

SMARTER WAYS OF WORKING



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Reaping the rewards of increasing productivity with less effort

I'm sure you have heard the term "work smarter... not harder". This term originated in the 1930s from an industrial engineer called Allen F. Morgenstern. Morgenstern created a work simplification program intended to increase production with less effort.

Today more than ever this term resonates as modern technology has been introduced to increase productivity, but sometimes it becomes a hinderance. This brings us to the topic of this blog, Smarter Ways of Working.

We all have the same amount of time within a day in which to balance everything we need to do and working more hours in a day isn't necessarily the answer. The impact of working longer hours can reduce productivity and affect mental health and

wellbeing. How can the business support their employees with this challenge?

Smarter ways of working is about enabling organisations to ensure that their employees can be as productive as possible, whilst leveraging wider skills and value from their IT ecosystem and resources.

Let's consider how this manifests itself in common challenges to bring this to life. Given that hybrid work will form part of new ways of working, how do you enable people to work from any location, on any device securely whilst remaining productive?

There are many elements that affect this outcome.

Device Lifecycle Management

First consider how a device gets to the person. What was their experience of getting that device? How is the lifecycle of that device managed and by whom, how is the device deployed and updated throughout that lifecycle? Being able to choose a device along with associated peripherals to be delivered to a home address, via a single portal, with all the steps automated throughout is an example of smarter ways of working.

Secure Connectivity

Enabling people to work from diverse locations requires that the devices they use to access corporate services have the requisite connectivity, whether cellular or Wi-Fi. Coupled with the device, access to business data and applications need to be secured and protected. Using biometrics built into these devices allows a better experience and removes those "forgotten password" calls to the helpdesk.

Allowing people to self-serve to do password resets or other such support interactions means a better experience for

both the user and those who really need to get through to speak to the helpdesk.

Automation and Partnership

The example mentioned above requires a design and implementation of, or a partnership to bring disparate parts of the IT Infrastructure together through automated processes to create the desired experience.

This is another area where an organisation can work smarter, the effective use of skills. Given the speed of change, many businesses are challenged to design and implement technologies that can enable modernisation, improve experience and drive growth for the business. IT departments are often stuck in business-as-usual mode leaving little time for innovation.

Working with partners to automate or run elements of the IT infrastructure, allows them to focus on driving the changes necessary for the business to build services for their customers and differentiate against the competition.

Hybrid, Cloud and Data

As we shift towards hybrid ways of working and people distributed across different locations, the deployment of applications and data also needs to evolve. Examining where best to situate business applications and services allows for better use of company resources and results in a better experience for those accessing these services.

Many organisations are using a blend of public and private cloud to drive efficiencies in the way they build, deliver and innovate services to their employees and customers.

Adoption and Training

A final point is adoption and consumption of software and services. A 1E Software Usage and Waste Report stated that underutilised or unused software cost businesses in the UK and US an estimated \$34 billion per year.

In addition, the same report states that as much as 38% of all enterprise software is underutilised or simply not being used at all.

This causes several challenges. Firstly, the cost element. If people are unaware that software exists which may solve their business need, they are more likely to go down the shadow IT route, adding more cost and potentially causing a security risk. Secondly, understanding what software is in the corporate portfolio and educating and training people on how to use it is another common challenge.

A smarter way of working in this scenario would be to use a software lifecycle management solution to audit and advise on the actual use of your corporate software and suggestions on how to manage the software portfolio better to reduce cost and create an education and adoption program to drive efficiencies in the business.

We have covered just a few scenarios aligned to smarter ways of working, but there are many others. Computacenter can help to advise and support your organisation to help optimise IT asset usage and make people and processes more effective.

Working smarter doesn't reduce the necessity for working hard, but making the most of the time you have using the right resources will make sure that your hard work is effective, and that's a smarter way of working.