



BREAKING THE MOLD: TRANSFORMATION ROADMAP 2020

The future of work is upon us: IT leaders, are you ready?

*If you close your eyes and envision the future of work, what does it look like?
Does the office resemble how we think of it today? What about the workspaces and how your teams communicate?
Hover boards and teleportation may not exactly be in the five-year plan, but the underpinnings of innovation
– new ways of getting work done – may not be as futuristic or far off as we think.*

WORKFORCE DYNAMICS ARE CHANGING



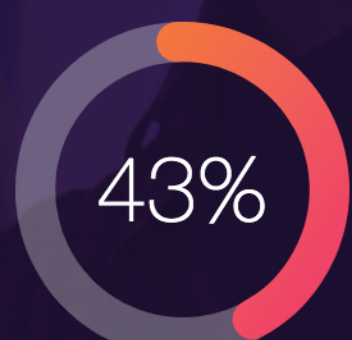
Millennials now make up the largest percentage of the workforce



Digital natives – the App Generation – are on the rise



83% of workers do not believe they need to be in an office to be productive



43% believe they would be more productive working from home



70% of those surveyed ages 16-44 want to be more mobile at work



88% use smartphones for work daily



49% use tablet minimum 3x/week

Are IT departments aware of these dynamics? Are they reflected in their enterprise goals?
As preferences continue to evolve, IT leaders can take the following steps now to prepare.

1

Understand worker preferences to make informed decisions to support future of work trends

2

Streamline applications to shape the way people work

3

Adopt cloud-based communications as part of a cloud champion agenda

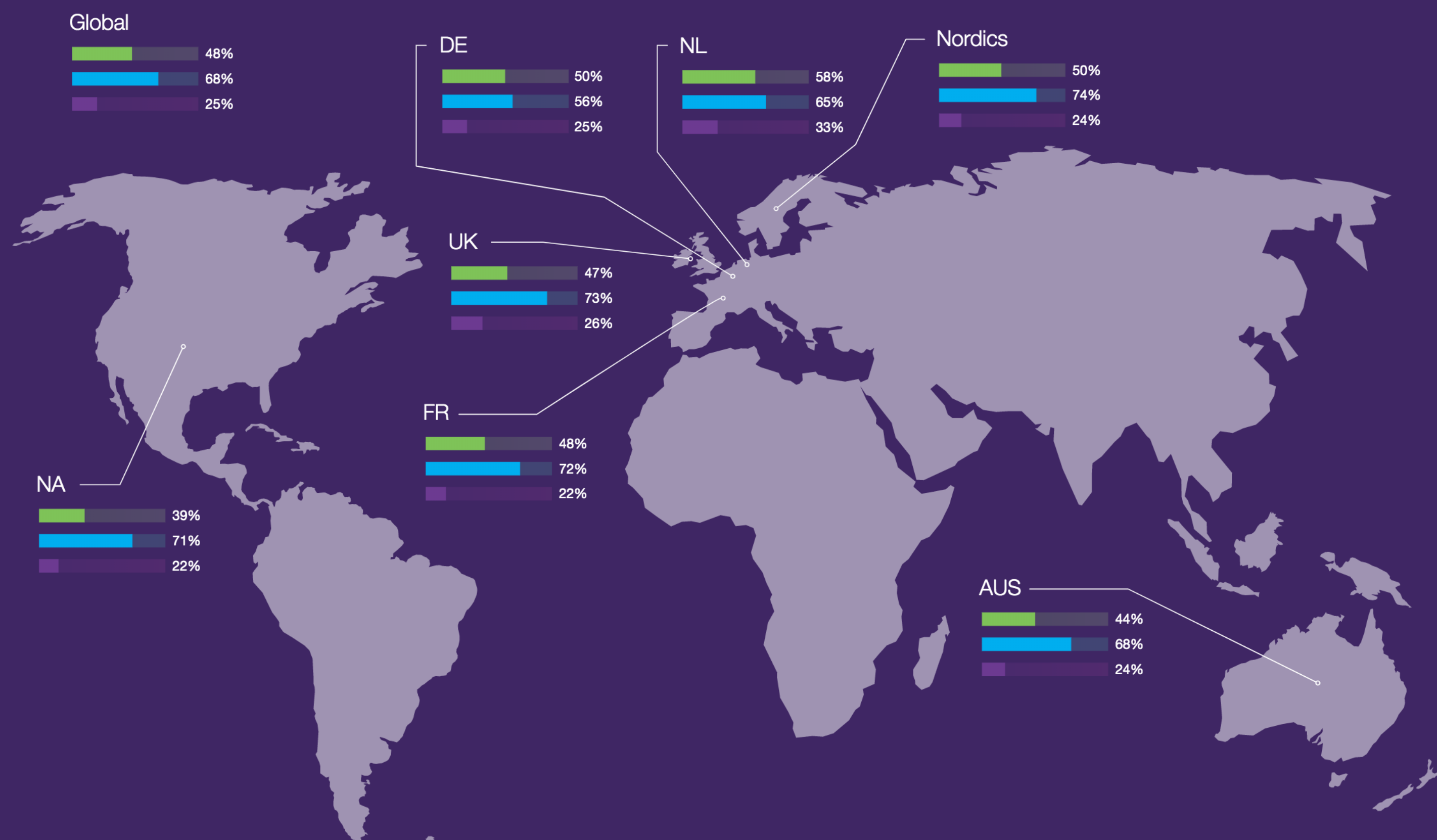
TECHNOLOGY CAN BE THE CATALYST FOR EMBRACING NEW WORK PREFERENCES

But too often, technology is more a barrier than an enabler.

My employer does not provide adequate technology for me to work effectively

My workplace technology is one size fits all

Technology in my workplace is outdated



What's on the desk of **the future**?

Fax machine



Desk phone



Desktop computer



Laptop



Smartphone



What's next?

No longer tied down by any one particular location or device, technology sits at the epicenter of the "work from anywhere" paradigm. As preferences evolve, new technology and applications will spur new modes of communication. The right infrastructure will also help IT leaders innovate and adapt quicker.

CLOUD-BASED COMMUNICATION: YOUR TICKET TO INNOVATION

Because the future of work is not far off...

By the end of 2017



97% of CIOs will have put in place a formal cloud strategy



59% say adopting communications technology is a priority



2/3 agree that fewer apps would simplify communications



76% of IT leaders agree that the success of a new technology depends on user satisfaction



4x



4x



4x

The average workplace uses 4 video conferencing apps, 4 video calling apps, and 4 instant messaging apps. **This is just too many tools to get things done.**



UCaaS helps more workers see firsthand the direct benefit of IT innovation



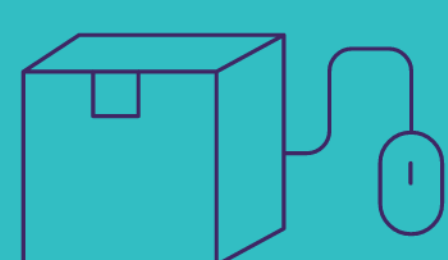
Fewer apps mean less IT time spent managing redundant platforms, more time for innovation, and improved employee experience

Workers are ready for the future of work.
UCaaS is the missing link to help organizations get there.

INNOVATION THAT MATTERS

User preferences are increasing pressure on today's business leaders to change the way work gets done. For IT to shape the future of work, they must break away from current routines and prioritize innovation that benefits everyone across the enterprise.

Your responsibilities today extend much further than troubleshooting IT issues, purchasing hardware, and running diagnostics. Now more than ever, you play a critical role in shaping the future of your business operations. Take control of the future of work for your organization with UCaaS.



Download **Breaking Barriers 2020: How CIOs are Shaping the Future of Work** report for more statistics about workplace technology preferences and for tips to stay ahead of workforce expectations.

