Thriving in the Next Normal: Top 3 Future of Work Trends

62% 38% 58% 42% 51% 49% 64% 36% 60% 34% 50% 48% 50% 52% 48% 75%

The Top 3 Automation Technologies (based on enterprise adoption)

1. Non-IT workflow automation
2. IT workflow automation
3. Robotic process automation/RPA

A TECHNOLOGY PLATFORM:

- Modern and intuitive user experience
- Agile and iterative design methodology
- Federated data and integration
- Predictive analytics and reporting

A CULTURE OF TRUST:

-それを考慮に入れると
- Way of working
- Capabilities of the workforce
- Trust in technology

A WORKFLOW AUTOMATION

- 73% 62% 58% 64% 36% 51% 49% 64% 36% 60% 34% 50% 48% 50% 52% 48% 75%

To survive, companies need to embrace cultural change

To become “agile”, companies need to address cultural change

- We need to change how we do things because...change is inevitable
- We need to change what we do because...customer expectations change
- We need to change how we work because...employees resist change
- We need to change the way we approach operations because...technology has changed
- We need to change the way we approach decision-making because...customers have changed

Top 3 Industries

1. Retail and wholesale
2. Financial services
3. Healthcare

Top 3 Automation Technologies

1. Retail and wholesale - automation technology will be deployed at scale, for business continuity
2. Financial services - use case examples: loan approvals, client onboarding
3. Healthcare - use case examples: call centers, field service optimization

A TECHNOLOGY PLATFORM:

- Business resilience
- E-commerce and online ordering
- Call center and field service optimization
- Loan approvals and client onboarding

A CULTURE OF TRUST:

- Trust and empower your employees in high-performance teams
- Cultivate a lifelong learning culture for innovation
- Promote cross-functional collaboration and knowledge sharing
- Ignite a “sense of purpose” targeting the “3Ps” (profit, people, and the planet)

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The workspace will be fluid for employee productivity

- Top technology investments supporting remote work during the current crisis
- Videoconferencing
- Secure remote access
- Employee engagement tools
- Collaboration applications

COMPANIES ARE NOT GOING BACK to the same workplace practices

- 89% of companies have learned to work remotely
- 27% of companies plan to go back to their original workplace setting
- 34% of companies plan to keep their original business travel practices
- 75% of organizations trust their employees regardless of their location (half of which didn’t in the past)

RECOMMENDATIONS

- #1 - Teams will be reconfigurable and data driven, for balance and nuance
- #2 - Agile and iterative design methodology
- #3 - Use case examples: supply chain optimization, online ordering, call centers, field service optimization, loan approvals, client onboarding

IDC EMEA, Future of Work 2020 (March 2020)
IDC European Survey — Impact of COVID-19 on European ICT Market and Ecosystem (March 2020)
IDC EMEA, Future of Work COVID-19 (April 2020)

Sources:
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