Mobile Workforce

Attract and retain the best talent by empowering your people with the right technology and insights, at the right time and place

The workforce demographic is changing. An ageing workforce coupled with younger team members having more spending power than ever before and a gig economy that challenges the need to be ‘loyal’ to a company are causing financial institutions to respond to these workforce demands in order to attract and retain the best talent.

The financial services industry has long conformed to traditional and outdated practices, etiquettes and standards. The ‘presenteeism’ culture, long working hours and work-over-the-weekend expectations have long driven a lack of work-life balance in the industry. Changing workforce demographics and labour demands are forcing companies to adapt and change this behaviour. As technology has advanced, there is no longer a need to be in the office 24/7 but if anything, technology has only encouraged the need to be ‘always-on’. 53% said they would rather have flexible working opportunities over a 5% pay rise.6 Happy employees drive productivity. Higher productivity drives revenue. Agile productivity tools enable financial institutions to equip their workforce with the necessary tools and devices to do their jobs anywhere, anytime, from any device. Evolving the workforce around digital and automation is now more important than ever. The nature of work is changing and financial institutions are shifting towards a more diverse workforce, to include the use of robots, ‘gig economy’ models and crowd-sourcing of labour activities.

An agile talent pool may include automation and partner organisations. Even customers can become a valuable workforce resource, in scenarios like peer-to-peer advice and reviews, crowd-sourcing of concepts, or social promotion.

Having the right workforce model will enable financial institutions to be more productive and competitive with collaboration and social platforms becoming a workplace tool. Dell Technologies, uses persona matching to provide the right device, to the right person, at the right time. Whether it is online, mobile or instant messaging, having actionable insights at the fingertips of your workforce allows financial institutions to service the workforce of tomorrow.
Mobile Workforce

Dell Technologies can bring together an integrated business consulting and technology team to assess the opportunities and challenges for the workforce. The benefits for an agile workforce go beyond productivity and can drive greater levels of collaboration and employee engagement across the value chain.

This provides financial institutions an opportunity to:

**Enable Collaboration**
Enable team collaboration for voice, video, and content. Onboard new team members rapidly through: Bring your own device (BYOD).

**Drive Greater Productivity**
Reduce time-to-decision using modern collaboration for product reviews, returns, quality issues, and customer care. Maximise distributed team collaboration with tools increase engagement, help ease distribution of ideas, facilitate initiatives. Embrace and connect remote teams and use a remote contingent workforce, as an advantage for extended customer contact hours, specialist knowledge, and product advocates.

**Reduce Costs**
Minimise errors with superior data management and integration of back-end processes. Rapidly integrate acquisitions and remove divestitures for optimum value. Ensure accuracy and consistency for omnichannel interaction, across apps, contact centre, video, voice and email.
When employees feel enabled with the right technologies and programmes, up to 78% of them are engaged and engaged top performers are at least 127% and as much as 47 times more productive than their peers. (Forrester)®

60% Work after business hours (Dell, 2016)®

42% Would quit a job with poor technology (Dell, 2016)®

82% Say technology influences the job they take (Dell, 2016)®

2/3 Do some business from home (Dell, 2016)®
Communication, Collaboration & Productivity Tools

Equip your workforce with the necessary tools to efficiently and effective communicate and collaborate anywhere, any time, from any device.

Connect your workforce
We work with financial institutions to quickly design, deploy and integrate a unified communication solution delivering Microsoft Skype for Business / Lync®. This cost effective solution addresses both business and IT needs and can complement or replace your current voice and/ or video platforms. Combine email, voicemail, telephony, audio and video conferencing, making it accessible via a single unified interface to dramatically boost workforce efficiency and enable new processes.

Benefits:
- Strong focus on business-wide results
- Efficient short engagements for a rapid transformation
- High business value across the organisation
- Broad partner eco-system
- Flexible, modular approach

Enable more effective teamwork
Dell Technologies is one of Microsoft's largest Office 365 resellers, allowing financial institutions to purchase and manage their subscriptions through Dell EMC. Ongoing support and managed services can be delivered directly by us or through our network of partners. Our experts help financial institutions identify which apps within Office 365 are a good fit for their organisation’s needs, which deployment options will best meet their requirements, and whether there are infrastructure issues that require resolution before they can move forward.

Benefits:
- Enable team collaboration anywhere, anytime on any device
- Improve end-user communication and collaboration experiences
- Free-up resources to focus on innovation
- Drive cost-savings through discovery, migration and retirement of apps
- Move from CAPEX model to agile OPEX model for better economics

Office 365

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Integrated digital workspace platform
The rapid adoption of new modern applications, coupled with the proliferation of powerful yet affordable mobile devices have introduced new challenges in the work environment demands a need to be able to simply and securely deliver and manage any app on any device. VMware Workspace ONE, an intelligence-driven digital workspace platform powered by AirWatch integrates access control, application management and multi-platform endpoint management.

Benefits:
- Onboard a new employee with all apps and devices in under an hour without tickets and help desk calls
- Set and enforce access and data policies across all apps, devices and locations in one place
- Complete business processes from a mobile device, similar to consumer experiences
- Provision a new corporate laptop out of the box, anywhere in the world, from the cloud within minutes
- Get insights and automation capabilities across your entire digital workspace environment
As with any merger, along with great opportunity, the Dell and EMC merger posed many challenges to the business - bringing together two companies with distinct networks, legacy infrastructure, different applications and services resulting in two distinct IT experiences that needed to be unified. Connecting across the network gap created significant challenges with collaboration and multiple applications and application versions meant that there was confusion around what to use and when. All of these challenges were reflected in the significant gaps between the Dell and EMC IT Survey responses.

Understanding the need to not only merge two large enterprises for seamless integration and collaboration between workforces, but also to enable modern and digital ways of working, the newly formed Dell EMC began the journey to become a connected workplace to drive an increase to productivity and staff satisfaction. The objective of this programme is to empower team members with flexible work options that lead to productivity gains and greater employee retention levels. The programme is focussed in three areas to transition the business from using fragmented tools to becoming a connected workplace:

1. Workplace Innovation (Facilities)
2. Flexible Work (HR)
3. Digital Experience (IT)

In 2016, Dell and EMC merged in the largest tech merger in history and embarked on a journey to create One Dell, One Experience and enable seamless working for all team members.
One Dell, One Experience

As part of this initiative there were three main workstreams to drive synergies and greater levels of integration between Dell and EMC and ultimately create a best-in-class digital workplace experience:

1. Working Styles - Persona Mapping
2. Integration to enable frictionless working
3. Modernise and Simplify

1. Understanding different working styles - Persona Mapping
Dell EMC analysed its diverse and global workforce and developed a common set of workplace personas across Dell and EMC staff. These personas mapped the different workforce workstyles which align to: office, mobile and home. The analysis covered an initial set of 300 interviews across all business units and was followed by thousands of surveys to validate findings. By effectively mapping technology solutions to people based on their needs and work styles, Dell identified how they could enhance the employee experience and improve productivity. Additionally, every quarter Dell EMC send a survey to up to 15,000 team members across the globe to assess their satisfaction with key services along with workstyle information.

2. Integration to enable frictionless working
Bridging the infrastructure and culture gaps between Dell and EMC was a major factor. Collaboration across legacy companies was particularly difficult with different tools and different networks. The strategy developed to ensure that the combined company would benefit from the better of the legacy technologies in each category and this was determined through employee satisfaction surveys aimed at identifying the ease of use and user-friendly aspects of tasks such as scheduling meetings, sending emails, connecting remotely, internal network performance, requesting IT resources, among others. An example of this integration is the merging of Skype instances. Dell and EMC previously ran two separate Skype platforms. This programme implemented the integration and consolidation onto a single Skype platform with the same audio number set across the combined company. This allowed for ease of access to meetings for all team members.

3. Digital workplace programmes
In order to simplify and modernise, Dell EMC defined six workplace focus areas, that included the following:

1. Seamless Everything allows team members to automatically connect to apps and services on or off the network without needing the RSA Secure ID.
2. Cloud Productivity moves Dell’s productivity tools for the cloud where they could be accessed on any device at any time with consistent experience.
3. Unified Conferencing delivers one tool for any device for conferencing with a one click group joining experience.
4. Dell wants to provide the best hardware (desktops or laptops) for team members combined with powerful software Windows 10.
5. Mobility Redefined is a custom app that allows mobile records to carry out the most frequent day to day tasks on their smart phones.
6. Contemporary Support- premium quality work up support experiences in the office as well as remotely over video.
One Dell, One Experience

Results:

→ Productivity saving of $52 million realised by enabling quicker response times, savings on travel for meetings, reduction in employee downtime and other factors.

→ 60% reduction and eliminating 1.5m hours associated with mean time to restore end user incident.

→ Incident response significantly improved from 15 hours to 4 hours.

→ Significant reduction in downtime for hyper mobile employees (e.g. Field Sales, Execs).

→ Removes fragmentation in our productivity tools, and enhances collaboration.

→ Reduced number of conferencing tools to remove confusion.

→ Access to face-to-face IT support was a major theme in our research, and using Tech Centrals we can deliver that enhanced service without increasing headcount.

→ 28 languages supported across 180 countries with 19 datacentres globally and 2,600 applications.

Dell Technologies continue on the journey to create One Dell, One Experience. Exploring a number of areas to modernise the workplace and continually reinvigorate our workforce, we are focusing on driving greater levels of productivity and employee satisfaction with the following initiatives:

→ The use of automation and artificial intelligence for simple tasks

→ Upgrades and introduction of certain workplace tools

→ Improvements to collaboration initiatives

All of the above initiatives and programmes are being driven by a central programme team and strategically aligned to Dell Technologies growth strategy and purpose statement – The Legacy of Good. Dell EMC continues to evolve its workplace programme as the Dell EMC business becomes more integrated.
Dell EMC Workforce Personas

Remote Support
- Office Based
- Customer Supporting
- Highly-Technical

Engineering
- Office Based
- Collaborative
- Highly-Technical

Business Pro
- Flexible Work Style
- Collaborative
- Non-Technical

Pre-Sales
- Flexible Work Style
- Customer Facing
- Technical

Field Support
- Hyper Mobile
- Customer Facing
- Highly-Technical

Field Sales
- Hyper Mobile
- Customer Facing
- Non-Technical

Sean
- Remote Support
- Office Based
- Customer Supporting
- Highly-Technical

Priyanka
- Engineering
- Office Based
- Collaborative
- Highly-Technical

Matthew
- Business Pro
- Flexible Work Style
- Collaborative
- Non-Technical

David
- Pre-Sales
- Flexible Work Style
- Customer Facing
- Technical

Jenifer
- Field Support
- Hyper Mobile
- Customer Facing
- Highly-Technical

Corey
- Field Sales
- Hyper Mobile
- Customer Facing
- Non-Technical

Office

Home

Mobile

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