

REIMAGINING WORK FOR A MORE **FLEXIBLE WORLD.**

Six steps for success in the age of agility



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Organizations have had to make significant changes to how they work in recent years – flexibility is the new standard and brings benefits to both organizations and employees.

Yet promising flexibility is not the same as delivering it. To ensure that your flexible workforce is productive and effective requires a commitment to digitizing, automating, and securing your core processes.

Here are six steps you can take to keep your organization at the forefront of innovation, and your flexible workforce ready for anything.

1

**EMBRACE A
DISTRIBUTED
APPROACH
TO WORK.**

2

**MAKE EVERYTHING
SECURE:
HARDWARE,
NETWORK, DATA.**

3

**BOOST
PRODUCTIVITY,
OPTIMIZE
PROCESSES.**

4

**CONNECT WITH
CUSTOMERS,
BETTER.**

5

**GROW YOUR
BUSINESS, SUSTAIN
THE PLANET.**

6

**FUTUREPROOF
YOUR OPERATIONS,
NO MATTER WHAT.**



1 EMBRACE A DISTRIBUTED APPROACH TO WORK.

Flexible working requires an agile, cloud-based infrastructure that can support a variety of on-premises and remote devices, including printers. This is particularly important for industries reliant on physical paperwork.

This infrastructure must support robust digital security protocols, so staff can remotely access company information and customer data securely. The use of shift management applications can help coordinate distributed teams and manage capacity and resources effectively. And it's important that flexible workers can print, scan, order supplies, and access technical support, whenever they need to.

But how do you create an environment where flexible workers can get up and running with their new devices, correctly and securely, straight out of the box?

This is where a managed service can help. It gives employees access to the right advice when they need it. And it frees up your skilled staff to work on higher-value tasks, because it takes care of basic requests automatically.



HOW WE CAN HELP

SEAMLESS WORKING, HOME OR AWAY.

Give your employees access to the data, tools, documents and connectivity they need to be just as productive remotely as they are in the office.

EMPLOYEE FLEXIBILITY.

Give your team a flexible workspace that not only fits their needs, but allows you to manage them efficiently from a distance.

MARKETING FROM ANYWHERE.

Manage delivery of your digital and print marketing material with an efficient and effective global approach that provides branding consistency and localization.

SUPPORT WHENEVER YOU NEED IT.

Reduce costs and time on issues with our flexible support packages, so you can concentrate on your customers, rather than problems. Home printers can be included in reporting and analytics.



QUESTIONS TO ASK

How are you managing the number of employees on your sites? Will you be able to continue this way, at scale, in the years ahead?

What is the experience like for employees switching between working from company premises and their home? Is their access to data disrupted or interrupted?

Can your employees complete all their work, no matter where they are? Can you remotely access cost-controlled production of digital and print communications?



2 MAKE EVERYTHING SECURE: HARDWARE, NETWORK, DATA.

The increase in flexible working has drastically expanded the attack surface for most organizations.

More devices are being connected to the corporate infrastructure than ever before, from more places and more networks, which is exposing valuable information to potential loss and theft.

Policies such as “zero trust” are therefore becoming the new normal – where strict access controls are maintained at all times, and no user is trusted by default, even those who are already inside the network perimeter.

Investing in an efficient and secure setup today is about doing the right thing, not the simple thing. Establishing a comprehensive security framework to prevent and mitigate risks and making sure that devices, tools and content are secure will provide a safe and reliable productivity platform for years to come. It also allows you to safeguard your documents, data, content, and print infrastructure, as well as keep any contracted or managed services secure.



HOW WE
CAN HELP

SECURELY MANAGE YOUR CONTENT.

Your teams can collaborate and make more informed decisions with access to your central and secure document hub.

PEACE OF MIND.

We'll manage and maintain your infrastructure to prevent, detect, and report on threats.

SECURE ENVIRONMENT.

Ensure the security of your documents, devices, data, and content.



QUESTIONS
TO ASK

Are your employees all using centrally approved apps to collaborate, or do some of them use shadow IT platforms?

How confident are you that their communication channels are secure?

Do you have the tools that enable authentication control, auditability, and content security whether at home or in the office?

Do you know if internal or confidential information is being printed at home?



3 BOOST PRODUCTIVITY, OPTIMIZE PROCESSES.

People need to be able to do their jobs as efficiently and productively as possible, regardless of where they are working from.

You've no doubt identified a host of productivity snags during the shift to flexible working, such as people not being able to find the right information when away from the office or having trouble connecting remotely to centralized systems.

Having access to good data and analytics is vital to the productivity effort, but with professionals spending 80% of their time searching for and preparing data,¹ it leaves little time to conduct analyses, improve efficiency and boost output.

Organizations need to centralize information coming from multiple locations so that their core processes have the right data for decision-making. Businesses that optimize their technology systems and software for secure and flexible working will become more efficient – and they'll empower their employees to spend more time on valuable activities – thereby gaining a competitive advantage. But those that stick with a quick fix could risk falling behind.

¹The Global State of Enterprise Analytics (microstrategy.com)



HOW WE CAN HELP

DIGITIZE YOUR DOCUMENTS.

Capture, digitize, share, and access documents including physical mail easily, wherever you are, to help increase your team's productivity.

PUT PROCESSES ON AUTOPILOT.

Lift the admin burden and reduce errors by automating labor-intensive tasks, so your team can focus on more high-value jobs.

ACCESS YOUR WORK ANY TIME, ANYWHERE.

No matter their location, or what time of day, your team can easily access documents and perform tasks including translation, redaction and file conversion via our cloud-based solutions.

ANALYTICS AT YOUR FINGERTIPS.

An always-on, intuitive dashboard uses infrastructure data and AI to help your organization become more efficient, secure, and productive.



QUESTIONS TO ASK

How easy is it for you to access data and insight on print and scan metrics across the organization?

How has flexible working affected your employees' ability to find, access, and share documents?

Where could your document approval processes be sped up, to improve remote workflows?

Do you need to be able to convert physical and digital files into usable formats from multiple devices and locations?



4

CONNECT WITH CUSTOMERS, BETTER.

In addition to accessing documents and data, employees need effective tools for communicating with customers and collaborating with partners and suppliers.

Adding value to customers is more important than ever, and this is best achieved through communication that is personalized and relevant, rather than with generic content and messaging. It must also be delivered via their preferred channels – whether that’s physical or digital or a mix of both.

However, connecting with customers can be difficult in a digital landscape, particularly when working with marketing teams remotely. Managing the engagement of multiple suppliers and navigating different marketing technology platforms can add to the challenge.

Cloud-based solutions allow you to give customers a consistent experience across every channel, no matter where your marketing contacts are based. They also help to minimize any internal disruption caused by external factors.



HOW WE CAN HELP

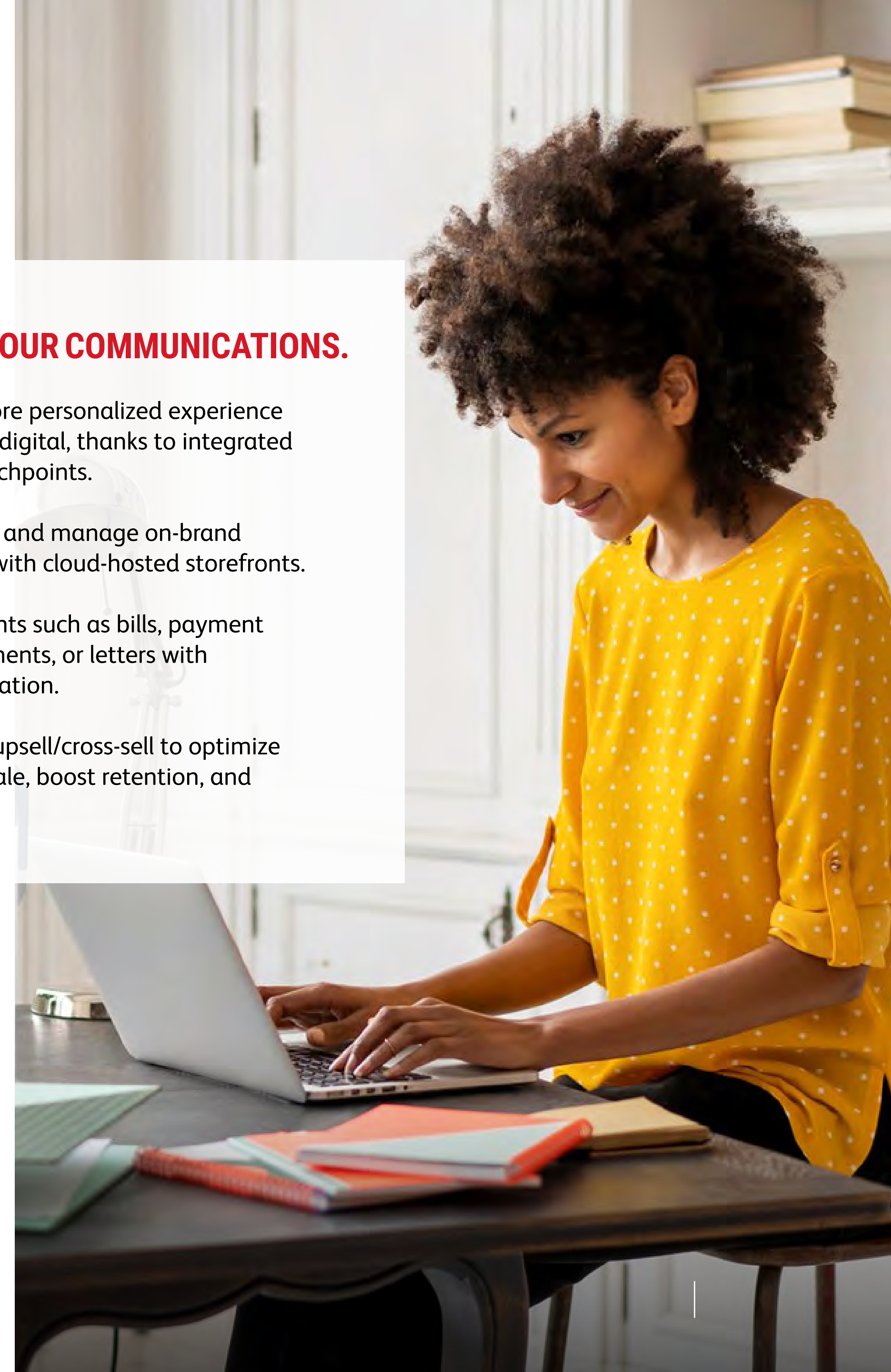
TRANSFORM YOUR COMMUNICATIONS.

Customers get a more personalized experience across physical and digital, thanks to integrated communication touchpoints.

Design, personalize, and manage on-brand marketing content with cloud-hosted storefronts.

Deliver key documents such as bills, payment notifications, statements, or letters with personalized information.

Make sure you can upsell/cross-sell to optimize the value of every sale, boost retention, and increase loyalty.



QUESTIONS TO ASK

How easy is it for your staff to collaborate on documents in real time?

How do you manage marketing collateral production with teams in different locations?

Can your employees connect with customers, wherever and whenever they need to?

5

GROW YOUR BUSINESS, SUSTAIN THE PLANET.

International governments have committed to limit the global temperature increase to 1.5°C.

However, customers and employees are demanding even more action toward sustainability. Nearly 40% of millennials have chosen a job because of company sustainability and consumers are increasingly selecting who they buy from based on their environmental impact.

With a green approach on the agenda for all, there are areas right across your business that can benefit from a sustainability review, especially as more people choose to work flexibly.

For example, you can use analytics to understand and optimize the use of core resources and infrastructure, such as energy, building space, printers, and paper.

The digitization and automation of core processes not only brings strong sustainability benefits but also improves productivity, being resilient to switches in location of people and freeing up teams to do more valuable work.



HOW WE CAN HELP

ADVANCED ANALYTICS.

See the impact of key sustainability metrics such as paper, water, CO2, energy, and equivalencies.

SUSTAINABLE FRAMEWORK.

Create a more efficient, less wasteful and cost-effective workplace with optimized printing through energy efficient devices.

PRINT ALTERNATIVES.

Enable automation and digitization of paper-intensive processes to not only reduce paper, but also make your organization more productive.



QUESTIONS TO ASK

Are you doing enough to keep up with sustainability expectations of your customers, staff and other stakeholders?

Are you maintaining compliance with regulations?

Do you know how much paper your office uses each year?

Do you have duplication in your document processes?



6 FUTUREPROOF YOUR OPERATIONS, NO MATTER WHAT.

Businesses experience disruption – whether it’s changing market conditions or unpredictable events.

This shouldn’t be concerning, but rather seen as an opportunity for differentiation. Organizations who are agile, adaptable, and resilient are best placed to weather any future storms.

Now is a great time for business leaders to reflect on the last few years. How well did we perform? Where were our weak areas? Which processes were most at risk when disruption hit?

Above all, it’s the time to build resiliency by:

- Planning a digitization roadmap for document-centric processes
- Automating routine, back-office tasks
- Migrating key apps and solutions to the cloud for scalability
- Ensuring that devices and processes are secured from end to end

With shifts in technology, demographics, and workstyles, the business landscape continues to change at pace. Many of the recommendations in this eBook are imperatives for business leaders and deserve attention today.

Who knows what the next major disruption will look like, or when it will happen? So, why not get prepared now?



HOW WE CAN HELP

A PLAN FOR YOUR ORGANIZATION.

Understand your business and your processes and recommend areas for digitization and automation.

MANAGED SERVICES BUILT AROUND YOU.

Provide support and monitoring for print, scanning, creative services, and digital mailrooms – at the precise level for your needs.

ANALYTICS THAT WORK FOR YOU.

Get a better understanding of your company data to see where you could optimize, automate, and improve your paper-based processes and IT infrastructure.



QUESTIONS TO ASK

How will you keep essential processes running in case of a major disruption in the future?

Do you have the right cloud-native technology and services to fully optimize your content, print, and device management?

Where were your biggest weak points during the last two years? And what have you done to ensure that those weaknesses are eliminated?

What steps can you take to increase the overall resiliency of your organization?



FLEXIBLE WORKING IS BECOMING CENTRAL TO MANY BUSINESSES TODAY.

We can empower your flexible workforce with digital tools and services to stay productive and effective, wherever they choose to work.

For more information, please visit: www.xerox.com/services