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The war for talent and the workplace of the future:

How to be on the winning side

Finding the best people and keeping them is a constant focus for most high-performing organisations and providing a workplace built with that in mind can drive competitive advantage.

COVID-19 has accelerated the adoption of remote working, and a critical component to maintain engagement of your workforce is ensuring they have access to the right technology to support their day to day. It can define, for good or bad, a large part of our workplace experience – up to 30% according to some studies.

Ultimately, most people want to deliver their best and the workplace technology environment can support that intent – or it can defeat it. While the war for talent continues to rage across the globe, more and more organisations are recognising that to be on the winning side, particularly in today's disruptive environment, a workplace that keeps employees connected and engaged is critical.

Invariably, that means making the most of the benefits that new technology offers. Here are five technology areas to consider for improvement or investment in your own business – many made possible by advanced workplace solutions from companies like our technology partner Citrix.

PERSONALISED FEED OF ALERTS AND TASKS ACROSS ALL SAAS APPS

The rise of cloud-based business applications delivered 'as-a-service' has solved one set of problems, and generated some new ones.

Organisations love subscription-based, scalable and flexible applications because they're usually funded from operational budgets and map more directly to productivity (you only pay for what you need, when you need it).

However for staff, the fragmentation of once multi-purpose, single login workspaces into multiple, best-of-breed apps can make work management tough. Tracking tasks, priorities, deadlines, workflows and finding information is not straightforward.

Advanced workplace technology overcomes this by offering each user a personalised, customised feed of all alerts and critical information into a single feed from multiple software-as-a-service data sources. With this kind of streamlined feed, users have a much clearer picture of where to focus their attention and can boost productivity as a result.

CONSOLIDATION OF CLOUD AND ON-PREMISE DATA REPOSITORIES

Data is created and stored in dozens of different places in a modern organisation. Some of that information can live in the cloud while other data sets can be found in on-premise repositories. The access to and use of data is the lifeblood of most businesses, making it pretty clear that connecting employees to the data they need to do their job is critical.

Advanced workplace technologies connect to multiple data sources spanning public and private cloud and on-premise locations, ensuring that access for authorised employees is seamless. While data may be fragmented from a physical perspective, to a user, it is easily accessible and contiguous.

CENTRALISED FORMS TO COMPLETE COMMON TASKS WITHIN APPLICATIONS

The proliferation and increasing sophistication of applications adds complexity to any user going about their workday. In many cases, the additional features and functions included in best-of-breed applications are not required for most tasks.

Centralised and often mobile-enabled forms can be a compelling solution to help overcome the challenge of selecting the right options within a workflow or process.

These forms essentially short-cut standardised and common tasks and help reduce the number of steps or locations a user needs to complete a tasks successfully. They also speed up employee on-boarding and reduce the opportunity for error.

CONTEXTUAL SEARCH ACROSS ALL DATA AND APPLICATIONS

Finding the right information in a timely and organised manner is increasingly difficult in multi-application, multi-platform workplaces.

The latest workplace technology recognises this challenge and overcomes it by offering a contextual search engine which hunts for the information users need across relevant available and authorised data sources.

To an organisation's employee they are searching for information from a single, familiar console. Behind the scenes however, the search process is examining likely data sources based on the role, search terms and location of the person making the search.

EASE OF ACCESS TO AN EMPLOYEE'S APPLICATIONS, NO MATTER WHAT DEVICE OR WHERE THEY ARE

In a post-pandemic world, central office locations will increasingly be a thing of the past, with many organisations leaning towards the adoption of a more full-time, remote model. Advanced workplace technology is critical in supporting this trend and lets employees securely log into their personalised workplace, with access to all of their standard applications and tools no matter where they are – or the device they use. It's a major productivity booster and a direct contributor to employee engagement.

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