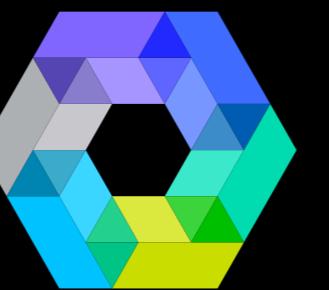
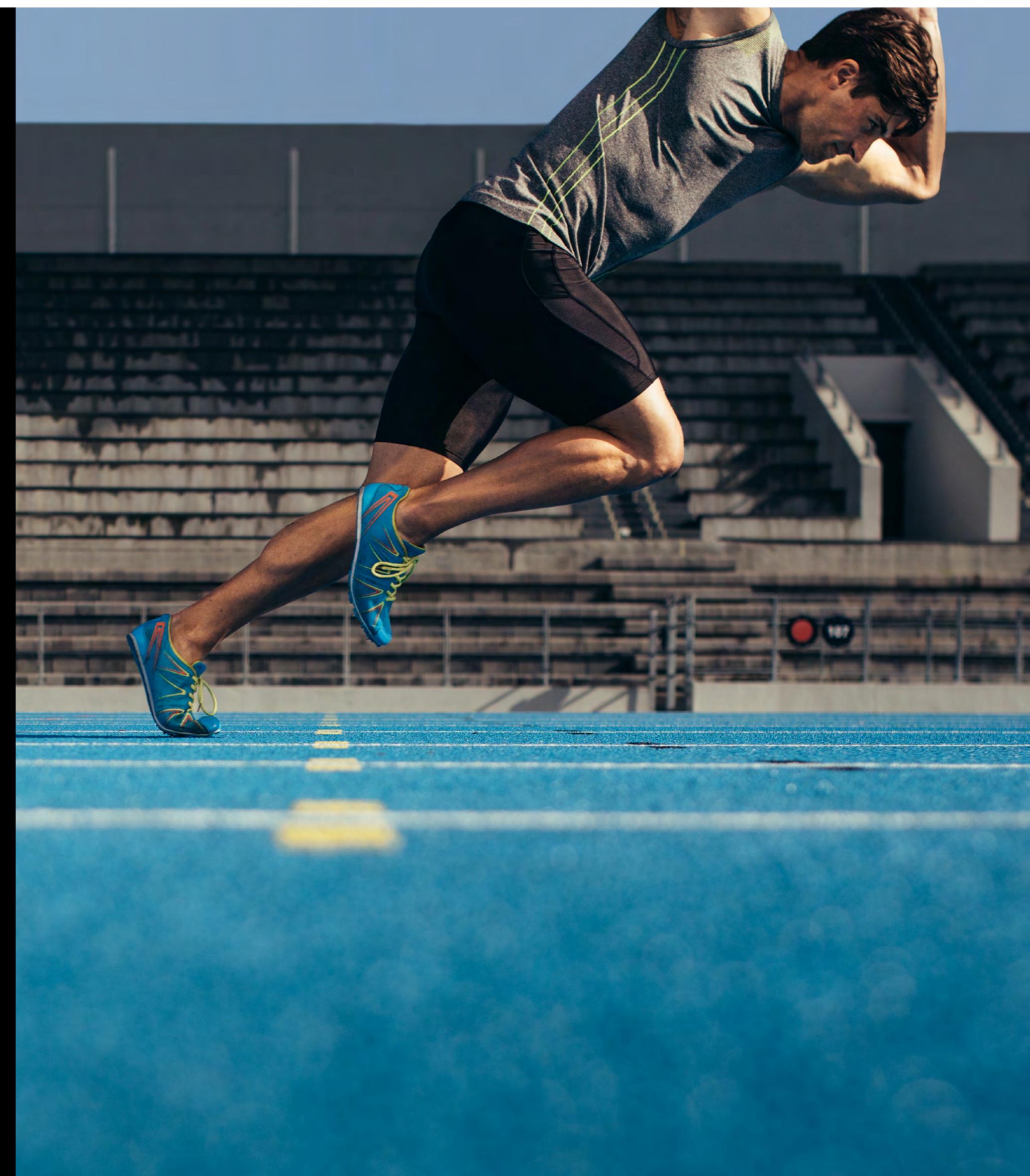


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software



The High-Performance Workplace

How to create a workplace ecosystem
that wins



Introduction

Anyone who has managed to complete a marathon will know the sense of elation at crossing the finish line. And yet, within any marathon pack, there are the elite, **high-performance runners** who cross the line in seemingly inhuman times while mere mortals are happy to have been in the race at all. The hardy amateurs head home with aching limbs and blisters, having given their all, happy to sit on the sofa for the foreseeable future. The high-performance runners will be out training again the next day.

The current business environment is not dissimilar. It's gruelling for C-suite members to take on what seems like hill after hill with no finish line in sight. Economic challenges and shareholder pressure; digitally divergent generations with radically different workplace demands; relentless technology innovation; increasing security and compliance threats - it's a challenge just to stay in the race, much less lead the pack.

But building a **high-performance workplace** is not just doable, it's becoming a necessity. Like any performance athlete knows, it takes a vision, a well-executed plan, consistent measuring of results, and ongoing coaching and support from someone who can see the areas for improvement.

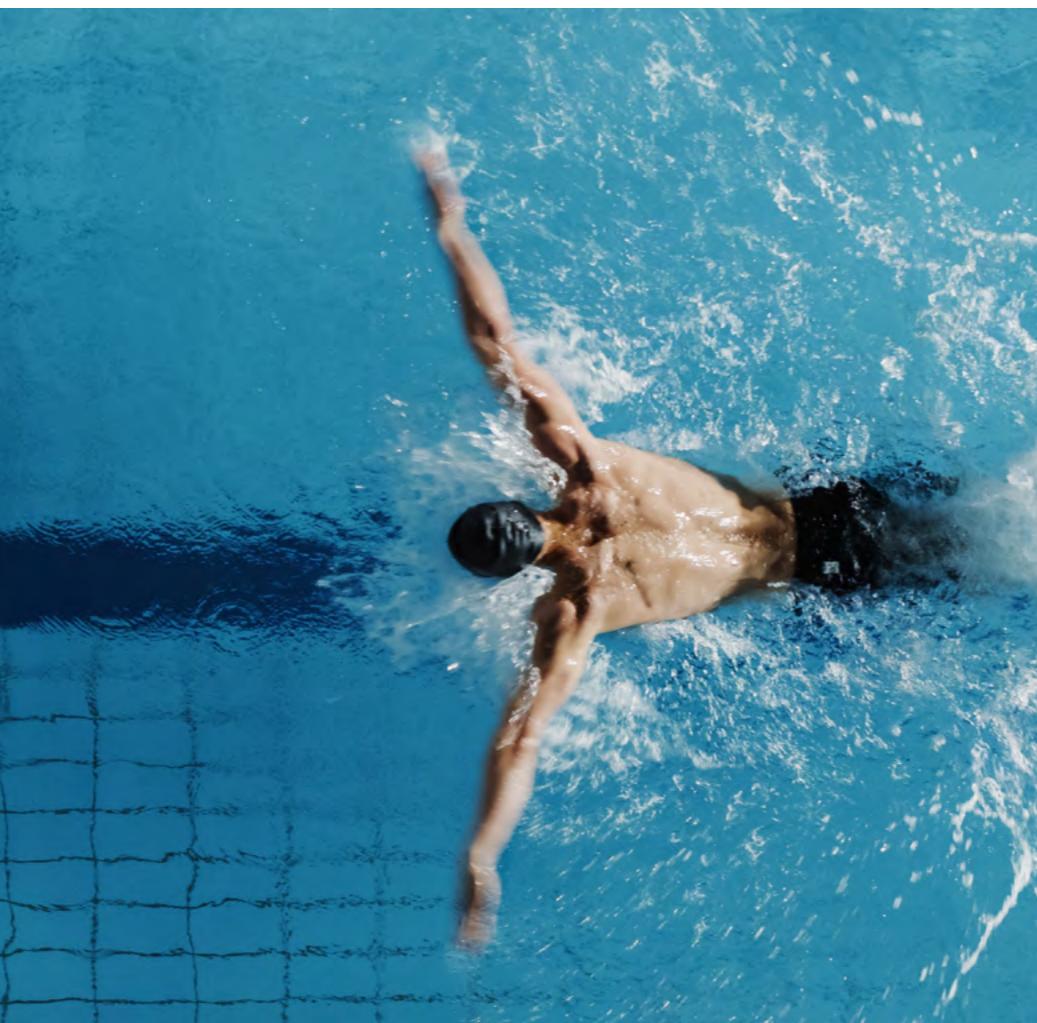
Definition of high performance:

Better, faster and more efficient than others

In this ebook, we explain:

1. Trends driving the need for high-performance workplaces
2. What is a high-performance workplace?
3. The three pillars of a high-performance workplace
4. The benefits of a high-performance workplace
5. How SoftwareOne can turn your organisation into a high-performance workplace

Contents



1

Trends driving the need for
high-performance workplaces



1 Trends driving the need for high-performance workplaces

The challenges organisations face today are manifold. But when it comes to how well organisations and their employees actually work, there are three drivers that are shaping the rise of high-performance workplaces.

The solution to address these challenges?

The creation of a high-performance workplace.
Let's take a look at what that is.



1 Trends driving the need for high-performance workplaces

The challenges organisations face today are manifold. But when it comes to how well organisations and their employees actually work, there are three drivers that are shaping the rise of high-performance workplaces.

1 – Increasing competition



Industry giants are under attack from startups hungry for a share of the market. Competition is intense. Business models have evolved, and customer demands and expectations have shifted. To survive - and stay ahead - organisations must constantly innovate and adapt, using digital transformation and adopting composable business models as a way to become more agile, responsive, and to leapfrog competitors.

60%

of mainstream companies will list becoming a composable business as a strategic objective. It will help them outpace their competitors by 80% in the speed of implementing new features.

51%

of organisations reported market pressures as the number one reason for digital transformation

\$3.4 trillion

will be spent on digital transformation by 2026, an increase of 57% (IDC)

The solution to address these challenges?

The creation of a high-performance workplace.
Let's take a look at what that is.

1 Trends driving the need for high-performance workplaces

The challenges organisations face today are manifold. But when it comes to how well organisations and their employees actually work, there are three drivers that are shaping the rise of high-performance workplaces.

2 – Organisations are struggling with their workplace culture

The solution to address these challenges?

The creation of a high-performance workplace.
Let's take a look at what that is.

Generation Z are expected to outnumber baby boomers in the workforce in 2024. With that comes a myriad of new challenges, not least the cultural divide between older and younger generations who have different levels of productivity and digital skills; variation in their preferred methods of communication; different priorities when it comes to flexibility, remote working, pay and diversity; and how important work in general is to them. As a result, organisations face significant challenges in recruiting and retaining top talent as well as getting their teams to work productively together.

66%

of knowledge workers said they would resign from a job if their flexibility to choose their hours was limited.

90%

of gen z want to work remotely, vs 71% of gen x and 59% of baby boomers.

54%

of gen z are not engaged with their job and 40% leave their jobs within 2 years.

1 Trends driving the need for high-performance workplaces

The challenges organisations face today are manifold. But when it comes to how well organisations and their employees actually work, there are three drivers that are shaping the rise of high-performance workplaces.

3 – Digital debt is getting in the way of innovation

The solution to address these challenges?

The creation of a high-performance workplace.
Let's take a look at what that is.



Ironically, as technology has evolved to make life easier, employees have become increasingly burdened with always-on communication and time-consuming tasks. The constant notifications and different technology tools cause distraction and lack of focus, which impacts productivity. While technology has enabled people to work from anywhere, it's also resulted in isolation, siloed thinking, lack of collaboration, and increased security risks. As a result, leaders report a lack of innovation and breakthrough thinking on their teams.

68%

find they don't have enough focus time during the workday.

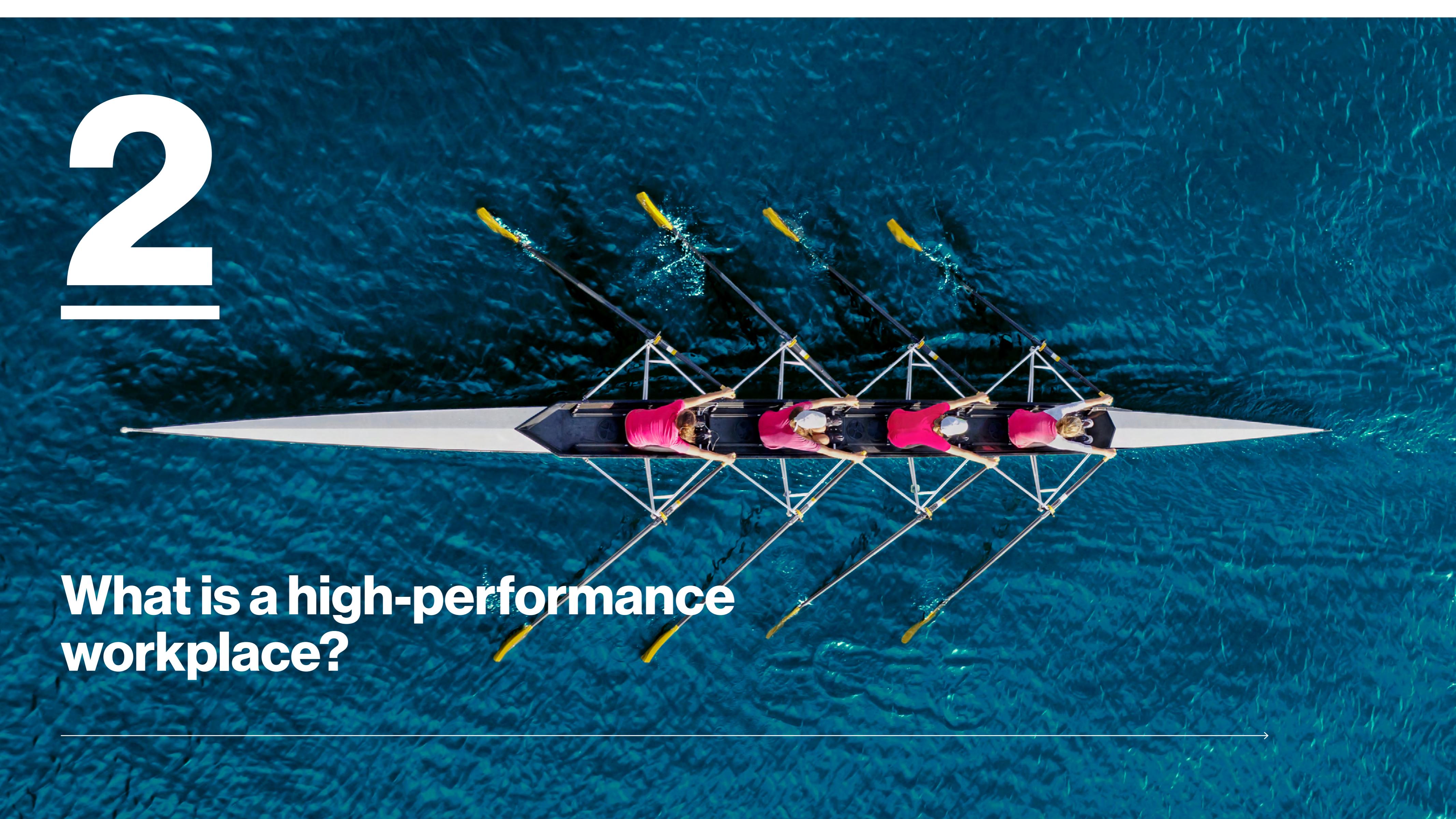
62%

struggle with too much time spent searching for information.

3x

more virtual meetings and calls per week since February 2020.

2



What is a high-performance workplace?

2 What is a high-performance workplace?

In the simplest terms, a high-performance workplace (HPW) is a workplace that works.

- It is an organisation that achieves superior results by creating a culture of excellence, innovation and continuous improvement.
- Over the years, workplaces have evolved as employers embraced new trends that promised productivity - from offices to cubicles to open plan chill zones; bean bags to pool tables to wellness rooms. We're now in the digital era where performance relies less on where you work, but rather how you work.
- SoftwareOne has witnessed, firsthand, thousands of organisations around the world and identified six characteristics that are evident in high-performance workplaces.

These are:

Efficiency

High performance workplaces streamline processes, reduce bureaucracy, and optimise allocation of resources to drive efficiency. This means employees can accomplish tasks with minimal waste of time and resources, which means more can be achieved faster.

Collaboration

As people have increasingly worked from anywhere, collaboration - whether virtual or in person - has become a priority. HPW teams work together seamlessly, breaking down silos, and harnessing collective expertise to achieve common goals using open and transparent communications.

Data-driven decision-making

Guesswork or 'doing something because that's how we've always done it' decision-making is a thing of the past. High-performance workplaces use data and analytics to assess performance, identify opportunities, and make strategic decisions based on facts.

Agility

HPWs are agile and adaptable. They can quickly respond to changes in the business environment, whether it's shifting market conditions, new competition, or unforeseen challenges.

Innovation

There is a glut of new technology available. HPWs choose technologies that work together to enhance productivity, rather than add complexity, enabling secure work from anywhere. This includes game-changing tools like AI that streamline workflows and reduce mundane tasks that restrict innovative thinking.

Personalised employee experience

HPW organisations recognise and address the individual needs and aspirations of employees. They provide tailored support, foster engagement, promote growth and provide the working tools and culture that puts its people first.

3

The three pillars of a
high-performance workplace



→

3 The three pillars of a high-performance workplace

High-performance workplaces are built on three key pillars. Like a three-legged stool, all three need to be there to create a well-balanced organisation that succeeds. **These pillars are:**

1 – People

An organisations' most valuable asset. Employees of an HPW are given the skills, motivation, collaboration, accountability and well-being they need to perform at their best.

2 – Process

The set of activities and procedures that make an organisation run smoothly. In a HPW, processes are streamlined and standardised for efficiency, consistency, transparency, and ongoing refinement.

3 – Technology

The tools and systems that support and enhance the work of the organisation. A HPW relies on the latest technologies like artificial intelligence (AI), data analytics, and cloud computing.

When all three pillars are combined, employees are engaged, empowered and productive, and in turn, the organisation thrives. The challenge often lies in connecting the three pillars into a unified whole that pulls together in unison.

Imagine a team of Olympic rowers. A coxless four sets their sights on winning an Olympic gold. They have a clearly defined vision, values and goals.

The team (people) would be coached and trained. Their mental and physical well-being would be balanced while each team member would collaborate, playing to their respective strengths and holding each other accountable to improve their stroke, technique or fitness. They literally have to pull together to win.

The process might include multiple training sessions a day, finding sponsorship and funding, a regular schedule, a systemised record of improvements, a diet plan, and a roster of equipment checks.

The technology might be heart rate monitors, wearable sensors or computer modelling of their technique to see where adjustments could be made to go that extra second faster or reduce injury.

Together, the team is equipped to win. With any one of these three pillars missing, the team would not perform as well.

The same rules apply for business. There is no one size fits all HPW model. It is a tailored approach that should align with the vision, goals and values of an organisation. It requires a clear strategy, a commitment from leadership, and ongoing investment in the three pillars.

The three pillars of a high-performance workplace

1 – People

Skills and expertise

Employees bring unique skills and expertise to achieve high performance

Motivation and engagement

Motivated and engaged employees perform at their best

Collaboration and teamwork

Working together enhances productivity and innovation

Accountability and responsibility

Ownership and quality results drive high performance

Continuous learning and development

Seeking growth opportunities contributes to success

Adaptability and resilience

Adjusting to change and handling challenges maintain high performance

Positive attitude and wellbeing

Energy and balanced approach enhance productivity

2 – Process

Efficiency and productivity

- Clear guidelines and procedures
- Streamlined workflows
- Focus on high-value tasks

Standardisation and consistency

- Uniform methods and practices
- Reduced errors and rework
- Facilitates collaboration
- Transparency and accountability

Continuous improvement

- Regular review and evaluation
- Identify areas for enhancement
- Stay ahead of the competition

Risk mitigation and compliance

- Necessary checks and balances
- Minimise errors and legal issues
- Secure and trustworthy work environment

Employee empowerment and engagement

- Clear understanding of processes
- Decision-making and ownership
- Motivation and job satisfaction

Adaptability and agility

- Flexibility in processes
- Quick response to market changes
- Resilience in uncertain times

3 – Technology

Efficiency and productivity

- Streamlining processes
- Automating tasks
- Increasing output and reducing human errors

Communication and collaboration

- Instant messaging and video conferencing
- Virtual team collaboration tools
- Breaking own location barriers

Access to information and knowledge

- Instant access to large data sets
- Online databases and search engines
- Enhancing decision-making capabilities

Data decision-making

- Data analysis tools
- Real-time insights and predictive analytics
- Making informed strategic decisions

Remote and flexible work

- Telecommuting and virtual offices
- Flexibility in work arrangements
- Promoting work-life balance

Automation and workplace AI

- Optimising routine and repetitive tasks
- Improving accuracy and speed
- Freeing-up time for more strategic work

While these pillars may seem like common sense, the challenge lies in connecting all three given the problems each area faces:

When it comes to people, there is a growing list of stakeholders within an organisation across generations who operate differently. There is an increased need to communicate and collaborate across locations with remote working. And, the lack of personal interaction means engagement is down and loneliness is on the rise.

With processes, we're seeing a rise in siloed systems and a lack of standardisation and automation. There is often inadequate training and support and it can be a challenge aligning teams around common objectives and milestones. Duplication of systems can also lead to wasted spend.

Meanwhile, the explosion of digital workplace technology and cloud adoption means IT budgets are hard to control. We're experiencing a once-in-a-generation technological shift with AI and a constantly changing landscape of security, governance and regulatory threats.

It requires a holistic view across all three areas with a collaborative plan to move the organisation in the right direction. Those that do, experience the benefits.

A high-performance workplace empowers employees to perform at their best, streamlining workflows to optimise resources, and leverages cutting-edge technologies to drive competitiveness.

4

The benefits of a
high-performance workplace



4

The benefits of a high-performance workplace

While implementing a high-performance workplace isn't easy, it does offer far better business outcomes. **Here's how:**

1 – Increased productivity and efficiency

High-performance teams are more focused, motivated, and aligned with their goals, which results in higher output and quality of work.

2 – Enhanced creativity and innovation

High-performance teams are more diverse, collaborative, and open to new ideas, which fosters a culture of learning and experimentation.

3 – Higher employee engagement and satisfaction:

High-performance teams have a strong sense of purpose, belonging, and recognition, which boosts their morale and loyalty, reducing employee churn.

4 – Improved customer satisfaction and loyalty

High-performance teams deliver better products and services that meet or exceed customer expectations, which enhances customer satisfaction, brand credibility, greater share of wallet and customer retention.

5 – Increased profitability and growth

High-performance teams generate more value and revenue for the organisation, which leads to higher profitability and competitive advantage.



Organisations with highly engaged workforces have better financial outcomes.

5

How SoftwareOne can turn
your organisation into a
high-performance workplace



5 How SoftwareOne can turn your organisation into a high-performance workplace

Achieving a high-performance workplace is not easy. It requires a clear strategy, a commitment from the top down, and a tailored approach to implementation. And as this book has outlined, there are a myriad of challenges to overcome on the way.

That is where SoftwareOne comes in.

We are a global leader in digital workplace solutions that help organisations create a secure, high-performance workplace. We have the expertise, the partnerships, and the portfolio to help you transform your workplace and achieve your performance goals. Think of us as your elite performance coach.



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1 – People

Adoption and Change Management to empower your team



Organisations that invest in new technology solutions but don't invest in their people will not achieve a return on their investment. Fact. SoftwareOne has a dedicated [Workplace Adoption](#) team to help you:

Plan: We get to know the state of your business and future goals, set KPIs and identify ambassadors for your chosen workplace solution.

Run and adopt: We pilot and validate plans and identify your internal stakeholders to help facilitate conversations that drive learning and adoption.

Marathon deployment: We're in it for the long haul. Technology adoption is a sustained effort. We provide reinforcement, guidance, gap assessment, reporting, and continuous feedback strategies.

“SoftwareOne’s Digital Workplace has enabled us to make a cultural transformation focused on improving communication and collaboration.”

Raquel Laina, Head of Project Office and Change Management, Vocento Group

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2 – Processes

Workplace operations that work



The often overlooked middle-child of the three pillars, workplace processes underpin the success of a high-performance workplace. Gartner estimates that productivity lost to IT issues costs \$1,066 a minute. SoftwareOne's Workplace Operations provide the support you need to manage your systems, from buying licenses to managing vendors or giving round-the-clock support.

Digital Workplace Essentials: We make it easy to take care of your licenses, support and billing.

Integrated Support Services: We've got your back. Our 24x7, multi-lingual, on demand support centres, backed by a dedicated service manager with local and near-shore experts in cloud, productivity, security and AI, means we coordinate your support contracts across multiple vendors so you don't have to.

“Thanks to the great support of SoftwareOne Ukraine, it was possible to quickly organise work in emergency conditions from the first days of the full-scale invasion.”

Yaroslav Mykhalyuk, Head of IT Operations Department, Vodafone Ukraine

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3 – Technology

AI-led solutions for a high-performing team

There are a myriad of technologies and tools available. The challenge is making them work together to drive performance, rather than add complexity. SoftwareOne takes a big picture view across your digital workplace to bring the right technologies together to drive performance.

Workplace AI: We help you work smarter. Our generative AI and machine learning services will automate workflows, optimise processes, generate insights, and reduce the burden of mundane tasks on your employees, freeing them up to innovate and deliver more valuable work. We work with Microsoft, AWS and Google to prepare your workplace for the future.

Integrated Support Services: We reduce your risk. Our security specialists identify gaps in your security systems, create a multi-layered, integrated security plan using your existing or new security and data back up solutions, and once live, we protect against, detect and respond to attacks, so your employees can work securely from anywhere. We audit, design, and implement M365 and Google Workplace security policies and controls, while our 24/7 managed SOC running Microsoft Sentinel keeps you protected.

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AI-led solutions for a high-performing team



Unified Communications: We make it easier to connect. Our unified communication & collaboration services boost your workplace efficiency, get your documents from any location, and collaborate with colleagues, customers and partners on projects in real time.

Customer Experience: We boost your clients' happiness. Get the right tools to provide an exceptional experience for your customers, based on data insights, improved operations and lower costs.

“To survive in our industry, you need to innovate. So, more than just automation, I see Copilot for Microsoft 365 as a way to transform how our staff think.”

SCHo, CEO of AAMI

About SoftwareOne

SoftwareOne is a global leader in providing digital workplace solutions.

We have over 30 years of experience in providing software and cloud solutions to over 65,000 customers worldwide.

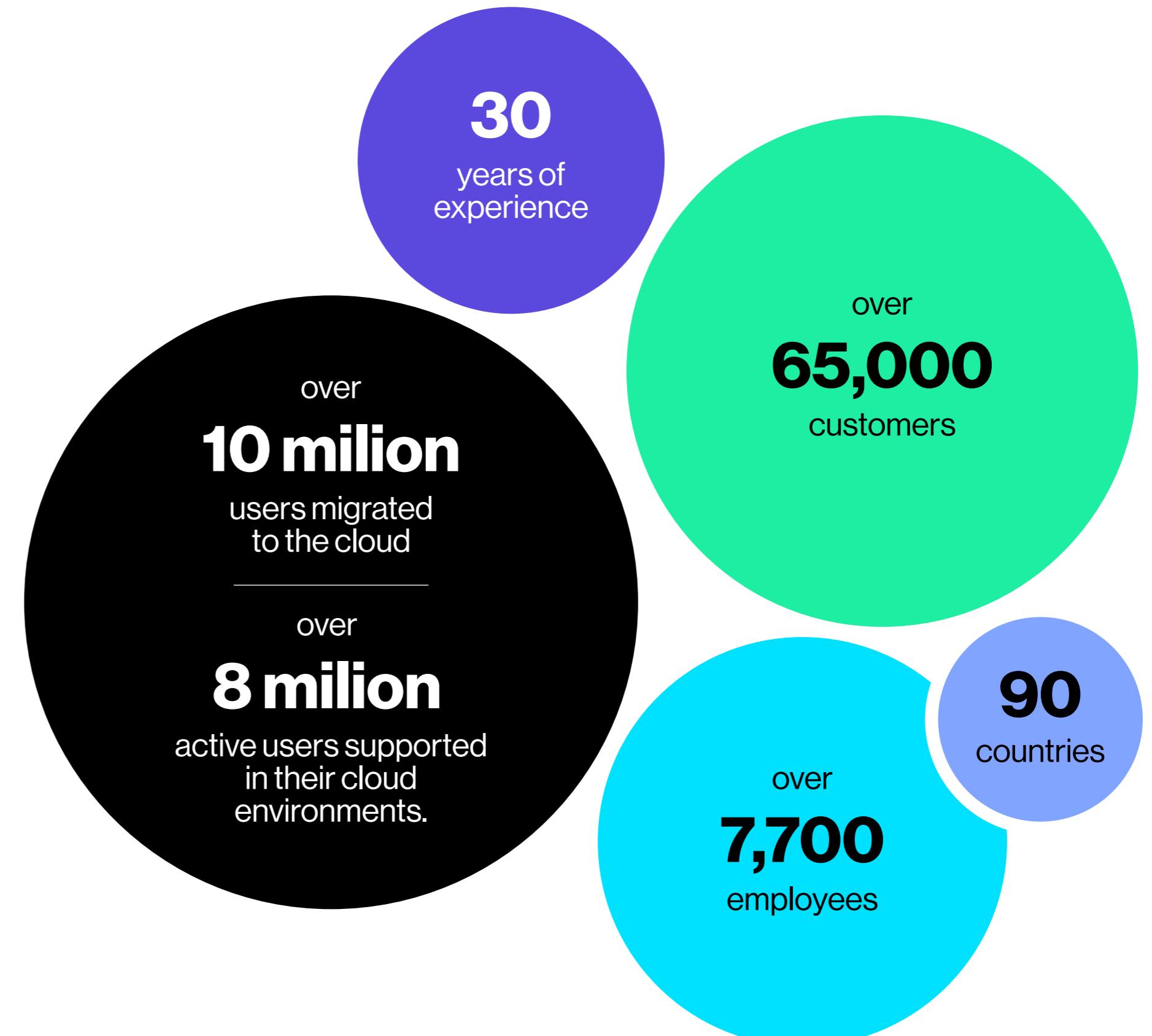
We have a global presence with over 7,700 employees in 90 countries, offering local support and delivery.

We have strong partnerships with leading cloud providers, such as Microsoft, AWS, and Google, as well as most leading technology vendors.

We have a proven track record of delivering successful digital workplace projects, with over 10 million users migrated to the cloud and over 8 million active users supported in their cloud environments.

We go way beyond the digital workplace. Our data and AI, cloud, application, and IT Portfolio Management services mean we can integrate relevant services across the breadth of your organisation.

We have a customer-centric approach, tailoring our solutions to your specific needs, goals, and challenges.



Our Technology Partners

As a leading digital transformation partner, we work with some of the world's market leading technology providers driven to deliver cutting-edge solutions for our clients. Here are some of our strategic partners and how we collaborate with them:

AWS

SoftwareOne is proud to be an AWS Premier Tier Services Partner with 18 AWS competencies and partner programmes and over 1000 AWS certifications. Our team has the experience and skills to deliver success. We help clients to move, improve, and enhance their workloads on AWS, using the cloud's scalability, reliability, and security. We support organisations with any aspect of the cloud, such as infrastructure, applications, data, or IoT. We have the skills and the best practices to make your organisations AWS journey a success. We will help you create the best strategy for your AWS technology and business transformation, so you can achieve your objectives quickly. We will help you select the right cloud services, plan your migration, and modernise your applications with cloud native architectures. We will also manage your environment with our flexible end-to-end services for AWS.

Google

Google entered the productivity space in 2006, with the launch of Google Apps for your Domain, rebranded as G-Suite in 2016 which evolved again to Google Workspace in 2020. Regardless of name, it now holds 48% share of the worldwide market for office suite technologies. Gemini for Google Workspace provides rich AI capabilities to the Google productivity suite to boost performance and productivity.

As a Google Cloud Premier Partner since 2011, our certified Google team is dedicated to helping our clients take full advantage of the power of Google Cloud. We help our clients harness the potential of Google Cloud Platform, Google Workspace, Gemini for Google Workspace, and more to transform their operations, processes, and customer experiences. Whether it's cloud-native development, data engineering, machine learning, or smart analytics, we have the skills and the solutions to help you innovate and grow with Google.

Microsoft

Microsoft has led the workplace productivity industry since it launched Microsoft Office in 1990. Fast forward to today, it holds 46% share of the worldwide market for office suite technologies and is transforming the way people work with the launch of Copilot for Microsoft 365 and robust security solutions to enable work from anywhere.

As a trusted partner delivering Microsoft technologies for over 20 years, we have helped thousands of clients around the world to use Microsoft solutions better and improve their efficiency, performance, and competitiveness. We empower our clients to use Microsoft 365, Copilot for Microsoft 365, Microsoft Teams, and more to improve their productivity, collaboration, security, and agility.

We are a Microsoft Solutions Partner holding 19 Microsoft Partner Competencies, covering all 6 Modern Work areas. We are MISA members and Azure Expert MSP with more than 730+ Microsoft-certified professionals and over 3,600 certifications, making us one of Microsoft's leading strategic partners worldwide.

Are you ready to become a high-performance workplace?

If you're ready to take your workplace to the next level,
contact us today and let us show you how we can help you
realise your vision.

Contact us today

Find out more at

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