

Podcast 36 – Episode 2: Future of Work

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Hello and welcome to HCLTech Digital Workplace Podcast! I am Nishant, Senior Manager at HCLTech and in this episode we are resuming our conversation with is Craig Baty, Distinguished Lead Analyst for ISG Research, and author of a number of ISG Provider Lens reports on the Future of Work.

Nishant – How can hybrid work help organisations achieve their sustainability goals in 2024 and beyond?

Craig –

- Craig on how hybrid presents other opportunities for carbon reduction, eg move to cloud, supply chain efficiency
- Contributing to doing the right thing (for people, society, planet)
- Changes what people need in terms of support, infra. BCP → interim approach (2021-2024) → perm change. (again, need to keep this focused on work/workplaces)

Nishant – The working environment makes people more reliant than ever on digital for support and task completion as well as collaboration. We have also noticed from our past experiences with our solution, Rendezvous, that effective collaboration forms the base for long-term efficiency and productivity in an organization.

Nishant – Thinking about the year ahead, what do technology and workplace leaders need to do to keep pace with those elevated expectations for digital experience as we look to the hybrid future?

Craig –

- Augmenting human skills (*NOT* robots taking jobs)

- Improve overall user/employee experience
 - For *all* employees, not just knowledge workers
 - Quick discussion here about frontline workers
- Metaverse (VR and Mixed Reality) workplace
- Automation
- Proactive approach to hybrid work based around user need

Nishant - So, Craig you have been researching global workplace for quite a few years now. And from all the experience that you have gathered, HCLTech was one of the many providers you have evaluated, what were some of the key reasons you positioned us the way you did?

Craig -

- "HCLTech's focus on working with clients, co-innovation, XLAs and different business functions is a differentiator." Mrinal Rai
- HCLTech Fluid Workplace is an end-to-end hybrid productivity solution that enables enterprise adaptability, maximizes productivity, ensures security and amplifies EX for a workforce on the move to enable seamless business Operations.

Nishant - What key takeaway do you want those listening to us today to think about for the year ahead? What do you think will be the most pressing areas of concern and which fields might turn out to be game changers?

Craig -

- Keep these forward-looking

Nishant - Sitting in 2024, we still come across several people who do not want to initiate a ramp up of their technological workspace.

So, before we wrap up what, according to you, are the biggest mistakes that organisations make when moving to the hybrid model? And what mistakes have you seen that perhaps our viewers today would want to avoid?

Besides reducing the need to commute to work, how can hybrid work help organisations to be more sustainable?

Craig -

- Craig, I know this is something you've looked at...
- Cloud systems
- CO2 reduction
- Creation of physical outputs – desks, screens, out

Nishant - We've covered a huge amount over the last few minutes. If I were to try and summarise briefly, 2024 looks set to be the year to build on sustainability, employee productivity, collaboration, enabling frontline workers and organisational cultures. This means the future is hybrid and it is here to stay combining both home and office-based work – and other physical places too, like production facilities and frontline environments.

Craig, you talked about the central role physical place will play in hybrid work. But that in a hybrid world, organisations need to ensure people can be productive and engaged wherever they're working. That makes them more reliant than ever before on technology to get things done. Which puts the digital employee experience and support into sharp focus.

Technology can make hybrid work better work, by smoothing pain points and streamlining processes, but it needs careful consideration of employee needs and the overall experience. This is also why we at HCLTech are always driven by an employee/end-user driven approach where we build initiatives/campaigns based on the relevancy of issues or concerns being faced by the overall workforce.

But if we get that balance right – between technology, people, and place – the potential gains from effective hybrid work are huge. Unlocking productivity, attracting, and retaining talent, building engagement, while at the same time helping organisations meet their sustainability goals. This is also why our entire solution portfolio talk to each other to ensure a seamless and holistic approach for every client where we manage the end-to-end digital workplace focused on the enhancement of employee experience.

Thank you, Craig, for your insights today. And thanks to those of you who tuned in. We hope to bring in more such valuable content soon that will add more value to the way the digital workplace is headed at present.