# Introduction

# Optimizing the employee experience for a hybrid workforce

It's more important than ever that people can work from anywhere with access to tools that support collaboration and productivity. Employees have shown that they can be productive working from home, but the physical corporate office still has a key role to play going forward. It serves as the central hub for people to participate in rich collaborative activities, build rapport with colleagues, and connect to the work culture and community.

With hybrid work models becoming the norm, organizations are rethinking workplace strategies to accommodate in-office and remote participants equally. Technology is needed to assist in finding available spaces to work and collaborate, while providing a safer working environment.

Organizations that build workplace strategies focused on employee wellbeing, digitalization and the redesign of office space will attract and retain talent to ensure long-term success.

While "digital first" prevails in every experience, **60%** of enterprises will invest heavily in digitalizing employee experience in 2021, transforming the relationship between employers and employees.

IDC FutureScape: Worldwide Digital Transformation 2021 Predictions

Supporting the hybrid workforce
# Why it matters now more than ever

## Top ROI from transforming the workplace

**01**
46.3% saw improved customer satisfaction

**02**
40.8% saw improved revenues

**03**
38.8% saw reduced costs

## Top benefits to transforming the workplace

**01**
Healthier workplace (remote & office)

**02**
Enhanced productivity

**03**
Improved employee experience (EX)

**04**
Improved business continuity

2020 NTT Intelligent Workplace Report

# Workplace strategies to support a hybrid workforce

**Digitally enable employees** with technology and devices to collaborate effectively

**Support distributed employees** with frictionless and safe working from any location

**Ensure workplace wellness** with safe and healthy office environments

**Improve environmental factors** to serve as a catalyst for creativity, innovation and resilience

NTT and Cisco enable the hybrid workforce, with solutions that empower employees to collaborate seamlessly and securely, no matter where they work from.

# Considerations for the hybrid workplace

# The challenge of hybrid working

## Adapting to change

After a year of remote work, employees have found a different work/life balance and want these benefits to continue. How do we provide environments that meet these changing needs, be it at home, at the office or a flexible workplace? What support can we provide to our Gen-Z employees at the beginning of their career?

## Managing occupancy

How can we ensure that the office doesn't get too crowded? How do we keep desk spaces at the required distance and how do we monitor as regulations and requirements change? How can we provide an excellent and frictionless visitor experience from the moment they arrive?

## Wellness for the occupants

How can we measure and improve air quality in the building? How can we improve employee health? How do we provide a comfortable working environment? How do we maintain engagement and inclusivity for our users?

## Network connectivity

Is bandwidth sufficient to support cloud applications and video conferencing? Can I have cellular as a backup in case our main connection has issues?

## Making spaces work

We need to move away from traditional open office desks and create useful collaboration areas keeping remote participants in mind, but we don't know where to start. How can we make better use of space?

## Legacy technology

How can we successfully transition our employees from legacy solutions in favor of intuitive services, such as cloud collaboration platforms, that engage teams and individuals regardless of location?

## Employee productivity

How do we create a workplace that is flexible and inclusive for all? Which solutions can help us to rethink how work gets done, from modern meetings to document collaboration, knowledge management and other asynchronous ways of collaborating?

## Application performance

How can we measure whether our cloud applications are delivering good performance, and how do we gain visibility into an increasingly complex architecture of remote, on-premises and cloud?

## Security challenges

How can we protect our users and data from threats and data loss, while streamlining secure access, authentication and protection into a single place?

# Know your space and deliver a consistent user experience

As your organization prepares to reopen offices and support distributed working models, employees expect a safe working environment.

Optimize your space, understanding which areas are utilized, enabling space reservations, managing occupancy, and connecting remote and in-person employees, partners, and customers. Improve health and safety with systems for monitoring social distancing, density, cleanliness, noise and air quality.

**Cisco DNA Spaces** can help safeguard the safety and well-being of your employees and customers with insights on:

Physical distancing monitoring

Density threshold monitoring

Proximity reports for affected locations, buildings, and floors

Automated alerts and notifications

# Enable frictionless collaboration

Cloud collaboration tools support distributed working models and give equal standing to remote and in-person participants. Videoconferencing solutions and meeting spaces, designed with hybrid in mind, deliver an inviting and frictionless experience from when the meeting is booked until it ends.

A physical office with a cohesive ecosystem of meeting room devices that operate with minimal touch, in-room control panels, and outside-the-room booking panels take meeting experiences to the next level. Unified management of the components enables IT to more easily manage the physical office space.

Meet the **new Cisco Webex**.
Calling, meetings, messaging, and events in the cloud for teams of all sizes.

# Migrate to cloud collaboration

Cloud collaboration solutions allow all your employees to work seamlessly, wherever they are and on any device as well as regularly providing new features and enhancements.

Wellness-oriented features help employees better manage their time, avoid stress and excessive after-hours work, using nudge technology and pattern detection. AI is embedded, providing innovative ways to surface your organization's data, ultimately simplifying the employee's day.

But the challenge is maintaining your legacy estate while integrating existing applications with future-state technology. You then need to focus on ongoing administration to provide a quality of service that keeps users happy while patching to improve the experience and roll-out new features in tandem to their cloud-side release.

74% of new unified communications licenses will be cloud-based by 2024.

Gartner 2020 Magic Quadrant for Unified Communications as a Service, Worldwide

NTT Managed Collaboration Services provide flexible managed service deployment and integration options to meet your unified communications environment today, while supporting your business' future requirements.

# Network strategies to support different workstyles

The rapid introduction of collaboration platforms to ensure business continuity, the ability to support high-performing applications wherever they reside, and a focus on identity-based security have both impacted the network and the need to reassess how it's designed.

The network must be optimized within, to and across hybrid IT environments, deliver agility by connecting edge to multicloud platforms through transformed WAN and connectivity, and connect edge devices and things (smart workplaces, smart hospitals, smart manufacturing) through campus networks.

Central to all this is exactly how the network fabric enables different devices, systems, and people to operate in support of business outcomes, so that organizations comprehend the data generated to garner insight into those outcomes.

The network fabric underpins the way we engage employees and ensure their wellbeing through a connected world – in the cloud, at the edge, and at the core.

When devising a network strategy across wired, wireless and cellular technology, organizations will need to determine whether the network can deliver effectively for **different workstyles** and tasks to be performed.

# Performance. All the time.

Hybrid workers have become accustomed to high quality digital applications and frictionless connections, allowing them to collaborate and be productive from anywhere. These applications have become a key cornerstone of the employee's work-life, and users expect good reliability.

However, with the introduction of cloud collaboration solutions, and users not being physically in the office, the complexity increases, as do the touch-points.

Modern performance management solutions help you identify bottlenecks and resource constraints before they become an issue. Being able to visualize your applications' performance, and your extended ecosystem of vendors in one place, empowers your IT team to better support your critical applications and save time

**Tame application and network complexity** with NTT, Cisco, AppDynamics and ThousandEyes

**View the video**

# Secure by design. Private by default.

Organizations need to consider robust work-from-home and remote working solutions that offer more flexible support and enterprise-grade security to get the most from ongoing remote work scenarios.

Regardless of the method of connection, security remains paramount to deliver flexibility without placing data or employees at risk. Zero trust and SASE are top-of-mind as people move to cloud platforms and companies start embarking on a single design for network and security, based on the activities and workstyles of their employees.

The modern security journey will see organizations moving to a simpler, smarter security plane, reducing complexity with a single point of administration for all security appliances and policies, both in cloud and on-premises.

**66.9%** of organizations are finding it difficult to spot IT security or business risk brought about by employees when they are working remotely.

**NTT 2020 Intelligent Workplace Report**

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# Work reimagined

# The hybrid work experience

See how the latest technology from Cisco supports remote work and provides for a safe return to the office. This is what happens when hardware and software come together. Webex isn't just meetings; it's how work gets done from anywhere.
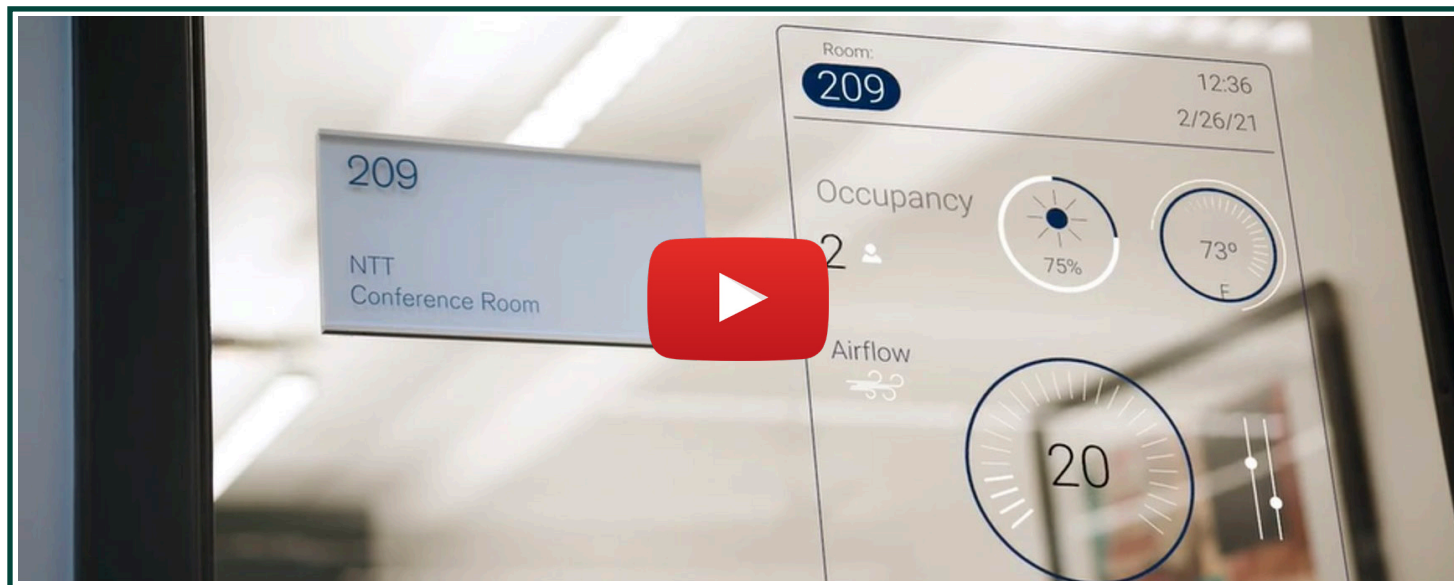


Watch the video (1:13)

# Setting standards for the safe return to office

ASHRAE needed to move their headquarters to a new building and wanted to showcase their vision of the future.

Working with NTT and Cisco, they created an integrated management system that provides full visibility of their workplace environment and the building systems, as well as a cloud-based workplace solution which provides the optimal environment for employees and visitors, ensuring a frictionless experience.



Watch the video (1:13)

# Transform your workplace with confidence

# Deliver the best employee experience with NTT and Cisco

With NTT's intelligent, platform-based services and Cisco's industry-leading technology, we deliver solutions that drive agility and scalability, simplify day-to-day operations, and create the best employee experiences for all work styles.

Using a services-led approach, we partner with you to create, build, manage and innovate at every stage of the journey.

## Consult

Provide insights on current industry trends and best practices to help identify and develop a future vision and transformation journey to and enhanced employee experience.

## Plan & Design

Achieve effective and efficient planning and design through industry leading, tried and tested methodologies such as Cloud Deployment Framework, that accelerate time to value.

## Deploy & Manage

Deploy, monitor and operate your workplace environment across multiple platforms, while transitioning to your future state.

## Innovate

An ongoing process to assess and assure optimal value from your investments to drive innovation and identify new areas to drive future enhancement.

# Maximize your spending power

With an accelerated pace to innovation, maintaining flexibility while updating infrastructure helps organizations stay competitive and eliminate some technical debt. Our consumption models allow customers to remain current in their technology and reduce upfront and switching costs – only paying for what they actually use.

Use **Cisco Collaboration Flex Plan** **to get it all in one simple subscription-based offer.**

Get industry-leading collaboration tools to help with transitions to the cloud and protect investments by including cloud, on-premises, hosted, and hybrid deployments, with the flexibility to use them all.

**Get more value from your Cisco software with a Cisco Enterprise Agreement.**

Simplify license management by consolidating the multiple subscriptions and renewal dates normally required to manage enterprise-wide software licenses into a single agreement with unified terms and conditions.

# Optimize outcomes with NTT Consulting Services

## Workplace Advisory Services

Define, design, and deliver a sustainable future for your intelligent workplace.

- **Envision your future** workplace and the potential that that this can bring to your business

- **Understand your current state** and identifying and prioritize key themes and next steps to meet your target goals

- **Develop and simplify an approach** for all elements of your intelligent workplace, from AI, robotics and device management to secure connectivity of your applications across your multi-cloud environment

- **Enhance your security and reduce business risk** through our full security life-cycle approach that incorporates broader key stakeholder perspectives

- **Utilize our full life-cycle**, end-to-end management, and support approach, delivered through our powerful IT consulting engagement methodologies, to support your distributed workforce through next generation communication and collaboration platforms

- **Ensure end user experience** through our suite of services to provide full stack observability on how your applications are performing

- **Implement, support and optimize** your intelligent workplace vision, at any stage of your digital transformation journey

## Security Consulting Services

Visualize and execute successful programs that are secure by design.

- **Security Strategic Services:**
  We go beyond traditional approaches, covering the entire security lifecycle, helping you execute secure by design security programs, while incorporating broader key stakeholder perspectives

- **Security Assurance Services:**
  Determine the quality, completeness, and maturity of your company's security and compliance programs and controls

- **Security Architecture and Design Services:**
  Assess your security posture, identify gaps, and recommend improvements to ensure your security architecture addresses your business needs

# Simplify management of your IT environment
# NTT's managed service offerings

## Managed Collaboration and Productivity Services

Maximize investments in collaboration technologies to help people work productively anytime, anywhere.

- **Cloud Services for Cisco:**
  Minimize operating expenses and operational support, while maintaining control and visibility

- **Hosted Unified Communications:**
  Provide a single unified collaboration platform capable of delivering across multiple channels

- **Managed Collaboration Services:**
  Offer a single managed service across multi-vendor platforms and applications, including Cisco

- **Managed Desktop Services:**
  Focus on employees, business, and clients instead of being constrained by technology

- **Managed Productivity Services:**
  Access trained people, processes, and tools to manage the operation of your messaging applications

## Managed Network Services

Ensuring high levels of network availability, agility and improved performance from edge to cloud.

- **Managed SD-WAN Services:**
  Application-aware, optimized MPLS, Internet, or hybrid connectivity networking, fully integrated security and application acceleration services to optimize application performance and user experience

- **Managed Wired and Wireless LAN Services:**
  An end-to-end Managed Network Service which includes wired, wireless and Managed SD-WAN

## Support Services

Modular flexible services plans designed to simplify IT operations, mitigate risk of downtime and ensure effective support of multi-vendor IT estates.

## Software-defined Infrastructure Services

Realize the full value of software-defined investments. Enhanced visibility and control ensures efficient license utilization and compliance together with the assurance you need to deploy new services faster without exposure to risk and unplanned expenditure.

# Why NTT and Cisco

## Accelerate time to value

Using repeatable cloud deployment methodologies reduce deployment times by up to 60%.

## Transform connectivity for greater agility

Optimize cloud networking, connecting smart places and industries, and transforming WAN to connect people and data they need.

## Secure by design

Move to a zero trust policy covering users, devices, access, information and network/cybersecurity.

## Improve employee experience

Enable frictionless experiences from any location that safely connect users to tools and people they need to be productive.

## Transform the workplace to support hybrid working

From consulting, to space and device management, to global supply chain management; we look at physical workspaces, wellness and employee experience.

## A culture of innovation

Engage in a continual process to assess and assure optimal value from your investments to drive innovation and identify new areas to deliver benefit.

# Additional resources

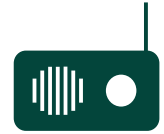[NTT 2020 Intelligent Workplace Report](#)

[Cisco Future of Secure Remote Work Report](#)

[Secure Intelligent Workplace eBook](#)

[WSJ CEO Council New Ways of Working](#)

[Enterprise Times EA podcast](#)

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**Learn more**

Together we do
great things