

Accelerate Remote Workforce Productivity


EXPLORE



A Time of Transition for Workers and Your IT Organizations

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As companies are adapting to rapidly changing conditions with employees working from home and an increased focus on digital business, IT priorities have shifted. How do you navigate to your future state in a time of highly constrained budgets?

Employees must be empowered to work remotely, maintain productivity, and have continuous, secure access to applications.

IT must modernize to accelerate digital business initiatives in response to new customer experiences.

IT must strengthen resiliency efforts in support of non-stop digital business and emerging cyber threats.



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How do You Empower Remote Workforce Productivity?

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Understand employees and optimize their experiences



Deliver productive experiences day one and beyond



Foster technology adoption by your workforce

EXPLORÉ

How do you Empower Remote Workforce Productivity?

Understand Employees and Optimize Their Experiences

For IT, supporting a remote workforce begins with the adoption of an employee-centric mindset, understanding their needs, work styles, and pain points. Employees that feel disconnected and dissatisfied with their work experience will struggle with productivity. IT organizations can leverage techniques to help deliver the right devices, applications, data and experiences to inspire their employees.

Workforce personas enable IT to thoughtfully group employees together by their needs and workstyles, to optimize the employee experience with the right device, applications and data access they need to be most productive. With more people working remotely versus in the office, personas are especially important to help employees adapt to their new workstyle. Personas

help tailor their work experience, making them more productive day one and beyond.

Measure employee IT experiences to gain a real time view into what is working and what is not. Use available telemetry data and employee surveys to gather quantitative and qualitative data by persona groups. By baselining results and through continuous measurement, IT can pivot toward initiatives that support productive employee experiences and positively influence IT sentiment.

By focusing on employee experience, you can better align IT services, support and solutions with the needs of the business.

Key takeaway

Compared with companies in the bottom quartile, companies with top quartile employee experience enjoy:

2x
INNOVATION

2x
CUSTOMER SATISFACTION

25%
HIGHER PROFITS

Source: MIT Center for Information Systems Research, 2017



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Understand Employees and Optimize Their Experiences



Deliver Productive Experiences Day One and Beyond

When it comes to achieving productive employee experiences, it's all about delivering the right device, data and applications based on your employees' workstyles. Hardware alone can't do it – you need to provide end-to-end solutions that truly enhances your employees' workday and throughout their journey, from day one and beyond. So how do you do that?

Workforce personas help IT move away from a one size fits all device-centric approach, to one optimized for the employees' role and workstyle attributes with client devices and peripherals that enhance their experiences such as headsets, multiple monitors and high quality cameras. Reassess how you will improve the process of delivering the right client devices to your employees, given many are working remotely and will likely continue

for some time. Consider a persona-centric, fully configured **direct from the factory model** for getting employees set up and running faster while saving money in the process.

For organizations who prefer a hands-off approach to managing the PC lifecycle, a PC-as-a Service solution combines hardware, software, lifecycle services and financing in one all-encompassing solution with a predictable monthly fee.

For employees who don't require a physical device such as customer service representatives, contractors, partners and external agencies, a virtual desktop infrastructure (VDI) is a flexible way to access desktops and applications on-premises or in the cloud. Some organizations are now incorporating VDI technologies into their business continuity plans as alternate ways for employees to work.

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Deliver Productive Experiences Day One and Beyond



Deliver Productive Experiences Day One and Beyond

Key among cloud productivity apps is Microsoft 365. By embracing applications within the Microsoft 365 ecosystem such as [Teams](#), Exchange Online, SharePoint, OneDrive and more, employees can communicate and collaborate from anywhere. Moving to Microsoft 365 requires a thorough understanding of your existing environment in terms of applications, locations, stakeholders, security and compliance, and impact on your network infrastructure.

It's essential to develop a plan for how you will roll out Microsoft 365. Often organizations deliver one

application at a time to everyone, which often takes too long to materially impact how employees work. A better approach focuses on rolling out a combination of applications together for more impactful experiences.

For example, [Exchange Online, OneDrive, SharePoint Online and Teams together](#) will dramatically change how employees work and have the greatest boost to their productivity. Rolling out to one functional group at a time allows you to leverage lessons learned for subsequent groups.

Dell Technologies Services related to employee experiences and Microsoft 365

- Dell Technologies Unified Workspace
- ProConsult Advisory Services
- Workforce Personas
- Design, Integration and Migration Services
- Adoption and Change Management Services
- Security & Compliance Services
- Network Readiness Assessment
- FastTrack Benefits
- Management Services



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Deliver Productive Experiences Day One and Beyond



Foster Technology Adoption by Your Workforce

Whenever you ask your employees to adopt new technologies or a new way of working, you should expect to encounter some resistance along the way. Changing employees' workstyles necessitates a greater need for comprehensive adoption and change management programs. Too often organizations invest in technology platforms and rely on "traditional" email-centric communications and training without advanced preparation or follow-up, only to discover low usage by their workforce.

Traditional programs are not enough.

Adoption and change management are about much more than just sending out communications and training your employees. It's an all-encompassing program that includes training sponsors and champions first, teaching "coaching" as a management skill, acknowledging and managing ongoing resistance, implementing a rewards and recognition program, and most importantly, measuring adoption. Embracing this holistic approach will have a profound impact on your employees and quickly help them transition to the new way of working and realize the business benefits of your technology investments.



The Dell Approach

Sponsors

Create active & visible executive engagement

Champions

Engage & empower key workers to be the face of change

Coaching

Enable leaders & managers to have effective conversations about change

Communications

Communicate the business reasons for change & how it will impact workers & other partners

Training

Help users, Admins & Help Desk gain knowledge & ability to transition to the future state

Resistance Management

Identify, measure, & counteract resistance

Adoption Measurement & Monitoring

Measure adoption rates by business unit. Analyze & define action plans to enhance adoption

Rewards and Recognition

Reward new behaviors & celebrate successes

Traditional approach to people change



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Best Practices for Workforce Transformation



EXPERIENCE

- Tailor IT services from employee point-of-view
- Prioritize IT services roadmap based on employee feedback
- Frequently measure quantitative and qualitative employee feedback



PRODUCTIVITY

- Revisit IT processes to take advantage of new capabilities
- Deliver full experiences group by group vs. workload approach to new technology
- Embrace cloud productivity applications to transform how work gets done



TECHNOLOGY

- Embrace modern applications, workspaces and devices
- Make it easy for employees to get IT resources
- Invest in cloud identity and SD WAN for secure, consistent access



ADOPTION

- Integrate adoption programs concurrently with technology roll outs
- Dedicate adoption SMEs to support technology initiatives
- Take a marketing approach to help employees understand what's in it for them



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Take the Next Steps

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Dell Technologies Services can help no matter where you are with your remote workforce productivity and digital business initiatives. We can help you unify stakeholders through clarity of vision and identify next steps to achieve your desired future state. Our collaborative approaches and proven methodologies combined with our portfolio are designed to help you achieve a more productive and agile business now and in the future.

Contact your Dell Technologies representative to hear how we can help you.



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