NTT

Future Disrupted:
2021 technology trends

Employee experience

5 Key trends for 2021

Modernize workplaces and accelerate teamwork, create meaningful employee experiences and provide seamless collaboration across distributed teams

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1 Distributed working scenarios will become the norm

We're moving into a period where most businesses will have three physical locations: home, the corporate office and remote/mobile settings

Around **30.0%** of employees were working remotely prior to the pandemic, but this number has since risen dramatically to over 50.0% and these employees will continue to work remotely at least some of the time.*

Steps to take in 2021

Employee access to connectivity and tools such as IP backbones that guarantee performance and security, will be critical.

Access technologies like high-speed broadband, 4G, 5G and Wi-Fi 6, as well as secure virtual desktop cloud environments need to be thoughtfully considered and implemented.

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2 Identity, data and workplace analytics become the foundations for enhancing employee experience

Data will increasingly become an **essential tool to highlight trends in employee experience,** be they from a productivity, sentiment, wellbeing or community perspective.

According to a recent Gartner survey**, **16.0%** of organizations are passively tracking employees via methods such as virtual clocking in and out, tracking work computer usage and monitoring employee emails or internal communications/chat.

Steps to take in 2021

Ensure workplace analytics is positioned as something that provides value back to the employee, as opposed to something negative and dictatorial.

Also ensure employees are given the appropriate levels of training to use new technology; an often-seen mistake is to assume everyone will just consume a new service that's deployed, but many may require support.

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3 Next-generation meeting spaces will inject more innovation into the way employees collaborate in the office

Organizations **striving to become more agile and digitalized** are recognizing the **benefits of physical workspaces** that encourage engagement, collaboration and creativity.

The use of video conferencing/video collaboration spaces is the most common way that organizations intend to reshape their physical office space (**45.0%** of organizations).

Creative/thinking spaces are second with **31.2%.***

Steps to take in 2021

Focus on ease of use and ensure a frictionless experience.

This will ensure that you enhance, rather than detract from, the value that's derived from in-office interactions.

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4 Employee wellness will become a fundamental requirement of employee experience

People need confidence and assurance before they're comfortable to return to work to perform more collaborative tasks

Several Governments have already made it mandatory for businesses to report on the number of individuals that were physically in their office on any given day, per square meter.

Some **94.0%** of organizations say governance, risk and compliance is important to their organization's workplace strategy.*

Steps to take in 2021

Leverage technologies that can integrate data from across IT, HR and facilities management to ensure you meet your 'duty of care' to your employees and your environmental and sustainability goals

Create an office environment that motivates people to return, knowing that their health and safety have been considered.

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5 Digital twins: prepare to welcome a new level of insight and wellbeing into our workspaces

A digital twin **becomes a central location** where previously siloed data such as building management systems, maintenance platforms, space occupancy, energy consumption and health/wellbeing indicators can **interconnect with productivity and HR platforms.**

All the data gathered by these respective platforms may be aggregated into a single location where **data modeling, with AI and machine learning can occur.**

Steps to take in 2021

Evaluate the viability of investing in digital twin capabilities.

Such a move will provide you with insights to make more informed health, safety and sustainability decisions.

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* NTT Ltd. Intelligent Workplace Report
** https://www.gartner.com/smarterwithgartner/9-future-of-work-trends-post-covid-19/