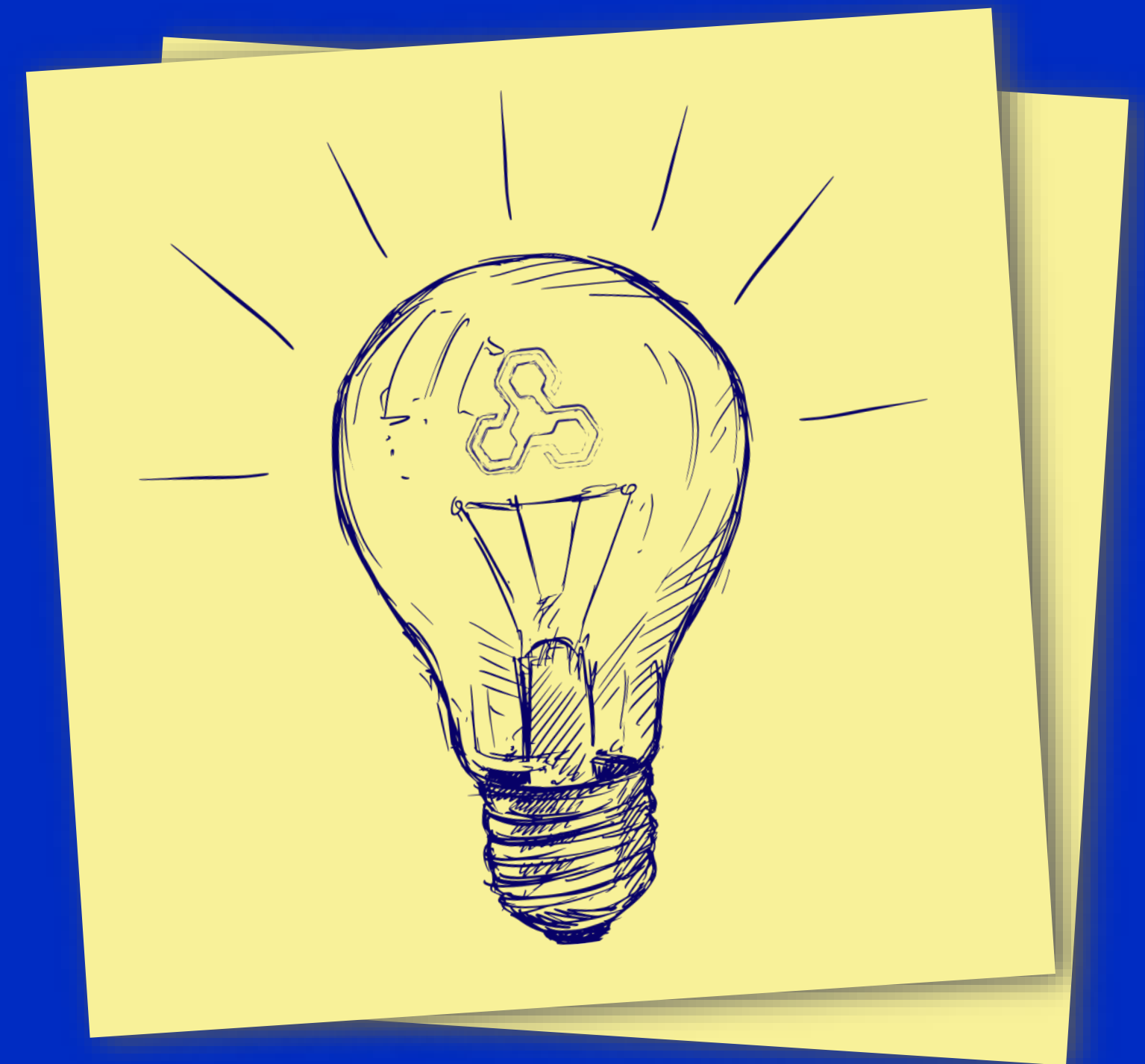
To Do



Apps

Strategy Approach

Embrace a democratization approach
to innovation & technology



IT & Business Collaboration

- Drive innovation without relying on specialized IT resources
- Decentralized approach that enables business teams and IT to better collaborate together
- Governance and communities of practice should play an important role to support initiatives



Technology Approach

Leverage no-code development to enable business teams to optimize the employee experience



No-Code On the Rise

75% of large enterprises will use at least four low-code development tools by 2024 ([ZDNet](#))

By 2024, **80%** of technology products and services will be built by those who are not technology professionals ([Gartner](#))

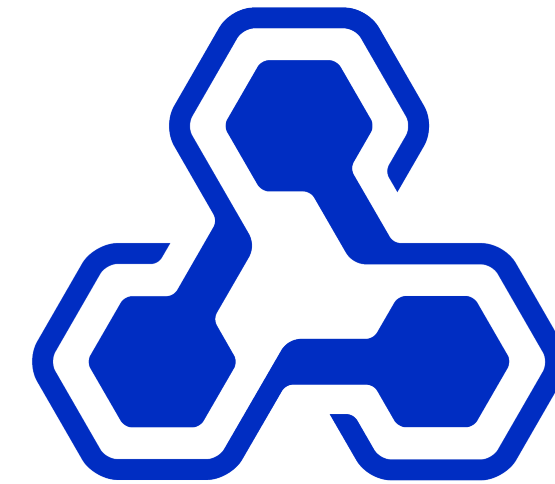
86% of organizations said if business users could securely create their own connected experiences, it would improve business outcomes

In Action



Let's Connect

Thank You!



Workgrid

hello@workgrid.com

www.workgrid.com