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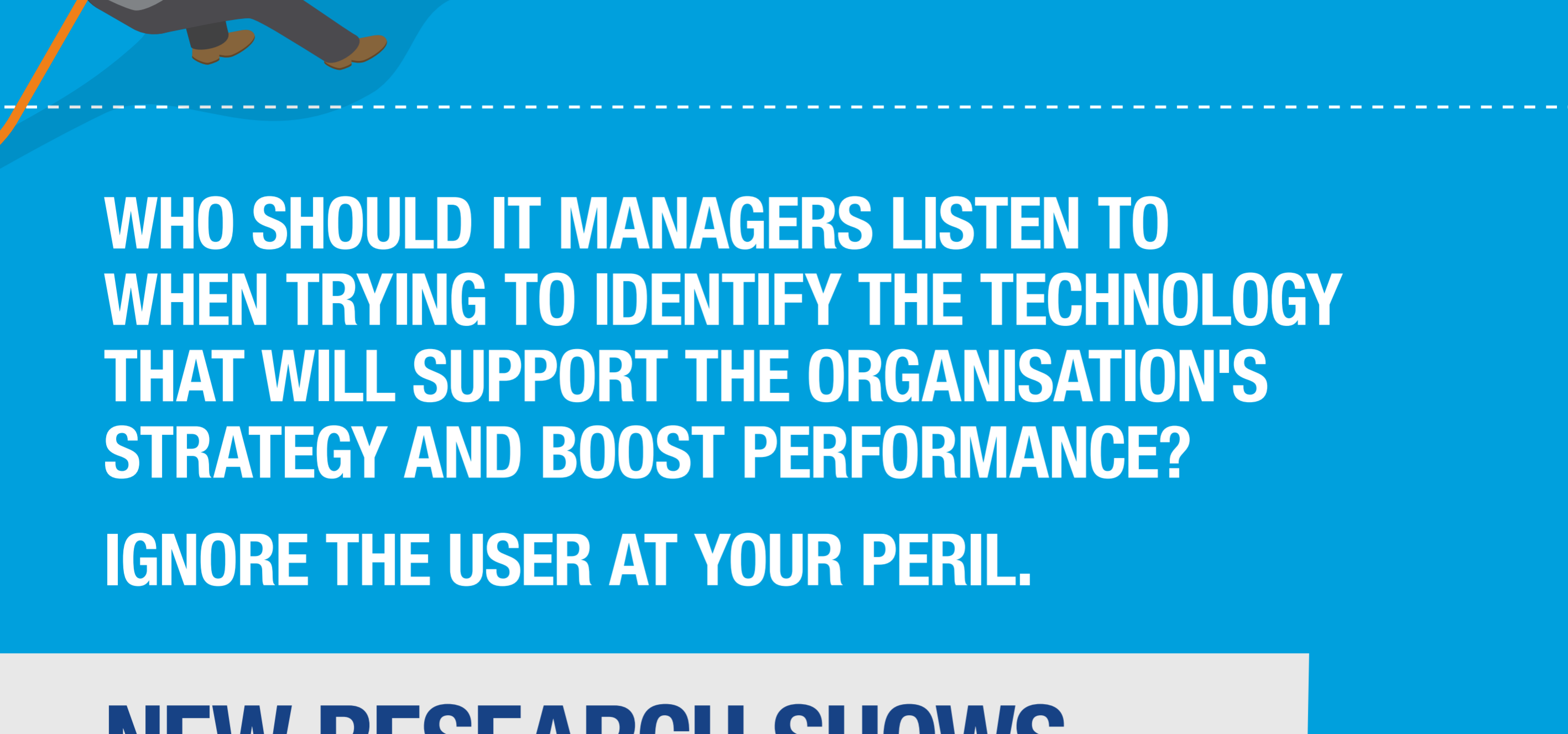
TODAY'S TECHNOLOGY, TOMORROW'S INSIGHT.

THE WORKPLACE TECHNOLOGY DILEMMA

EMPLOYEES

VS

IT MANAGERS



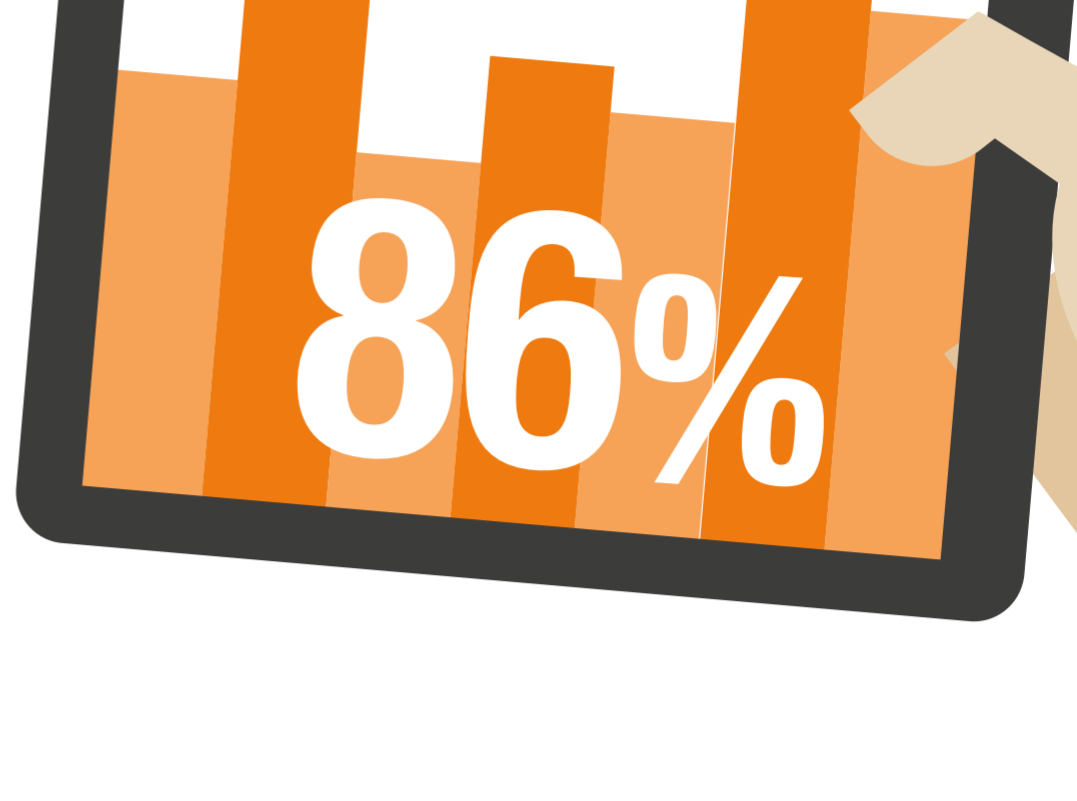
WHO SHOULD IT MANAGERS LISTEN TO WHEN TRYING TO IDENTIFY THE TECHNOLOGY THAT WILL SUPPORT THE ORGANISATION'S STRATEGY AND BOOST PERFORMANCE? IGNORE THE USER AT YOUR PERIL.

NEW RESEARCH SHOWS...



83% OF EMPLOYEES BELIEVE DIGITAL TECH IS CRITICAL TO COMPANY SUCCESS

IT MANAGERS WHO BELIEVE EMPLOYEES ARE DEMANDING MORE FROM THEIR TECH



BUT ORGANISATIONS FACE A DILEMMA HOW DO THEY PLEASE...

DIGITAL NATIVES

THOSE AT EASE WITH DIGITAL TECHNOLOGY (Often since childhood)

DIGITAL NOVICES

THOSE WHO ARE MUCH LESS AT EASE WITH TECHNOLOGY



& EVERYONE ELSE IN BETWEEN

OUR SURVEY OF EMPLOYEES AND IT MANAGERS SHOW:



61% OF ALL EMPLOYEES CONSIDER THEMSELVES DIGITAL NATIVES

IN FACT...

AND YET...



76% OF IT MANAGERS BELIEVE THAT EMPLOYEES KNOW AS MUCH ABOUT TECHNOLOGY AS THEY DO

74% OF IT MANAGERS SAY ENSURING DIGITAL NOVICES DON'T GET LEFT BEHIND IS A MASSIVE CHALLENGE

HOWEVER THE SPECIFIC NEEDS OF ALL USERS AREN'T BEING MET



77% OF EMPLOYEES ARE FRUSTRATED WITH THE TECHNOLOGY IN THEIR WORKPLACE

EMPLOYEES SAY THE BIGGEST CHALLENGES ARE:

- 32% NETWORK DOWNTIME
- 26% OUTDATED HARDWARE
- 24% OUTDATED SOFTWARE & APPS
- 22% POOR WIRELESS CONNECTIONS

WHAT DO EMPLOYEES WANT FROM THEIR WORKPLACE IT?



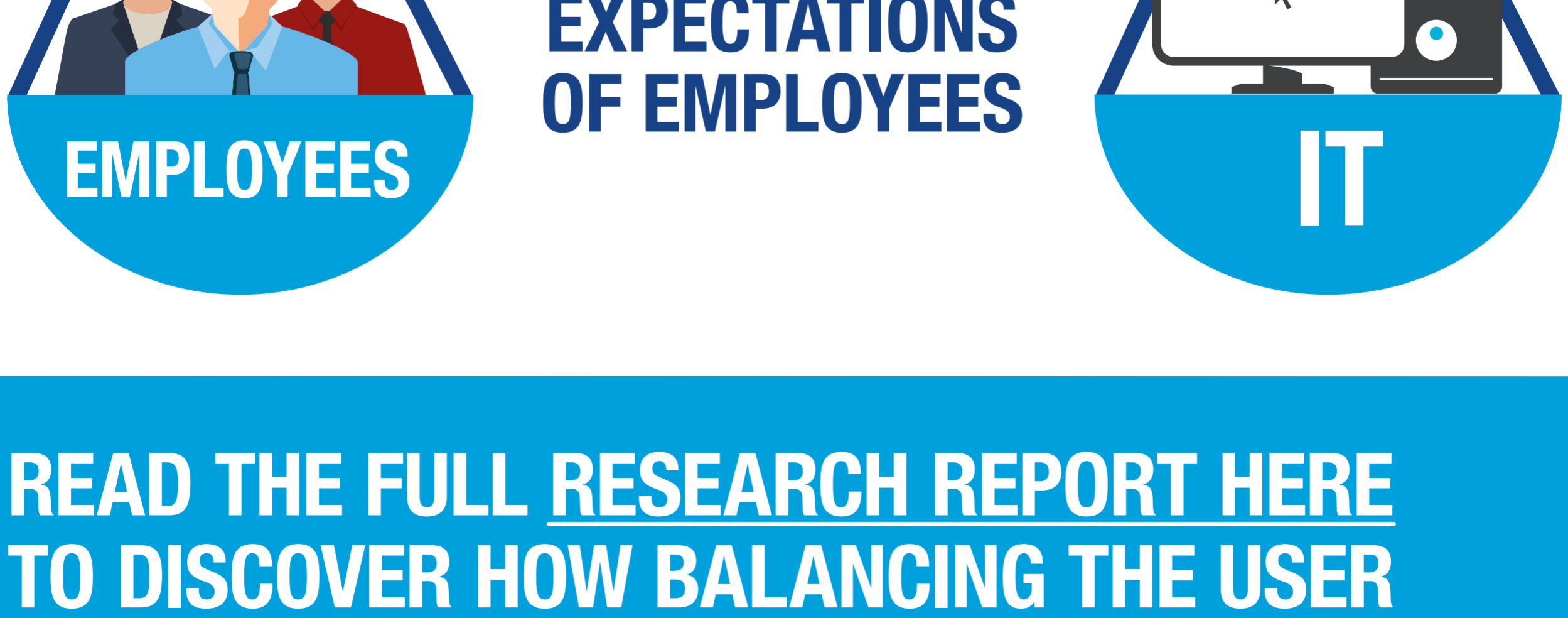
BUT THE CONSEQUENCES OF FAILING THEM CAN BE FATAL



57% OF EMPLOYEES SAY THEY'RE LIKELY TO BECOME LESS PRODUCTIVE AT WORK



41% INDICATE THAT THEY WOULD START SIGNING UP FOR JOB ALERTS



READ THE FULL RESEARCH REPORT HERE TO DISCOVER HOW BALANCING THE USER EXPECTATION AND IT STRATEGY IS KEY TO ENABLING A DIGITAL WORKPLACE.



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