

# CONNECTED WORK JUMPSTART

WE BELIEVE CATEGORICALLY THAT NEW COMMUNICATION AND COLLABORATION TECHNOLOGIES CAN DRIVE IMPROVED WORKFORCE PRODUCTIVITY AND EFFICIENCY. WE SUPPORT THIS CONVICTION WITH PRACTICAL BUSINESS TOOLS. OUR CONNECTED WORK JUMPSTART PROGRAMME TAKES THE NEEDS OF TODAY'S WORKFORCE AS ITS STARTING POINT AND DEMONSTRATES HOW TO EXPLOIT NEW COMMUNICATION AND COLLABORATION FUNCTIONS IN THE WORKSPACE.

## Our approach

The Connected Work Jumpstart programme comprises business and workforce needs assessments.

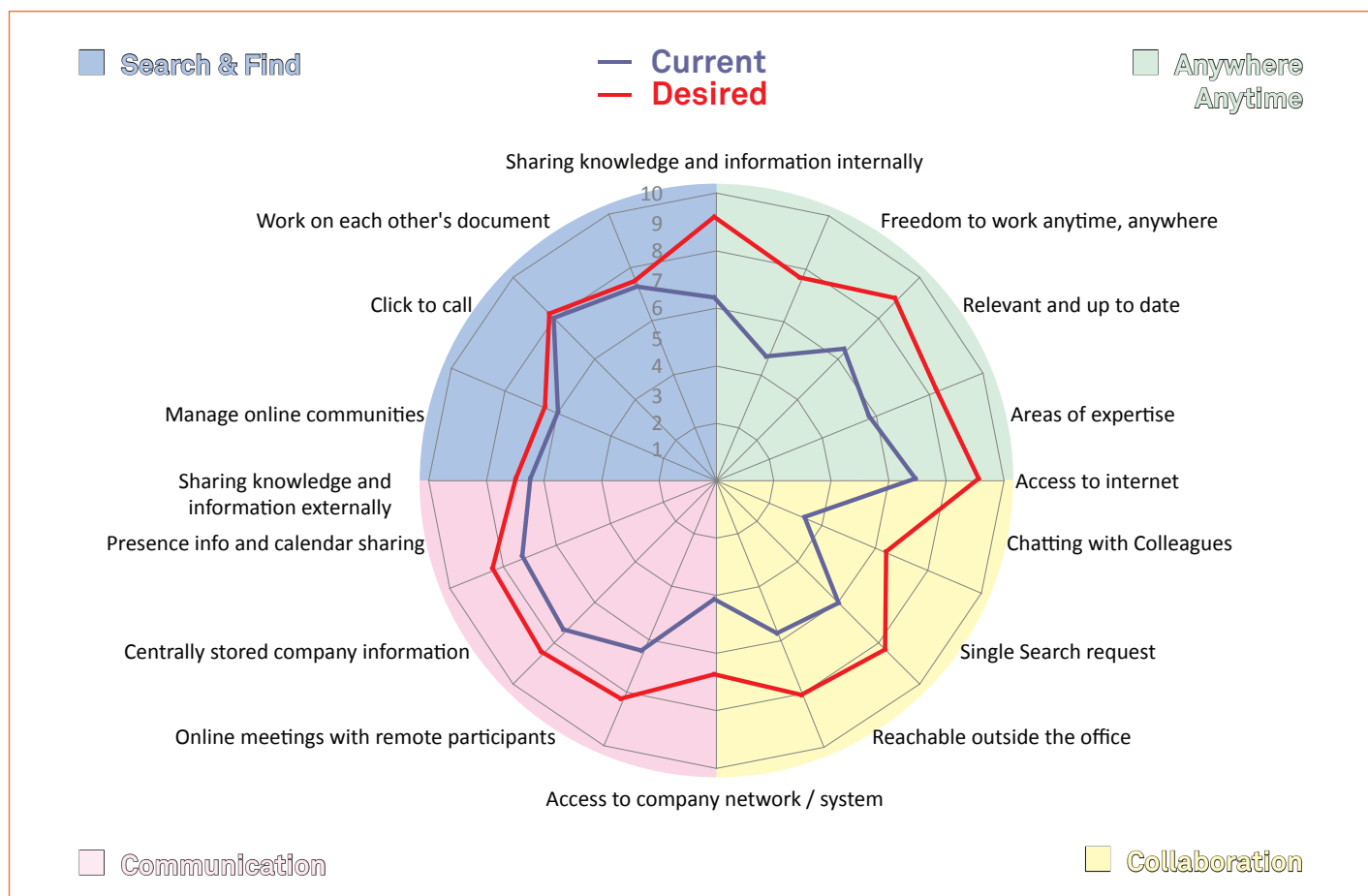
We ask:

- How well do your ICT services match the workforce needs and expectations?
- What new functions would increase agility, communication and collaboration?

Our analysts collect information through a focused series of stakeholder interviews and through an on-line employee survey. Interviews and survey cover four themes:

- search and find
- anywhere and anytime
- collaboration
- communication

We present results on a spider web plot, mapping the current workforce experience (blue line) against the desired state (red line). This example was produced for a professional services



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We then calculate the gap between the current and the desired situation. This produces a prioritised list of how the workforce and stakeholders regard their own needs. The example provided here is from the same service company.

CATEGORY	CURRENT	DESIRED	WEIGHTED GAP	
Sharing knowledge and information internally	6,30	9,10	25,48	■ Immediate action
Freedom to work anytime, anywhere	4,60	7,60	22,80	
Relevant and up to date	6,40	8,90	22,25	
Areas of expertise	5,80	8,30	20,75	
Access to internet	7,00	9,20	20,24	■ Changes are desired
Chatting with Colleagues	3,40	6,50	20,15	
Single Search request	6,10	8,40	19,32	
Reachable outside the office	5,80	8,10	18,63	
Access to company network / system	4,20	6,80	17,68	■ Encourage
Online meetings with remote participants	6,50	8,30	14,94	
Centrally stored company information	7,40	8,50	9,35	■ Maintain
Presence info and calendar sharing	7,20	8,30	9,13	
Sharing knowledge and information externally	6,40	6,90	3,45	■ Slow down
Manage online communities	5,90	6,40	3,20	
Click to call	7,90	8,10	1,62	
Work on each other's document	7,20	7,40	1,48	

## Why take part in the programme?

Too many ICT decisions are still made on instinct – especially when it comes to less easily measured productivity values. This program helps you line up decisions using empirical evidence. It provides a structured overview of your employee needs and expectations. It provides a clear indication of improvement potential. Most importantly, it identifies practical next steps.

