WORKPLACE REDEFINED.

COMMUNICATE | SHARE | INNOVATE
Contents

Introduction: The Digital Enterprise & the Modern Workplace 2
Redefining your Workplace 5
Key Ingredients to Developing a Successful Modern Workplace 8
It's all about People - Unlocking Employee Potential 9
How Trustmarque can Help 10
Shaping the Future Workplace 11

This is the modern workplace.

Come on in.
It’s without question that all companies are using digital technology in some form. Yet driving the ‘digital enterprise’ is the biggest challenge for today’s IT leaders. Digital technology needs to be at the centre of what the business is doing – moving it from a supporting role to a leading one. It will greatly impact the way individuals work and the way the company does business as a whole.

The digital enterprise centres around making the business more mobile, more agile and ultimately more competitive. Workers can use their mobile devices to connect to company, customer, supplier and even social data and information they require, wherever they may be working, all through the power of the cloud. Then powerful big data analytical techniques can be utilised to generate smarter business insights.

All these new operating models, business process and capabilities need to collectively come to together to bring about business transformation and drive efficiency and enhance productivity.
In the modern workplace, change is the only constant. And right now, the workplace is undergoing some fundamental changes.

Today’s employees expect more: improved collaboration tools; better communication; Bring Your Own Device (BYOD) support and more flexible working opportunities, which are all impacting today’s workplace.

In order for your organisation to embrace these new practices, having the right tools in place to support a variety of work styles, mobility, communication and collaboration – whilst keeping a tight grip on security – is absolutely paramount. Companies that don’t adapt to this rapidly changing technological landscape risk losing top talent, delivering poor customer experiences as productivity rapidly declines compared to competitors.

The workplace is changing at a very fast pace.
With the increasing demand for mobility, productivity and collaboration and the growing amount of business conducted by a mobile and connected workforce, organisations need to adapt to innovative ways of working more than ever.

Build the right foundations

But there is no “one size fits all, off the shelf” model. Every organisation is different. In order to deploy a successful shift to a modern workplace, you need to first identify the needs of your business and demands of your staff, assess existing infrastructure and future plans to build the right foundations to support your ‘Modern Workplace’ vision.

Here at Trustmarque, we understand these demands and are already empowering companies with flexible solutions to redefine the modern workplace.

Our workplace productivity and world-class mobility solutions can help create a new digital workplace, with advanced capabilities to meet the demands of a mobile, virtual workforce, while enhancing enterprise and employee productivity. And ultimately, delivering competitive advantage.
The power of the modern workplace

We’ve identified four core benefits that a modern workplace delivers:

1. **COLLABORATE**

   Embrace new ways of working

   Enable employees to instantly communicate, share and innovate together across the enterprise border through the adoption of seamless digital experiences to:

   • Boost user productivity by incorporating smarter technologies into working practices
   • Optimise efficiency by improving the quality and speed of decisions
   • Be people centric and meet users’ mounting expectations for digital solutions
   • Reduce complexity with automated and self-service solutions
   • Foster stronger working relationships through virtual working and video conferencing
   • Improve business communications by enabling people to interact anytime, anywhere and from any device
   • Accelerate user adoption by finding the right ways to boost employee uptake and use the new technology
   • Reduce travel and real estate costs with flexible, remote workers

2. **CAPABILITY**

   Improve the quality of business outcomes

   Improve IT infrastructure with a mobile first approach to deliver dynamic, productive experiences and gain competitive advantage:

   • Built on a dynamic, future-proof infrastructure
   • Agile IT delivery models - implement automated, remote and self-service support options to increase competitive advantage
   • Make better business decisions and deliver results faster
   • Flexible workforce - employees can always be mobile
   • Access and share information from anywhere on any device
   • Deliver innovation for employees, customers and citizens
   • Reduce costs and maintain control of core business systems

86% of employees hit maximum productivity working remotely.*

*SOURCE: SurePay, Productivity Prohibitors
3. CULTIVATE

Strengthen the talent pipeline

Embrace and deliver the technology and tools to attract the brightest talent and boost retention by offering a better work-life balance

- Flexible working is a must in the modern workplace - disappointing digital workplaces will harm recruitment, retention and engagement
- Increase reach for talent and stay competitive by appealing to the new Millennial worker with the tools that relate to a modern lifestyle
- Innovative technology can provide higher employee retention rates through a greater emphasis on work-life balance
- Respond faster and smarter with cloud-based, digital infrastructure
- Get to markets before the competition

4. CONTROL

Securing the digital workplace

Ensure governance, security and trust for mobile working through a framework to deliver a seamless yet secure and modern workplace

- Ensure that workers get the right data & information at the right time, with the right levels of access and security
- ‘Best fit’ frameworks for your organisation - develop the right governance and security policies and procedures
- Employees can flourish without compromising enterprise integrity and security or compliance
- Reduce risk of business exposure with cyber security and device management and monitoring
- Better management of data and increased security of data for compliance and control
To achieve a successful transition to the modern workplace, you must support your most important asset: your people.

3 pillars of success

Here at Trustmarque, we believe a clear understanding of how to fulfil the wants and needs of people through processes, technologies and modern work practices are the key ingredients to develop a smarter, digital, modern workplace.

A user centric model – which places employees at the centre - is paramount to transforming technology systems, business processes and ways of working to help workforces flourish.

A true digital enterprise will integrate information, processes, work and people so that the entire organisation can collaborate more efficiently and effectively, and therefore produce more valuable products and services.
The state of the modern workplace is evolving, perhaps more quickly than ever. Mobility is the key to productivity in today’s workforce. Wherever they are, employees want the freedom to carry on working and collaborating through the smartphones, tablets and tools they are familiar with.

Companies must adapt to these market demands to stay competitive and retain top talent.

Greater emphasis on work-life balance

As companies move towards a greater reliance on technology, more employees find themselves working even after the work day ends. The need for employees to stay connected and a near constant business cycle has placed more pressure on employees to be connected at all times.

Employers must appreciate the pressure being placed upon their employees in today’s always on, always available world. A good work-life balance has been seen to be the most important thing for employees when accepting a job.* Moreover, employees feel they should have more opportunities to work flexible hours and have the option to more frequently work remotely to enable increased productivity. Companies that are looking to acquire and retain talent must be committed to offering good work-life balance and flexible working arrangements.

88% of employees wish they could have greater opportunity to start and finish work at the times they choose.*

It’s one thing to see the digital enterprise coming. It’s another to build it.

Our Workplace services and solutions are dedicated to improving productivity, mobility and collaboration within the workplace. We empower organisations to better motivate employees by giving them the tools and support they need. Whether inside or outside the office, our approach is designed to connect your workforce to three key business assets: content, people and applications, enabling increased productivity and performance.

The four step approach to redefining the Modern Workplace:

1. **Assessment**
   Get ready by benchmarking your goals, identify business value, your gaps, build a plan, test & approve. Gain insights through workshops, assessments and proof of concepts to help you get started.

2. **Service application**
   Provide best practices and support for your organisation to determine the right policies and framework necessary to build a secure foundation for your Modern Workplace – This includes access rights, device types and networking considerations.

3. **Right tools and software**
   We can help migrate and bring on-stream your on-line productivity tools - email, calendaring, contacts, online conferencing, sync & share, instant messaging and social media to empower your workforce.

4. **Training**
   Once you are up and running, we can help you maintain your workplace including health checks, support & maintenance and business continuity.
SHAPING THE FUTURE WORKPLACE

Our Workplace services and solutions empower organisations to invest in innovative solutions that enable better communications, enhance collaboration while driving productivity, retention and improving the customer experience.

With 30 years’ experience at the heart of the rapidly evolving IT market, we have established a position as a leading technology provider to high profile clients from the private sector, UK government and healthcare organisations.

By focussing on individuals rather than individual technologies, we invest time in understanding the current user experience, your future needs and your business objectives to deliver bespoke workplace solutions that work.

We are redefining the workplace. Let’s do it together.
About Trustmarque

Trustmarque (part of Capita PLC), is a leading provider of end-to-end IT services to the UK public and private sectors; including cloud, professional and managed services, and software solutions. At Trustmarque we give honest, simple and independent advice that helps customers navigate an increasingly complex world of IT.

We simplify business, through a flexible and cost-effective approach that empowers organisations and their people. With almost 30 years' experience at the heart of the rapidly evolving IT market, Trustmarque has established a position as a leading technology provider to high profile clients from the private sector, UK government and healthcare organisations.

www.trustmarque.com
info@trustmarque.com
0845 2101 500