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EXPERIENCE EXCELLENCE

The Modern Workplace

and how to take your first step

> "At least 40% of all businesses will die in the next 10 years... if they don't figure out how to change their entire company to accommodate new technologies"

John Chambers
Executive Chairman,
Cisco System

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OVERVIEW

Technology is now a fundamental part of every business – it connects us to everyone - our staff, clients, customers, and our suppliers. It provides us the information from which we make better business decisions. It empowers us to work in ever more flexible ways. Plus it protects us from cyber-crime while helping us recover from disasters.

In fact, the most successful businesses in the world have achieved their staggering growth primarily through their use of technology. This digital revolution is moving rapidly through every sector, forcing businesses to evolve and thrive or be left behind struggling to maintain profitability.

Boards are now recognising the need for a digital strategy to encompass cyber-security and the on-going development of their IT strategy that all complement their business strategy.

No Longer need to pay
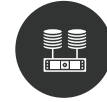
- File Server
- Disaster recovery solution
- Backups
- License Cost

> **"** The biggest impediment to a company's future success is its past success. **"**
>
> ——————— **Dan Schulman**
> CEO of PayPal

However, many businesses have long seen IT as a cost-centre, and struggle to recognise how investing in this area can improve their profitability. This is despite the right investment in IT having a profoundly positive impact on a business.

When you consider solutions like **Microsoft Office 365**, which can replace much of a business's internal technology, you realise you no longer need to pay for file servers, disaster recovery solutions, backups[1], and the associated management and license costs. It is easy to see how **significant savings** can be quickly achieved.

This paper is written for senior executives to provide an impartial, non-technical, high-level overview of the benefits of embracing a modern IT workplace and how it need not cost any more than your IT costs today.

> If you think of the average age of most board members around the world – and, frankly, of their backgrounds as well – they are not digitally ready.

James Bilefield
Senior Advisor to McKinsey

[1] In some businesses, these solutions may still be necessary

WHAT CAN A MODERN WORKPLACE IMPROVE?

The sophistication of modern technology now means that the right solution can provide a wide range of benefits to your business.

Profits

For the majority of businesses, the ease and speed their staff can work at, has a measurable impact on profitability. Modern IT systems empower staff to collaborate and be productive from anywhere and at any time. Additionally, when accompanied with a suitable managed IT service – it gives the staff a wide range of ways to request assistance to keep them productive and getting the most value out of their IT tools. All of which contributes to the bottom-line.

The right solution helps strengthen security and reduces risks – less downtime, less cyber-attacks and improved adherence to regulations.

Modern systems enable the rapid creation of new solutions/services to help differentiate your service offering from others which can help you win more clients or keep your existing ones from leaving.

A modern workplace also gives access to sophisticated data analysis tools so you and your board can better make rapid decisions on real-time information, helping you to quickly take advantage of opportunities or avoid problems before they impact your business.

These are just a few examples of how a modern workplace can help improve profitability.

Flexibility

"

It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change

"

Charles Darwin

The days a business can continue to do the same thing for ten or even five years are long gone. Today, a business is all about change, therefore the ability to adapt to change is of upmost importance.

Modern systems make change quick and relatively risk free. New systems can be provisioned and tested in hours as opposed to weeks and online applications can be enabled and deployed to staff almost instantly.

Flexibility is now a vital tenant to any successful business model and a modern system helps make this a reality.

However, flexibility need not simply be about a business model. A modern workplace provides staff flexibility – the flexibility to work anywhere while collaborating with their colleagues. To concurrently work on the same document, to video conference, to chat, to manage complex projects.

In a Vodafone study about the adoption of flexible working, they found these benefits:

61% of global respondents said profits increased with a flexibility policy

83% saw an improvement in productivity

58% believed flexibility practices

61% of companies saw an improvement in teamwork

77% of companies saw an improvement in employee morale

Security

Global Cybersecurity Spending Predicted
To Exceed $1 Trillion From 2017-2021

" Threats continue to multiply and expand; breaches seem to be getting worse, in terms of scale, depth and sophistication. Data is the lifeblood of the new digital economy, and the sophistication of criminals seeking to exploit that is growing all the time "

Steve Wilson
**Vice President and Principal Analyst
at Constellation Research**

As cyber criminals make more money from crime and share their methods with others, the sophistication of these attacks rapidly increases. It is difficult for businesses to stay ahead of the latest exploit or scam. To address this gap a growing number of cyber security firms are emerging.

" 60 percent of small and midsized businesses that are hacked go out of business within six months "

National Cyber
Security Alliance

The modern workplace includes a plethora of capabilities to fight cyber-crime and help your business quickly recover, should you find yourself the victim.

With the introduction of GDPR (General Data Protection Regulation), should a business find that their personal identifiable information (PII) is not secured and is a victim of a cyber-crime, the penalties can be up to 4% of global annual turnover or €20 million.

Productivity

Providing your team the right tools to do their jobs helps attract talent, keeps staff happy, and helps maintain productivity.

It is well known that new entrants into the workforce now expect businesses to have modern systems and the majority of surveys cite that one of the top ten reasons employees resign is outdated systems and/or equipment.

Productivity is also improved if people can access the data when they need it. How often are static documents reviewed in your board meetings with questions answered days or weeks later? In a modern workplace your P&L could be within Microsoft PowerBI providing real-time insights into your businesses profitability and the ability to analyse numbers to understand trends in real-time.

See example here
https://powerbi.microsoft.com/en-us/partner-showcase/sensdat-p-l-and-balance-sheet-solution/

Innovation

Innovation can be many things – it is how businesses differentiate themselves from their competitors, it may be the solution that prevents a problem from reoccurring.

> "We view [digital] disruption very much as one would the food chain. Eat, or be eaten.
>
> **Bill Thirsk**
> **CIO, Marist College**

Innovation large or small, is critical to the survival of any business. It adds significant value either through increased profits, improved customer acquisition, and the value the intellectual property has in the eyes of a potential business acquirer.

A modern system provides businesses the tools to innovate. It provides access to many new

capabilities which have been designed to be consumed as part of a solution. For example, these can help you streamline your business processes, enhance client engagement and develop completely new service offerings.

Exit strategy

For many businesses the goal is to develop shareholder value, yet a common strategy when a business is considering an exit is to cut costs or freeze investment to maximize profits. All too often IT is one of these costs.
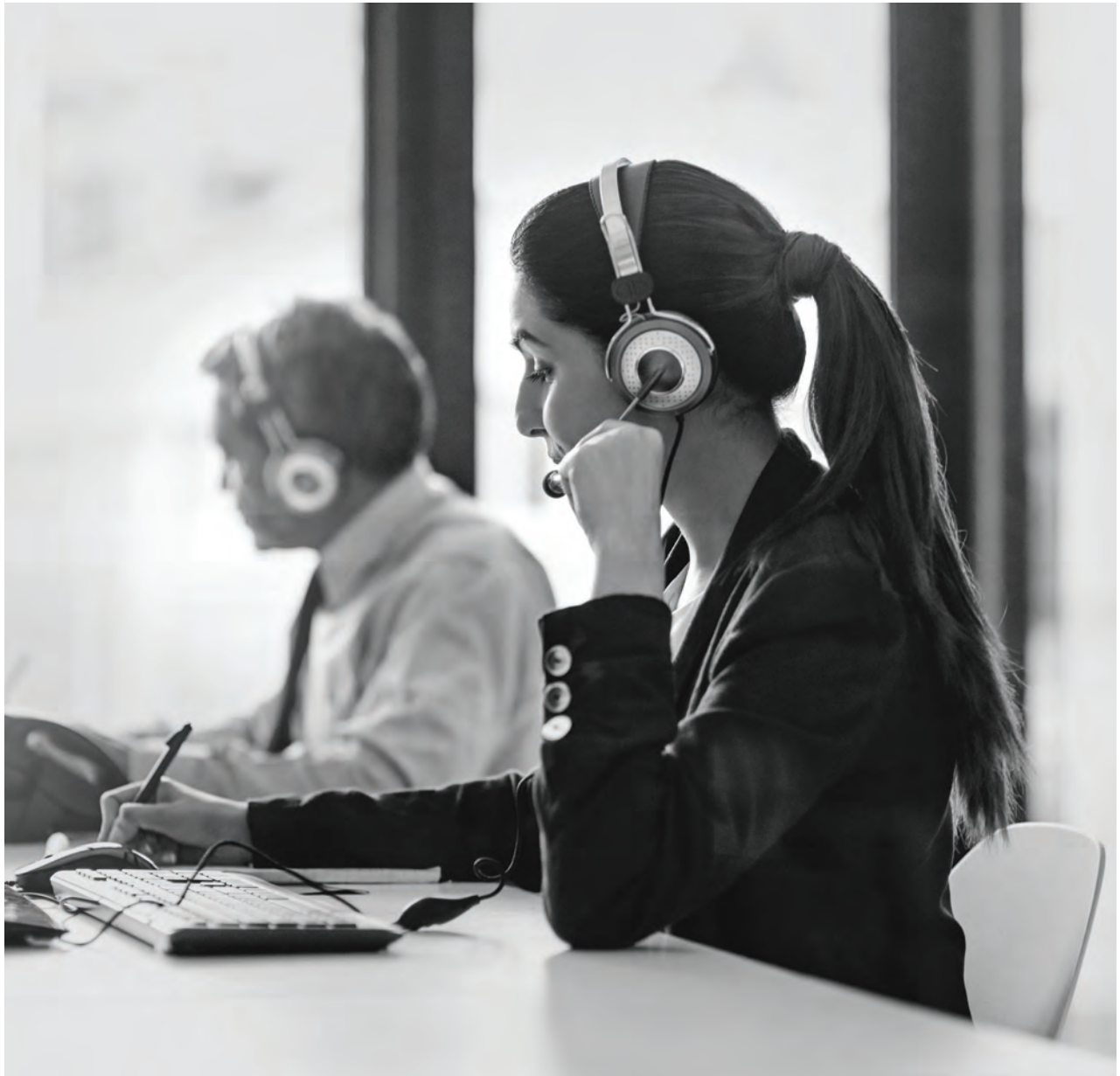
However, buyers will often assess the IT systems as part of their due-diligence exercise. If IT systems are insecure and outdated it potentially increases risk and therefore negatively impacts a valuation. Or worse, the business experiences a cyber-attack during the negotiations which significantly erodes value.

Having a modern IT system helps maximize business value while reducing risk.

WHAT DOES A MODERN WORKPLACE LOOK LIKE?

A modern workplace is a combination of many different solutions and services. The key focus is your staff and ensuring the right tools are in the right hands, access to the right information, multiple methods to collaborate with colleagues, and the right support and risk management services.

> Technology has evolved from something which happens in the Data Centre to something that happens on people's desks through cloud and SaaS apps

Amitabh Apte
Director,
Digital Foundations Integration,
Mars, UK

These capabilities are provided using a range of solutions & services.

Wavex provides a Microsoft centric modern workplace, we call it Uniti®.

Uniti® includes what we consider are the best solutions from a range of vendors.

Provides staff secure access to the newest versions of Word, Excel, PowerPoint, Outlook, PowerBI, SharePoint, OneNote, OneDrive, Yammer, Teams plus many other applications to help manage projects, processes, video streaming, web design to name a few.

Windows 10 provides a familiar desktop experience to staff while offering the best level of security and policy management.

A suitable remote working solution provides an identical home or remote working experience to those within your offices allowing staff to collaborate wherever they may be.

Wavex always recommends the use of multi-factor authentication (MFA). Its use significantly reduces cyber-crime and most staff are now familiar with using this technology.

Any modern workplace environment includes telephony. Microsoft Teams is built into Office 365 although there are others available which may be more suitable to your specific requirements.

This replaces your data-centre and any physical servers. It also prevents the need for making any large capital investment into servers. This means your staff can continue to use your specific line-of-business applications.

This checks all your emails and web traffic to minimize risks.

Microsoft Office 365

Windows 10

Remote working

Multi-factor authentication

Telephony

Service/Solution

Microsoft Azure

Mimecast

Life-Signs

This checks your infrastructure is working and alerts support if any issues are detected.

Benefit

This assesses the end user experience of using IT which enables IT to be proactive in solving issues before staff complain, so staff get the best possible experience.

MonX

This ensures all your staff have secure and rapid Wi-Fi throughout the office.

AeroHive

This protects your internal network from attack.

PaloAlto

Service/solution

Microsoft Enterprise

This ensures all your phones and laptops are managed and your data protected.

APEX secure

This proactively checks every device looking for vulnerabilities to keep the businesses risk profile low.

End-user support

This provides your staff a range of methods to request IT assistance whether that be phone, online chat, portal, mobile or email.

IT Strategy

Managing IT strategy is important to ensure your modern workplace continues to provide value and adapts to your changing business requirements.

See Microsoft modern workplace https://www.microsoft.com/en-us/itshowcase/microsoft-365

ALL OR NOTHING?

A common concern for boards is that moving to a modern workplace needs to be all or nothing – a huge project where everything changes.

Fortunately, it is possible to take baby steps towards the ideal solution.

You may first opt to deploy Office 365, perhaps only using Word, Excel, PowerPoint and Outlook.

Once you are comfortable with this, you enhance your Wi-Fi capabilities, then your security.

Each change you make, either improves your businesses productivity, enhances your security or reduces your business risks.

WHAT ARE THE KEY ISSUES OTHER BOARDS ARE LOOKING FOR IT TO ADDRESS?

A modern system opens a vast portfolio of capabilities which become far easier for your business to access and capitalise upon.

Every board and sector is different, however these are some of the initiatives other businesses are looking to address with a modern workplace.

Customer-centric organisations	Global business average
1. Develop innovative new products and services	1. Improving business processes
2. Delivering consistent and stable IT performance to business	2. Delivering consistent and stable IT performance to business
3. Enhancing the customer experience	3. Increasing operational efficiencies
4. Increasing operational efficiencies	4. Saving costs
5. Improving business processes	5. Enhancing the customer experience
6. Saving costs	6. Developing innovative new products & services
7. Improving cyber security	7. Improving cyber security
8. Delivering business intelligence/analytics	8. Delivering business intelligence/analytics
9. Driving revenue growth	9. Improving efficiencies through automation
10. Improving efficiencies through automation	10. Managing operational risk and compliance

Data: 2018 Harvey Nash & KPMG CIO survey

How have these priorities changed over the years
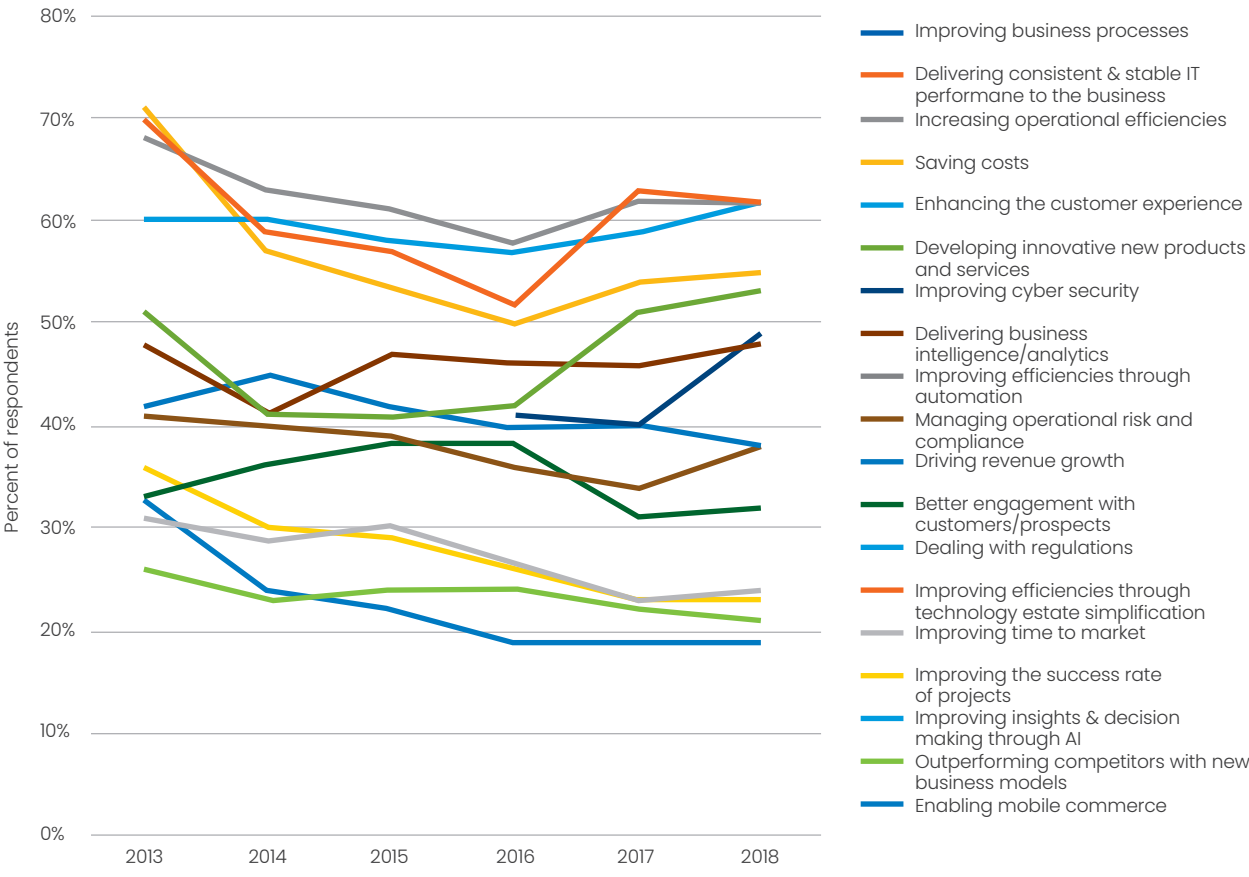
Data: 2018 Harvey Nash & KPMG / Chart: ZDNet

Look under further reading to see how businesses in your sector are investing into technology

HOW MUCH SHOULD I INVEST?

Is the million-dollar question, however, it's possible the cost is less than what you are paying today.

Add up your current total annual IT expenditure;

- Datacenter costs
- 3rd party IT providers
- Leased lines
- Physical servers
- Rental value of space dedicated to IT equipment
- Likely future IT investment into existing infrastructure over the next three years
- License renewals over the next three years
- Warranty costs which will always get more expensive as equipment ages
- Running cost of backups and disaster recover solutions
- Impact of cybercrime (cost/reputation) over the past two years
- Impact of server downtime
- Staff costs

(cost/reputation) over the two years

If you want to look further, consider staff retention and productivity. Although these are difficult to empirically measure – ask the questions, do you (or your PA) consider your current IT system is great?

Analysis by Forester (called the Economic Impact ™ Study for Office 365) showed the average employee saved 2.5 hours/week using a modern workplace which, if you assume a salary of £40,000 nets a saving of £2,500 per employee/per year without even factoring in employee overheads. In the majority of cases, this alone, more than covers the cost moving to a modern workplace.

Whatever your current costs - A modern workplace is likely to be lower. And with the right managed service, any of your existing internal IT staff can focus on more strategic initiatives instead of being burdened with unrelenting support requests.

> In today's world of exponential change, organisations that get too comfortable with the status quo are at major risk of disruption. If you're not experimenting and, as a director, if you're not asking questions about how your organisation is navigating and plugging into disruption, forming new ecosystems, and tapping into open markets, then your organisation is at risk. In the area of talent alone, if you're not leveraging talent outside your organisation, you'll never win the war of ideas because the smartest people in the world don't work for you.

Andrew Vaz
Global Chief Innovation Officer at Deloitte

Many businesses are concerned about the capital cost of change, i.e. having a large upfront cost. However, many modern services are operational expenses, paid on a monthly basis based upon consumption so change need not have a large upfront financial impact.

> At least 40% of all businesses will die in the next 10 years... if they don't figure out how to change their entire company to accommodate new technologies

John Chambers
Executive Chairman, Cisco System

WHAT ARE THE RISKS OF CHANGE?

One of the biggest benefits of a modern workplace using Microsoft Azure & Microsoft Office 365 is that majority of the design & build activities are performed separately from your existing systems.

Once your modern workplace is built, your colleagues can test whether this new environment is ready to be rolled out and used (this stage is called user acceptance testing or UAT).

[2]Assumes 40 hours/week worked and 47 weeks worked in the year = 47*2.5*40000/(40*47) = £2500

Only when you are entirely satisfied that the new environment meets your requirements are your devices reconfigured to use the new environment (this normally takes 1 or 2 days at your quietest time).

Come the following day, staff arrive, and everything is new with minimal impact to your operations.

SUMMARY

- Relatively simple and low risk to change
- Could be cost-neutral or reduced monthly costs
- The potential for far greater visibility into different business areas
- Will significantly improve security while

reducing risks associated with cyber-crime
- Will improve the productivity of staff and enable them to work in ways that suit them
- Will make it far easier to exploit a range of new technologies like analytics and automation

WHAT NEXT?

Get a good understanding of your current IT expenditure and existing challenges as this will help inform the business case for change.

Ensure you have an up-to-date audit of what you currently have. Most IT providers can perform an audit of your existing infrastructure which may help you determine both the risks that exist within the business but also assist with pricing the most suitable solution.

Talk to a number of IT providers to get a better understanding of what is possible. Some may provide high-level cost estimates.

Many IT providers can assist you with part-of or all the transition into a modern workplace so the challenge is finding one you believe will be your long-term trusted partner.

Finding the right IT partner

An IT provider's security is only as strong as their weakest link. Therefore, when assessing suitable providers look for those that are ISO27001-2013 certified which covers the entire company, and the certification body is recognised and certified by UKAS (The United Kingdom Accreditation Service). ISO27001 is the International Information Security Standard and is vital in determining if your IT partner has the right IT security procedures in place.

You should also review their Microsoft certifications. Microsoft has a range of certifications that IT providers are awarded depending on their number of trained IT staff within specific disciplines. If the Cloud is an important component of your modern

workplace then a Microsoft Cloud Gold provider should be an important certification for a provider to possess. This tells you they have the right number of staff with the right skills within their business.

Microsoft sells to businesses through their partners. If you want cloud services, you buy these through a Microsoft Direct Cloud Solution Provider (CSP). Smaller IT providers are indirect partners which means they need to go to a Direct CSP to obtain Microsoft services or support. Obviously, the longer the supply chain the longer some support issues can take to resolve. Ideally look for an IT provider who is a Direct CSP which means they have a direct relationship with Microsoft support engineers.

When it comes to assessing IT providers, larger businesses sometimes procure services through an RFP (request for proposal) process which involves listing their requirements and multiple providers answering their questions. This allows them to compare the answers across multiple providers to choose the one they believe is most appropriate. If they lack the internal resources or capabilities to manage this process they sometimes engage with an IT consultant to manage the process on their behalf.

"

Many businesses are increasing IT budgets to replace outdated infrastructure, address the new reality in cybersecurity, and support digital transformation initiatives. For large businesses in particular, the movement to cloud-based infrastructure will help drop expenditures in total cost of operations.

Rob Robless
VP of Global Practices
and Strategy,
Small Footprint Inc

Good luck – the path to a modern workplace need not be a complicated one and once achieved will provide you many benefits and help your business to participate in the digital revolution.

ABOUT WAVEX

Founded in 1998, Wavex offers industry leading managed IT services, professional IT project delivery and expert IT advice.

Wavex helps clients improve organisational and individual performance by leveraging well-managed IT infrastructure, backed up by expert IT support and advice. The professionalism of our people, combined with the unique functionality of The Wavex platform, ensures that we deliver a fast, exceptionally reliable and unusually accountable service to our clients.

Ours is a flexible approach. We can act as a client's IT department, or supplement an existing IT function. In both cases, we aim to create long-term partnerships that add value through a combination of high quality day-to-day support, expert project delivery and well considered strategic advice.

Our focus is on providing businesses with the tools to improve efficiency while minimising risks and underpinning growth. We pride ourselves on enhancing user experience which is the driving force in all of our developments.

Multiple Awards Winner

Affiliations & Certifications

wavex

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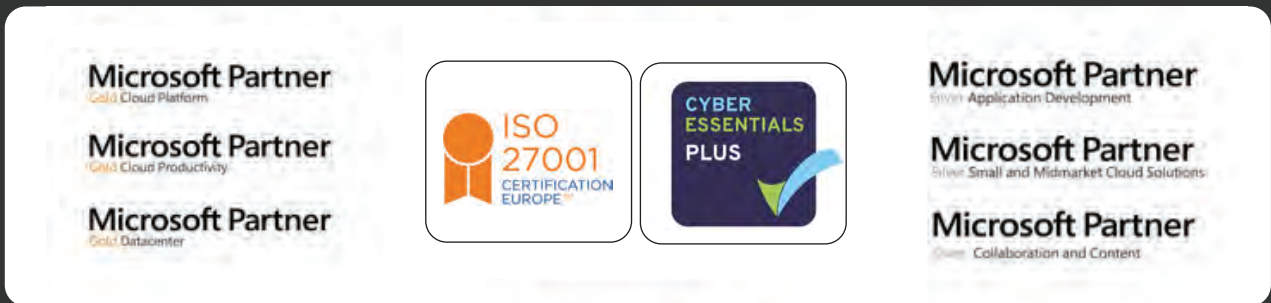
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