

THE DIGITAL WORKPLACE



THE EMPLOYEE EXPERIENCE

How you can achieve a bespoke digital workplace that drives engagement and empowers employees to be productive.

Efficient Technology Management®

INTRODUCTION

HOW DO YOU KEEP YOU EMPLOYEES ENGAGED AND PRODUCTIVE IN TIMES OF UNCERTAINTY?

Attraction and retention of top talent was the #1 issue in 2020 for global CEOs and the broader C-Suite just before the COVID-19 crisis.

At the start of 2020, employee disengagement in Australia was high (47%), and 23% of employees intended to leave their job within the year.

COVID-19 measures have impacted more than 4/5 workers globally, and businesses have responded by prioritising employee health, safety and the virtualisation of work. This employee centred crisis response has improved perceptions of business and boosted engagement to an all-time high - 84% believe employee engagement has gone up.

To cement these gains, now is the time for business leaders to show they understand what matters to employees.

Employees want the flexibility to choose how they work, and that includes the technology they use.

According to a PwC survey, 78% of millennials believe having access to the technology they like at work makes them more effective.

HOW CAN TODAY'S LEADERS MAKE TECHNOLOGY AN ENABLER TO EMPLOYEE ENGAGEMENT?

Establishing a high-tech working environment, better collaboration, and faster processes is often difficult at first. Managing this for a remote workforce is even more of a challenge. Flexible working is going to be a part of the future way of working, so business leaders must allow for this in their planning, especially when it comes to collaboration tools the technology devices issued to employees.

Giving employees a choice over how and where they work, and the tools they use can give business leaders the ability to attract talent and retain employees while maintaining high levels of engagement. A self-service procurement platform could be the key to enabling and empowering employees to design their digital workplace and drive up employee engagement.



47% of Australian employees surveyed in Jan 2020 were disengaged

- Qualtrics XM. EX 2020 Global Trends

REMOTE WORKING IS HERE TO STAY

MAKING THE IT ENVIRONMENT MORE CHALLENGING TO MANAGE

CHG

74%

Even before the pandemic, remote working was the norm. In 2019, 74% of Millennials and Generation Z were working a significant portion of their time remotely, whereas 58% of the Baby Boomer generation were working most of the time remotely. A Gartner conducted CFO Survey reveals 74% Intend to shift some employees to remote work permanently.

33%

By 2028, it is predicted that 73% of all departments will have remote workers, with 33% of full-time employees working remotely. Remote working will create greater challenges for IT leaders who will need to deliver a standardised IT service to support all employees regardless of their work environment or location. Break fixes and hardware swap outs will now require additional planning with a third of the employees not located in the office.

62%

Faced with a lack of equipment, complex approval processes, and long delivery times, many employees take matters into their own hands and buy the required equipment themselves. Such behaviour leads to what is known as shadow IT, i.e. the use of unauthorised equipment at work, which impacts on IT security and compliance. Research by IDC shows that 62% of companies are battling with this problem.



ARE YOU DOING ENOUGH TO MEET YOUR EMPLOYEE'S EXPECTATIONS?

While companies often focus on processes, equipment, and keeping the business running, the most often-overlooked element of success is the employee experience. Any employee survey conducted over the past decade will support the fact that communication is the bedrock of an organisation's ability to operate. Therefore, organisations need to put employee communication high on the priority list.

High employee disengagement lowers productivity and performance and leads to attrition. While businesses are enjoying a reprieve right now, that will change as focus shifts to more external factors and recovery. Companies must act now to engage and retain their people through an understanding of their priorities. To support workplace communication, the tools and platforms employees use to get their work done must be easy to operate, intuitive, and responsive.

Employees are looking for the flexibility and autonomy to work their way, in the locations that suit them, and they want to do it on devices they choose.

Offering employees choice gives them the freedom to design their own digital workplace. Organisations can consider using e-commerce portals to let employees shop for their workplace tools, for example, giving them more ownership over their workplace experience. This can allow organisations to implement a bespoke digital workplace that empowers employees to be productive. The following pages describe how CHG-MERIDIAN's self-service procurement solution can achieve these benefits.

TESMA® PORTAL

SIMPLE MOBILE WORKING



CHG-MERIDIAN's TESMA® Portal lets employees choose their digital workplace set up, get their technology delivered wherever they are, and easily access ongoing support. Organisations can achieve a transformed employee experience for selecting and ordering devices by enabling self-funded upgrades, automated order and delivery, and access to ongoing support, wherever they are.

BECAUSE YOUR EMPLOYEES KNOW BEST WHAT THEY NEED

QUICK, CONVENIENT, AND USER-FRIENDLY

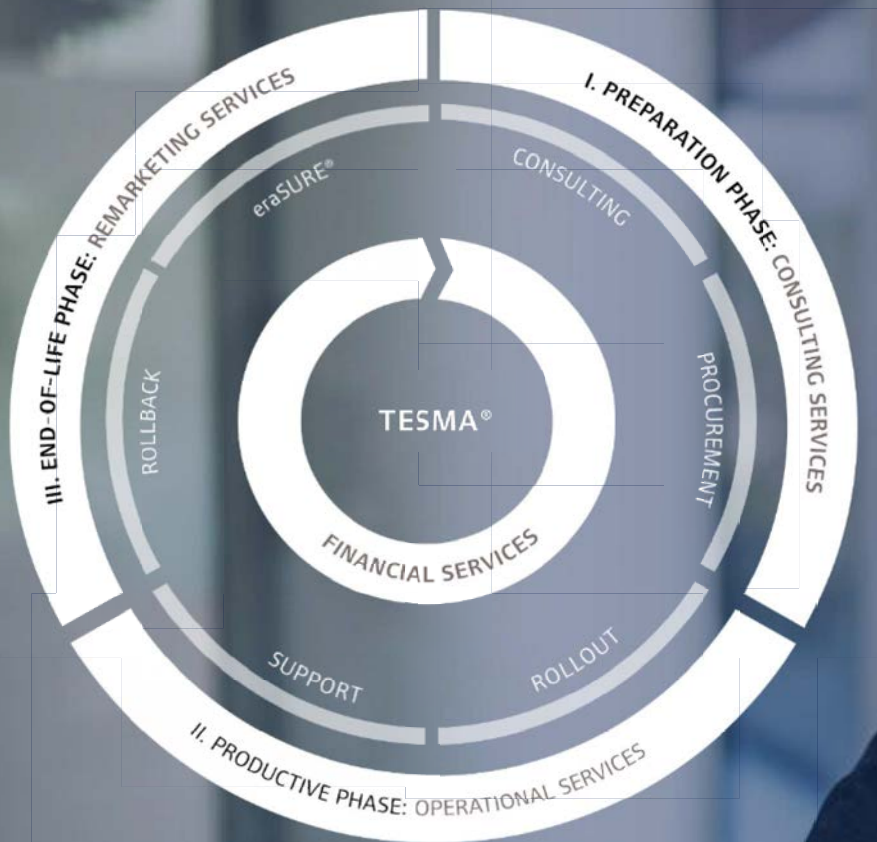
Through TESMA® Portal, every employee can order their own IT equipment such as computers, phones, and mobile devices. Just like they are used to from large, user-friendly online retail platforms. The portal features customisable branding, while the predefined shopping catalogue only contains items that the employee is authorised to order.

The device is then sent directly to the employee as soon as possible, just like when they shop online. No more tiresome waiting for new equipment or replacement devices. And break-fixes are just as easy, and are booked directly through the portal.

UPGRADE TO THE EMPLOYEE'S PREFERRED DEVICE

When employees want a device with a higher spec, upgrades can easily be enabled with a personal surcharge which is automatically paid for through the organisation's payroll. Because they pay a surcharge, this enables them to use the device for personal use. We call this concept COPE (corporate owned, personally enabled). This gives employees an extra level of freedom and makes the organisation a more attractive employer. It also makes shadow IT a thing of the past, and there is no extra cost to the organisation. A win-win for both parties.

BECAUSE YOUR IT DEPARTMENT HAS MORE IMPORTANT THINGS TO DO



END-TO-END AUTOMATION

Your IT department will also benefit, as the TESMA® portal frees up their time. Thanks to automated approval processes and defined organisational structures, the order, approval, and replacement processes can be run without manual intervention. Of course, there is still a named contact should any questions or problems arise.

ALL DEVICES AT A GLANCE

The TESMA® portal offers unlimited transparency and supports your logistical and commercial planning. When was the asset ordered? Where is it? What is its specification? How much is the monthly cost? When will it be replaced? You ask the question and TESMA® provides the answer.

Your employees can see all details relating to the devices they have ordered. And thanks to the integration of technological and financial data, management also has an overview of the key figures.

The IT team can view all device data at any time, and the finance department can call up reports on costs and the term of lease agreements at the touch of a button.

- Number and location of devices
- Device specifications
- Term of lease agreements and overall costs
- Order status and service requests

TESMA® PORTAL

BENEFITS AT A GLANCE

- TESMA® self-service portal provides quick, convenient and user-friendly way for employees to choose their own workplace set up from a preapproved list of options
- End-to-end processing (approval, rollout, rollback and professional data erasure)
- Straightforward and user-friendly device selection
- Individual upgrades available for a personal surcharge
- Personal use of mobile devices possible (concept of Corporate Owned, Personally Enabled)
- Delivery direct to the employee (office or a home address anywhere in Australia)
- Fast exchange if a device is lost or defective
- Easy to raise service requests
- All delivered on a simple monthly payment.

A CUSTOMISED BUSINESS CONCEPT

THE CHG-MERIDIAN APPROACH

As international IT asset management experts, we provide consultancy and individually tailored customer solutions.

We help you acquire modern devices from the whole of market, and manage them across the entire lifecycle, including secure end of life decommissioning with certified data erasure.

Our Innovative, flexible finance options streamline and reduce TCO, with one consolidated payment for all IT needs with full transparency of assets at all times.



CHG-MERIDIAN is one of the internationally leading manufacturer and bank independent technology managers in the IT, industrial and healthcare technology sectors.

12,000 customers - including corporations, SMEs and the public sector - rely on CHG-MERIDIAN to manage their technology infrastructures in a holistic, user-oriented and digital way. Based on the concept of the circular economy, our service portfolio ranges from planning, operational implementation and financing, through to certified data erasure, refurbishing and remarketing of used equipment at two in-house technology centres in Germany and Norway as well as an international network of certified partners.

Our web-based technology and service management system TESMA® combines commercial and technological data to optimise processes and realise cost savings. With around 1,100 employees, we have an international presence and operate in 27 countries. By the end of 2019, we financed and managed a total technology portfolio of \$11.15 billion. Our headquarters is in Weingarten, Germany.

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