

It's time to change the way we work

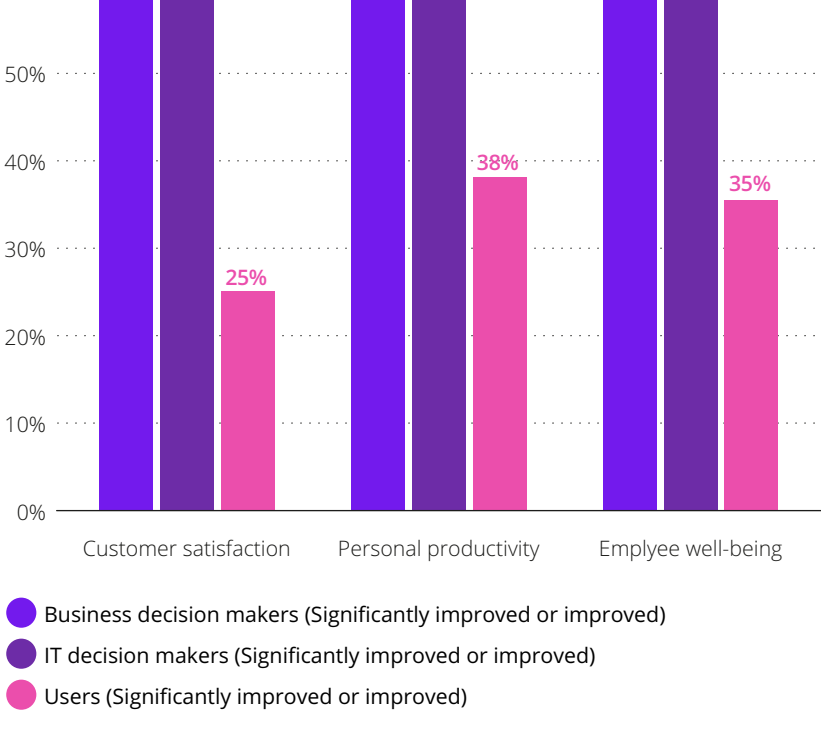
“Organizational myopia” (the difference between management assumptions and employee expectations) leads to an over-inflated degree of optimism. Decision makers – both corporate and IT face a challenging (but not insurmountable) task of mediating between them.

Now that many companies have settled into post-pandemic working rhythms, it's worth asking: how are we doing? Or more importantly, how are our employees doing?

We surveyed over 1,100 leaders and employees to understand their different perceptions, and the results were quite shocking.

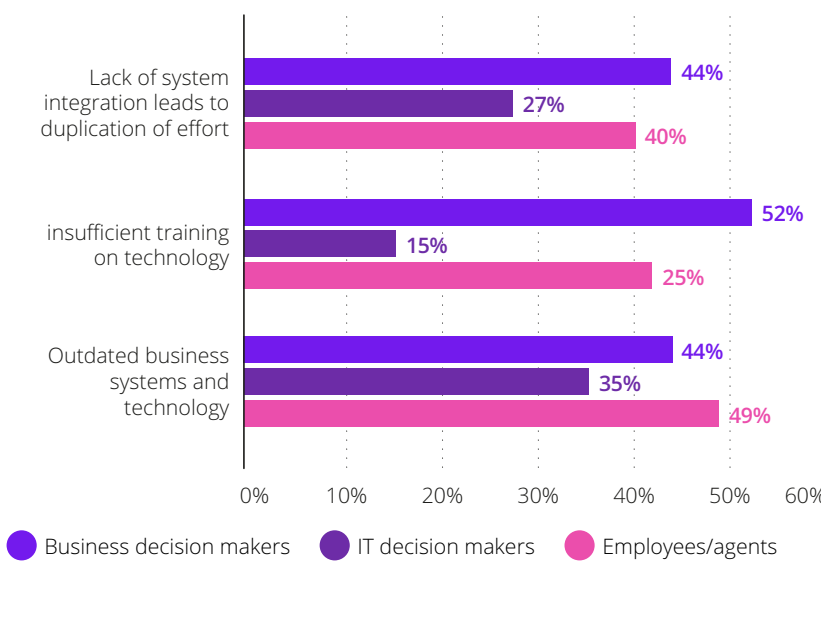
We asked:

How have the following changed in your organization compared with pre-COVID 19?



There is also a significant difference in how each category of respondents felt business systems and technology hindered their success.

Why doesn't your business systems or technology allow you to be successful?



Issues such as...

IT

- 28% high cost of technology solutions
- 24% lack of budget
- 23% lack of supporting infrastructure
- 23% trying to manage multiple vendors and contracts

USERS

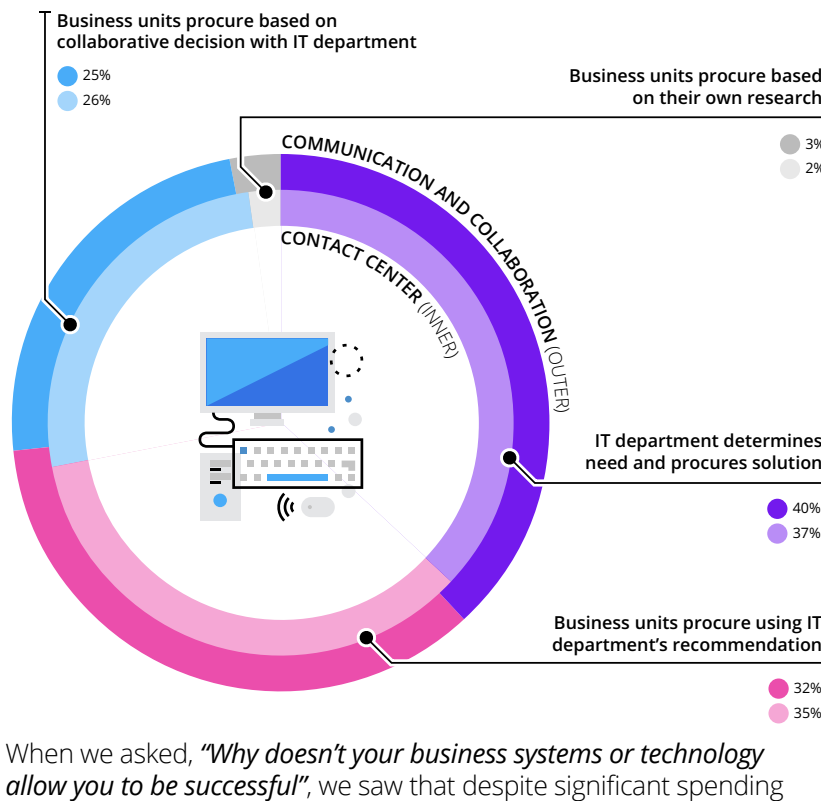
- 26% lack of in-house IT skills
- 22% lack of end-user training
- 23% difficulty in using communication and collaboration solutions

...prevent them from achieving successful outcomes.

Organizational myopia and the reality of the workplace experience impacts an organization's success and personal productivity. **The workplace needs redesigning around the employee and customer experiences - and this takes a team approach.**

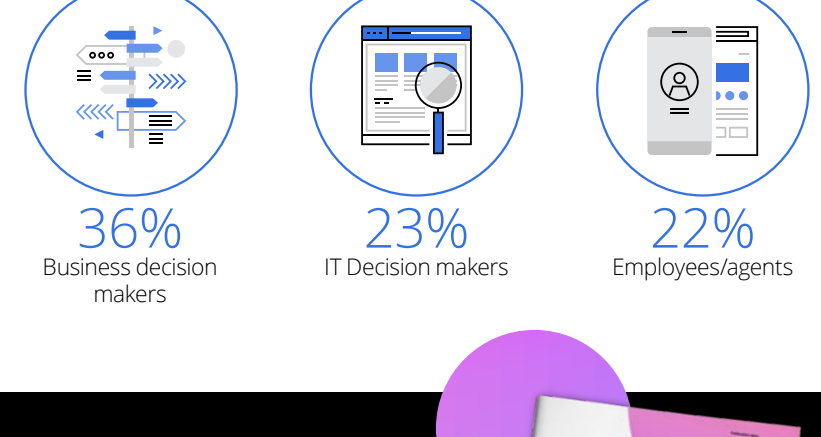
Contact center agents within the business unit know how technology can assist them and better serve their customers; **however, only 28% of organizations leverage this knowledge.** It's a similar story for employees when it comes to communication and collaboration.

How does your organization procure technology solutions?



When we asked, “Why doesn't your business systems or technology allow you to be successful”, we saw that despite significant spending increases to support new ways of working, not all businesses see technology as a strategic investment.

Technology is not seen as a strategic investment



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