

# Creating a Connected Workplace

Modern Workplace



## Sharing is caring, caring is performance

Collaboration is still a relatively new term in the boardroom for organisations. Performance used to be directly linked to an individual rather than a team or working group. However, recent breakthroughs in technology platforms and collaborative tools have had a knock on effect in the way people work on projects.

Providing the right tools can be quite a minefield for IT leaders as there are so many options available. But no matter how many tools you enable access to, if the right training, tracking and behaviours aren't simultaneously adopted, it could be money down the drain.

**86%** of employees and executives cite lack of collaboration or ineffective communication for workplace failures.<sup>1</sup>

## So what exactly is collaboration?

The term collaboration itself literally means “working together”. Where many projects fail is understanding that this means co-labouring as well as co-talking.

A lot of people are happy to chip in when it comes to talking, but often projects halt there. Collaborative technologies should create new ways for teammates to take action at the end of a collaborative session.

In order to perform effectively, people need access to information around the clock, in real-time - with the accessibility to connect with teammates whether or not they're in the physical office. That's why it's crucial for organisations to use collaborative technologies that can facilitate:

- **Meetings** whenever and wherever needed
- **Platforms** to share all types of content from documents, to video and the capability to annotate in real-time
- **Tracking** and management of the projects


**54%** of businesses are investing in easier-to-use collaboration solutions.<sup>2</sup>



1.Salesforce Infographic: Is Poor Collaboration Killing Your Company?  
<https://www.salesforce.com/blog/2012/09/nick-stein-work-post-2.html>

2.Harvard Business Review survey referenced by Cisco  
[https://www.cisco.com/c/en\\_uk/solutions/collaboration/index.html](https://www.cisco.com/c/en_uk/solutions/collaboration/index.html)





## The challenges around collaboration

The underlying problems faced by organisations providing collaborative tools are:



### Defining the need

How can you decide which solutions you need to support the majority of your workforce? And, how do you provide what people need in order to avoid separate tools being used by individuals and departments, fragmenting the collaboration?



### Compatibility of technology

With the vast array of collaboration tools available, how do you choose the right one for your organisational needs and also ensure it integrates with your existing technologies?

In one year alone, videoconferencing saved Intel more than **\$26 million** in travel expenses and **57,000 hours** in travel time.<sup>3</sup>

## The benefits of increased collaboration

With the right collaboration tools in place, your organisation will benefit from:



### Extra flexibility

Using mobile collaboration tools and those in the cloud, your team has the ability to handle sudden change and access work or teammates from anywhere, anytime.



### Productive communication

Ideas, project data and other vital information can be shared and developed more efficiently and effectively.



### Retained competitive edge

With employees being able to work effectively, you can reduce wasted resources, increase profits as well as your market share.



### Higher engagement

Tools that enable better sharing of ideas means people will get more involved with projects, increasing team camaraderie and productivity.

<sup>3</sup>.Intel Guide: Modern Collaborative Technologies  
<https://www.intel.com/content/dam/www/public/us/en/documents/guides/modern-collaborative-technologies-guide.pdf>

## Some new technologies that will drive collaboration

### Collaboration platforms

**Slack** is a real-time messaging platform that offers an attractive user interface and integrates well with other platforms. One of the best features is the searchable archive. The search feature uses machine learning to build a database based on team conversations, decisions, and work files. Users can quickly query the ad hoc knowledgebase to find what they need in seconds.

**Stride** is the newest offering on the list. Focusing squarely at the corporate sector, it combines the usual messaging, videoconferencing and file sharing tools that make up a collaboration platform. One of the standout features is Focus Mode, which temporarily mutes all messages and notifications except those sent directly to the user. In a world of short attention spans and infinite distractions, this is a welcome feature.

### File storage, sharing and management systems

**Box** is one of the more established players in the enterprise file sharing and collaboration space. Unlike Dropbox, the company has always focused on the business market and for this reason, many of its features are more mature than similar offerings. Box has recently embraced machine learning with Box Skills. Developed alongside IBM, Box Skills allow users to easily categorise and search for content within Box.

**Huddle** is a platform that has put security at the heart of its strategy. As a result, it is now used by 80% of central government departments, making it the largest provider of cloud collaboration solutions on the G-Cloud Digital Marketplace. While Huddle is a full-blown collaboration platform, file management is its biggest strength, offering users granular control of versioning and document approvals.

### Collaboration hardware

There is no denying we live in a software-driven world these days. Infrastructure is increasingly moving to the cloud. Despite this, hardware still plays an important role in collaboration.

Advances in screen technology, for example, have taken videoconferencing on team collaboration to new levels. The **Microsoft Surface Hub** is perhaps the most prominent example of cutting-edge hardware designed to promote collaboration. Other vendors have also entered the collaboration space. **Epson's BrightLink Pro** is an interactive projector, capable of transforming any flat surface into a digital whiteboard.

Augmented reality also looks set to play an important role in the future of collaboration. Again, Microsoft and Epson are driving this new frontier with their respective technologies – the **HoloLens** and the **Moverio BT-300**.

**Apple** is also making waves in the augmented reality space with the launch of its new iPhones.

### Office 365

If there is one tool that rolls many of the services and features mentioned above into a single platform, it is **Office 365**. Microsoft has long held the title of 'Productivity King' since it launched 27 years ago.

Combined with the integration of **Skype**, the collaboration capabilities are so well integrated across the entire portfolio of Microsoft products. Users can collaborate on documents in real-time and communicate directly through the application in front of them. There are also dedicated collaboration tools included in the suite such as **Yammer** and **Teams**.

## Keeping you ahead of the technology curve

In today's increasingly connected world, an organisation's success depends heavily on them providing the right tools to support the major business imperatives of improved collaboration, mobility and productivity.

Insight Modern Workplace solutions encompass these three key business imperatives and offer a fresh approach to your people, processes and technology, supporting today's drive for work style flexibility.

Our core productivity solution partners:



Gold Cloud Platform  
Gold Volume Licensing  
Gold Cloud Productivity  
Gold Small and Midmarket Cloud Solutions  
Gold Software Asset Management



To learn more about Insight's Modern Workplace solutions visit [here](http://www.uk.insight.com/solve/modern-workplace).

[www.uk.insight.com/solve/modern-workplace](http://www.uk.insight.com/solve/modern-workplace)



### About Insight

Today, every business is a technology business. Insight empowers companies of all sizes and government organisations to healthcare and educational institutions with Insight Intelligent Technology Solutions™ to realise their goals. As a Fortune 500-ranked global provider of hardware, software, cloud and service solutions, our more than 6,000 teammates give clients the guidance and expertise needed to define, architect, implement and manage technology today to help them transform for tomorrow.

[uk.insight.com](http://uk.insight.com)

