![HP logo]

Five considerations for CIOs

to build effective strategies
for the hybrid workplace

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Employee experience and productivity – a top imperative for CIOs and senior IT leaders in the 'new normal'. As they navigate the uncertainty to keep the organisation safe and secure, they now have the compounded mandate of remotely equipping employees with the right technology tools, devices, configurations, and assistance – at the right time. As key business enablers, CIOs must make strategic organisational decisions that minimise disruptions to productivity and strengthen organisational momentum.

IT leaders today need to focus on finding the right partners and identifying the right investments that can take them to the next frontier of employee experience.

1

Employees equipped with the right technology solutions are more likely to stay productive

Working from anywhere has transformed the employee's relationship with technology – the dependencies on digital tools and collaboration apps have seen a steep rise. With work interactions moving almost entirely virtual, the stakes are high for IT as a team, and especially their leadership. The onus is on them to keep all employees connected, as well as enable ready, on-time access to any device, tool, and software that employees will need to do their jobs better. At the same time, IT executives need to consider the cost and efficiency aspects of mobilising all these actions for employees, while keeping their own team productive and innovative.

Over **80%** of our respondents say organisations need to invest in significant culture change to remain effective in a hybrid workplace[1]

The **HP Device Provisioning, Call to Repair, Proactive Insights and Logistic Services** are designed to meet the unique and personalised IT needs of employees, with accuracy and scalability to ensure seamless employee experience and workforce management.

2

Seamless, real-time IT support and services are key to ensuring satisfying employee experiences

30% highlighted improved support for WFH employees would likely stay an imperative requirement forever

As almost every workforce adapts to a hybrid model, technical teams are expected to be proactive, and at the same time highly responsive to cater to every assistance employees require remotely. This means diagnosing device issues, day-to-day troubleshooting and anticipating systems requirements, while being cognisant of the employee's time and bandwidth. This is crucial for building a robust foundation that supports internal transformation needs of an organisation, especially in a hybrid model of work.

You need a technical infrastructure ecosystem that includes capabilities to assist employees in a safe, dynamic, interactive environment – and you need the resources who can deliver on this support with efficiency and precision. An ecosystem will enable you and your team to focus on meeting strategic objectives of your organisation, without having to worry about the tactical aspects of a distributed workforce.

Entrusting the problem-solving to a capable partner can simplify things for employees and technical teams alike, and **HP Proactive Insights and Desk Side Support** helps to bridge this gap by providing efficient support and troubleshooting for remote and onsite teams.

3

The rise of hybrid teams is a catalyst for the right device fleet management strategy

Managing the device requirements of a widely distributed workforce is complex and expansive – whether it is providing the rightly configured device to a new employee, decommissioning existing devices for exiting talent or redeploying a system to where an employee is based. The task is formidable, and the lack of efficiency of scale, time and cost can have dire results on mass productivity and efficiency at an organisational level.

25% of CIOs and CTOs think shifting to a more flexible consumption/network as a service model would be a key change

As an IT leader, you are charged with this complex challenge of maintaining business continuity through a seamless flow of information and matching the right configuration on the right device to the right person, so that the organisation's fragmented employee base is not hindered by bottlenecks and can carry out their objectives with ease.

The **HP Re-deployment Service** has as its core, the ability to solve for this requirement, by managing core asset transportation when and where needed. If you want to cover more ground, **HP Logistic Services** will ensure that every employee is provided with ready-to-use devices from day one.

4

Build 'safe spaces' for employees and level up the endpoint security of your business

A top priority for every CIO or IT leader is to up the guards of the organisation to protect it from cyber-attacks. With the workforce increasingly moving remote, so has the level of vulnerability to external threats. The danger of these threats is omnipresent, and they are getting more sophisticated by the day. In a scenario like this, it becomes a CIO's mandate to not only secure the virtual walls proactively and rapidly respond to any threat incident, but also to educate the workforce through corrective actions.

The devices you choose for your workforce must enforce security. **HP Sure Click Enterprise** bolsters your defences against high-risk user activity and enhances efforts to build a strong culture of security and vigilance.

32% of CIOs & CTOs think that greater integration of network and security management will become permanent

India reported
1.16 million
cybersecurity cases in 2020[2]

5

Strengthen employee collaboration in the next-gen workplace by enabling solutions for IT

Collaboration and timely intervention are the driving force behind every IT department's success in enabling outstanding employee experience. Every decision a CIO makes, should take into consideration the effect it has on the ability of employees to engage productively with each other. Readiness is key – ensuring no worker is isolated by providing the right devices, tools and applications for effective collaboration that keeps business moving.

36% of CIOs and CTO's believe extending consistent application and security policies to remote workers is a must

Simplifying the complexity of such efforts is the **HP Moves, Adds, and Changes (IMAC) Services**, which helps you keep up with your workforce's constantly changing technology requirements – from reconfiguration to repurposing. Built to empower your teams to do their best jobs every time, IMAC can help you reimagine the workplace and take the steps needed to create a space where teams can connect, exchange ideas, build rapport, and speed up innovation.

[1] *The Economic Times, Great Place to Work Survey Report, 2021.*
[2] *IDG and Citrix, Enterprise Networking: Emergence of The New Normal Survey, December 2020*

Empowerment.
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HP Work From Anywhere Services.

The right technology and tools to boost employee productivity. Integrated, real-time IT support and services for optimal employee experience. The right device fleet management strategy for hybrid teams. Safe spaces for employees and enhanced endpoint security for your business. And richer, deeper employee collaboration through the latest in IT.

HP Work From Anywhere Services is your one-stop solution to delivering the best employee experience, resolve and simplify for IT, enable collaboration, and enable seamless flexibility in a secure environment. It equips your teams with the assurance that they are being empowered wherever they are working. Location is no longer a limitation to a job well done.

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