Workforce Experience 2020

Six trends that will dominate the workforce of the future
Executive summary

New disruptive digital technologies are changing the face of workplace as well as worker expectations. The rapidly evolving 21st-century workforce is becoming increasingly mobile, contract-based, and technology savvy. Corporate real estate, IT, and HR leaders need to improve their work environments to suit these evolving needs, or they risk losing their employees to competition.

This paper:
• Discusses why your employees are disengaged
• Discusses the six trends that will dominate the workforce of the future
• Describes how Cisco® Workforce Experience solutions can help enable these rich workforce experiences
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Why are your employees disengaged?

What is the difference between an engaged and a disengaged employee? Engaged employees are passionate about their work and feel a profound connection to their company. They drive innovation and ultimately move the organization forward. Employee engagement is the key to high productivity, retention, profit increase, and better customer satisfaction. Simply put, happier employees lead to 81 percent higher customer satisfaction and 50 percent lower turnover.1

Disengaged employees, in contrast, are essentially “checked out.” They are literally counting the hours through their workday and might be putting in the time, but lack passion and energy. Today ~9 out of 10 employees are disengaged.2 Bottom line: forty-one percent of those surveyed believe the total disengagement cost to their organization is more than $25,000, while 24 percent said it cost them more than $50,000.3

Figure 1 Disengagement Leads to:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>37%</td>
<td>In Absenteeism</td>
</tr>
<tr>
<td>49%</td>
<td>In Accidents</td>
</tr>
<tr>
<td>60%</td>
<td>In Errors &amp; Defects</td>
</tr>
</tbody>
</table>

Fortunately, there are ways to combat the costs of disengaged employees. Today’s workforce is continuously evolving as we intake more millennials, who have different habits as to when, where, and how they work. Giving them the flexibility and autonomy to work anytime, anywhere through digital technologies will make you their employer of choice.

Figure 2 Factors of Disengagement

- “I hate my cube!”
- “I’m more productive at night!”
- “Everyday repetitive work is dull and tiring”
The Evolving Workforce: Six disruptive trends that will dominate the future of work

There are six technology trends that will have a profound effect in shaping the future of workforce experience.

Figure 3 Six technology trends to power the future of work

1. The ‘Gig’ Economy
   Contract Workforces

2. The Sensing Workplace
   Data is the new currency

3. Augmented Workforce
   Machine Displaces Humans

4. Shared Workspaces
   Co-Working is the new reality

5. Virtual & Augmented Reality
   Blending Physical with Digital

6. Digital Twins
   Play Safe
Freelance is the new employed

Today’s labor market is characterized by short-term contracts, freelance work, or essentially “gigs,” as opposed to permanent jobs. Firms connect giggers with these jobs through a digital marketplace—websites or mobile applications to work on demand. In 2015, more than one-third of millennials (the largest demographic in the workforce) were employed as independent workers. Today’s evolving workforce is a portfolio of full-time employees, contract and freelance talent, with no formal ties to a company at all. Thanks to evolving technology, increasing connectivity, and nonrigid attitudes, the gig economy is becoming the new normal.

Why Gig Economy?

• Employers want to increase their flexible workforce to reduce cost and increase talent supply engaged remotely
• Full-time freelancers want (1) high degree of autonomy, (2) work schedule and location flexibility, and (3) good work-life balance

Figure 4 Freelance Is The New Employed

91%
Gen Y: Avg. job length < 3 yrs.

80%
Large firms to up contractors

15%
Freelancers earn via a digital platform

Figure 5 Hello Freelancers

McDonald’s + UberEats
McDelivery goes live in >1000 US locations

Indian Railways + Ola
Ink $8M deal to ensure “last-mile” connectivity

Microsoft
3/4ths as many contractors as full-time employees

>40% America’s Workforce will be Freelancers by 2020
Rent-a-desk
Expanding from its beginnings as an experimental office concept for entrepreneurs and technologists, co-working has rapidly emerged as an effective workplace strategy for a growing number of corporates. Because shared workspaces provide firms with greater flexibility and efficiency than traditional office leases, the global co-working swell is expected to continue indefinitely. Businesses can integrate co-working spaces by leasing portions of an off-site co-working space to accommodate vendors, consultants, specific teams or by creating a co-working environment on-site in an existing corporate-owned or leased office.

Why Shared Workplaces?
• Co-working strategy is being adopted: to attract and retain talent, drive innovation, build community, optimize productivity, and utilize real estate portfolio efficiently.
• Communal benefits have been reported by independent and remote co-workers who are physically disconnected from co-workers.
• The two fastest growing co-working spaces worldwide are WeWork and Regus, which have 80 percent of market share in the co-working space.

Figure 6 InstaOffice

Figure 7 Shared Workspaces Are Skyrocketing

- WeWork
  2X Members from 40k to 80k

- Regus
  1,500 to 2,000 spaces worldwide

- DesksNear.me
  List Your Desk or Office Space

Office-as-a-Service: Leasable by hour, day, or month
3 Augmented Workforce

My Pet AI
Consider a robot costing $30,000. Unlike the $30,000 worker, the robot’s expense is one time, it can work 24 hours a day without getting tired, and there is no health insurance. As artificial intelligence, machine learning, robotics, intelligent assistants, and cognitive tools grow in sophistication, almost every job is being reinvented, creating what many call the “augmented workforce.” As this trend gathers speed, organizations must reconsider how they design jobs, organize work, and plan for future growth. Areas such as IoT, cybersecurity, and healthcare, which have access to massive data points are quick to adopt and experiment with AI algorithms, but deals are slowly emerging in other verticals as well such as legal tech, travel tech, real estate, media and entertainment.

Why Augmented Workforce?
Automation is going to redefine jobs. In fact, 50 percent of occupations today will no longer exist in 2025. You need to assess the automation potential of jobs in your industry and its impact on your workforce. You need to look for gaps in the workflow where AI and machines can assist humans and incorporate that assistance. Interactions between humans and machines will occur in the same place, side by side, all working toward a common goal of driving businesses forward.

Figure 8 AI, ML, and IA are redefining jobs

Average Time to Handle a Task

<table>
<thead>
<tr>
<th>Team of Professionals</th>
<th>VS</th>
<th>Machine</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-20 min</td>
<td></td>
<td>30 sec</td>
</tr>
</tbody>
</table>

Figure 9 The Rise of The Bots

Amazon + Kiva
50% more inventory & 1/5th the processing time

ROSS Intelligence
Sifts through billion law documents each second

HR ChatBot Talla
“Do we have Labor Day off?”

25% customer service & support operations to rely on virtual assistants by 2018

CHROs believe cognitive computing will transform HR
Firms use cognitive technologies today
Online sales driven by VPA in 2016

50%
41%
$3B
Data is the new digital currency

Thanks to mobile technology and remote working, people are no longer just sitting in their cubicles as they used to and cranking out work. Between pricy commercial rent and utilities costs, that’s a lot of wasted cash on unused space. Real estate is typically the second biggest corporate expense after salaries. Collecting workplace data to determine building occupancy and space utilization to optimize real estate is an initiative many firms are taking up today to combat this. Even motion, sound, temperature, and presence tracking is done through networked sensors in smart offices today. This data can help inform decisions about employee whereabouts during the day, effective office design, or even lease renewals depending on space utilized.

Applying talent analytics to hire the right people, increase productivity, and optimize strategic workforce planning is another aspect of big data analytics in the workplace. Typically HR, hiring, and promotion processes have been very qualitative, but carrying them out with hard numbers is a new approach. As today’s data-driven world gets more sophisticated through mobile, cloud, and IoT, organizations must build the tools to turn their workplace-based data into business insights. Google’s HR department, called “People Operations,” is a data-driven function that quantifies decisions about hiring, promotion, training, and culture and it is clearly working for them.

Figure 10 Data & Talent Analytics

- **60%**
  Space utilization today

- **71%**
  Firms plan to acquire people analytics

- **50%**
  Firms use data to understand attrition, retention & performance

Figure 11 Know Your Business Better

- **Google People Analytics**
  Led to 35% increase in retention

- **Microsoft Workplace Analytics**
  Delivers 140+ Unique KPIs

- **AMC Entertainment**
  Reduced Employee Turnover by 50%
Science fiction is becoming reality

Augmented and virtual reality was once considered a set of consumer gaming technologies. This has changed now as companies search for new ways to make the workplace more tech savvy, trendy, and in line with workforce expectations. AR superimposes computer-generated images and overlays information on a user’s real-world view. VR takes this a step further by creating an immersive virtual environment. Businesses are beginning to test AR/VR applications to improve productivity and provide new experiential learning experiences e.g. immersive training, faster improved design, collaboration without borders, field service through immersive instruction, making hands-free data access easier, and more.

Today’s digital workforce is not impressed with just a brick-and-mortar office or 19th-century pen and paper collaborations. Workers expect to be operating in a smart office in the very near future. To attract and retain top talent in your industry, you need to equip yourselves with the latest innovations.

Figure 12 Harness The Power of Mixed Reality Workspace

- **66%** Want to use AR/VR products to train in virtual environments\(^\text{21}\)
- **25%** IT firms are testing AR business apps on smartphones\(^\text{22}\)
- **AR/VR will change the world just as much as the smartphones did**\(^\text{23}\)

Figure 13 How Will VR/AR Transform Your Job?

- **NASA** Trains astronauts with zero-G virtual reality
- **Ford** Global teams optimize vehicle design on Oculus Rift
- **Boeing** AR to build airplanes, cut error-rates by 50%

$162\text{ billion}^+ \text{ Revenue by 2020 in AR/VR}^\text{24}$
IoT expands with Digital Twins
When the physical and the digital worlds meet, digital twins are born. A digital twin is a digital software representation that mirrors a unique physical object. It relies on sensors and data to report on the object’s state. Digital twins include a combination of:
1) A model (metadata, composition, and structure) 2) Data (for example, location and temperature) 3) Unique identity (unique correspondence to an object) 4) Monitoring (state or alerts)

Why Digital Twins?
• Digital twins help in enhancing product development and innovation, asset monitoring, optimization, and improving user experience e.g. they could analyze how a car is driven to suggest new features that reduce accidents. Predictive maintenance, reducing downtime and maintenance costs are other high-value benefits.
• Organizations will use digital twins to increase operational efficiency in factories by planning for equipment service and predicting equipment failure.

Figure 14 IoT Expands With Digital Twins

~$2.5T
Annual IoT economic impact in factories by 2025

>$240T
Assets under maintenance with maintenance costs of $27T

30%
Improvement in cycle times of critical processes

All IoT Platforms will Contain Some Form of Digital Twinning Capability by 2022
See The Benefits

Figure 15 Twinning is Revolutionizing The Industry

General Electric
Digital Twins and HoloLens to “talk to turbines” in cruise liners

Virtual Singapore
3DEXPERIENCECity project is the all-seeing “urban dashboard”

McLaren Honda
Formula 1 carmakers generate digital representation of the race real time
Cisco solutions power Smart Workplaces

Partner with us to transform your Cisco Workforce Experience journey (Figure 17).

Figure 17 Our Workforce Experience Solutions

Workplace Analytics
Understand and optimize real estate management with actionable, real-time building and occupant intelligence

Workplace Design
Increase employee engagement and satisfaction with pre-validated, collaborative workspace templates

Digital Building
Make your building smarter—converge standalone building systems onto one IP platform

Collaborative Knowledge
Empower your workforce with digital tools they need to access experts, learning, and knowledge anytime on any device

Conclusion: Empowering your workforce for the future

When thinking about how the workforce is evolving, you need to think about what really matters to employees and how you can integrate technology in the workplace for the digital nomads of today. Corporate real estate, IT, and HR executives need to do a lot to meet those needs and achieve their HR goals.

Cisco has the expertise needed to deliver high-quality mobility and collaboration solutions. We make business-critical communications possible in real time, across multiple channels. Cisco Workforce Experience offers are complete, enterprise-class solutions designed to scale smoothly and make your vision of the digital workspace a reality.

For more details, visit Workforce Experience Solutions Page
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