

Creating a Modern Workplace.

How to build a Modern Workplace in 3 Steps.



“Productivity is the engine of human progress - it is what propels our society forward. The promise of technology is to help us get more done, with less effort.”

- Satya Nadella, CEO, Microsoft



Around **80%** of businesses that have undergone digital transformation report increased profitability and employee satisfaction. ⁽¹⁾ And **60%** of senior executives state that digital transformation is critical for business growth. ⁽²⁾



However, introducing new technology can be complex to get right and costly/time-consuming if not designed, implemented, and managed correctly.

So how do you create a modern workplace and get it right first time?

Well, it's all about the methodology. But first, let's establish exactly what a modern workplace is and why your business needs one.

1 Digital Transformation Leads to Better Profits for 80% of companies that pursue it, Tech Republic.
2 Digital Transformation Statistics for 2023 and Beyond. Templeton & Partners, Tech News, 2022.



What is a Modern Workplace?

A modern workplace is a secure, integrated digital working environment that brings together cloud-based tools, processes, and platforms to empower every person in your business.

Built on Microsoft 365, a modern workplace enhances collaboration, efficiency, and online security.

But your modern workplace doesn't have to be limited to Microsoft technology.

You can extend and enhance your modern workplace with other solutions and services integral to your business. The right IT partner can help you integrate your systems and build a modern workplace tailored to meet your unique needs.

But knowing where to start in building a modern workplace can be difficult without the right guidance. This eBook lays out exactly how to build your modern workplace in 3 key stages.

Why does your business need a Modern Workplace?

Your people are your business.

A modern workplace provides a working environment that enhances the employee experience. How? Let's take a look at the key benefits.

Employees are **230%** more engaged and **85%** more likely to stay beyond three years in their jobs if they feel they have the technology that supports them at work. ⁽¹⁾



Better remote working

Empower your teams with a secure, digital workspace to access business data and collaborate across devices and locations.



Optimal efficiency

Turn manual and time-consuming tasks into quick and efficient processes with endless solutions and tools for automation and streamlining processes.



Enhanced digital skills

Equip your people with the digital skills they need to excel and achieve business outcomes.

A modern workplace drives innovation and continuous improvement.

Stay ahead of your rivals and meet business goals with a modern workplace that's agile, scalable, and secure.



Agility – Remain competitive with the ability to respond fast to market changes and customer demands.



Enterprise-class security – Protect your critical data, devices, and users from threats with leading security solutions, and manage access with complete control.



Lower costs – Running your business in the cloud eliminates the cost to run, manage, maintain, and upgrade on-premises systems.



Future ready – Cloud services are scalable and timeless. Meet your business needs now and in the future.



You could save **4 hours per week, per employee** by simply having all of your solutions in one place. ⁽²⁾

Businesses that have been using Microsoft 365 for over 3 years have seen a **40%** reduction in the risk of a security breach. ⁽²⁾



1 Harvard Business Review, In a Hybrid World, Your Tech Defines Employee Experience, 2022.

2 Forrester Consulting Total Economic Impact of Microsoft 365 and Teams E3, 2019. →

So, how do you create a Modern Workplace?

Building a modern workplace isn't all about adopting leading technology like artificial intelligence, or advanced collaboration tools. It's more of a cultural shift. Of course, technology plays a significant role in enabling change, but a modern workplace is about creating a positive, flexible, connected, and empowering environment suited to your people and their work requirements. To achieve this, they need the right resources, tools, skills, and support.

So, where do you start in building a modern workplace? Well, it's all in the methodology.

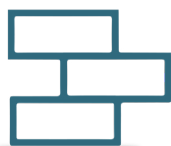
Plan, Build, and Run is a tried, tested, and fine-tuned methodology for IT transformation. This approach ensures every detail and requirement is captured within your business to deliver a modern workplace with minimal disruption and maximum value.



Plan.

Establishing business needs, challenges, goals, and vision.

How will a modern workplace help you achieve your strategy? What problems can you solve with a modern workplace? What will your modern workplace look like?



Build.

Building, configuring, and implementing your new environment.

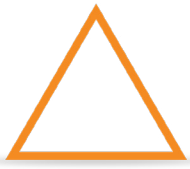
Do you have the time, skills, and resources to create your modern workplace and deliver it with minimal disruption, optimal configuration, and maximum value?



Run.

Managing, evolving, and scaling your environment.

Who will provide IT support for your modern workplace? How will you address end user adoption, improve digital skills, and create a cyber security culture?



Plan.

This first step in building your modern workplace is the most important. Like in any business project, planning provides direction for action and results.

The plan will guide you through the following stages of creating and managing your modern workplace, ensuring goals and objectives are met.

Where are you at? and where do you want to be?

Before planning any change, it's important to establish where your business is currently, and where you want it to be, and then figure out how to get there.

Without the right discovery and approach to gathering requirements, your plan won't match your business needs and you may end up with an environment that isn't right and is costly/time-consuming to rectify.

Consider the following questions to help identify your needs, challenges, and what you want to achieve with your modern workplace:

? **What apps and services are vital to every day? Do you use any Microsoft Cloud apps/services? If so, which? Are they integrated or disjointed from your other applications?**

? **What processes do you use, and which ones do you want to replicate or improve? Do you use analytics or AI to improve decision making and automate processes? Can you create reports or charts quickly and easily?**

? **Where do your users want to work (remote, hybrid etc...)? How do they access data, workspaces, and documents? Is storing and finding documents difficult? Can they collaborate on documents in real time?**

? **How is communication managed across the business? Is it easy? Is your network fast enough? What tools do teams use to connect? What devices do they use? How do you secure user workspaces and devices?**

? **How much does your business utilise the cloud already – what on-premises IT needs migrating? How secure is your business data in the cloud and on-premises?**

After an assessment/discovery of your business needs, use the findings to inform your plan. An IT partner can help you identify areas that may be overlooked.

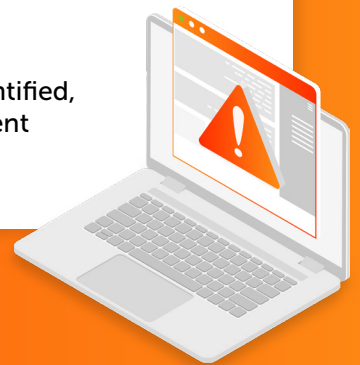
The next section focuses on common business, user, and IT problems to consider in your plan. Addressing these issues will ensure your modern workplace is user friendly, secure, and easy to manage.

Common issues that users and IT teams may be facing:

- ✗ Trouble accessing workspaces, finding files, disjointed systems/applications, and slow processes.
- ✗ Device, access, and identity management.
- ✗ Data and information gaps.
- ✗ Users wasting lots of time switching between apps and searching for information.
- ✗ Security concerns, from technology and devices to people and awareness.
- ✗ Data/documents being duplicated as not saved and shared via the cloud for 'single point of truth'.
- ✗ End-user response to change and ease of adoption.

Now that your business needs have been established and any challenges identified, you can explore the core technology of a modern workplace and how different solutions can help you solve business problems and achieve outcomes.

1.8 hours
are wasted every
day as employees
search for and gather
information. ⁽¹⁾



The Technology.

The Microsoft ecosystem of products, platforms, services, and solutions is a clear first choice for so many businesses worldwide. Why? Because it's reliable, familiar and produces ROI.

Let's take a look at the core technology that will make up your modern workplace and where additional solutions can help solve specific problems and enhance capabilities.

The core components of a modern workplace include:

- Microsoft Office 365
- Microsoft Teams
- SharePoint and OneDrive

Extend and enhance your modern workplace with technologies such as:

- Dynamics 365
- Microsoft Power Platform including Power BI capabilities
- Microsoft Azure
- Modern Voice Communications Systems
- Anywhere 365 Contact Centre
- Advanced Security Solutions

In 2022, Microsoft 365 hit **345 million users** ⁽²⁾ and research revealed that **90%** of the Fortune 500 companies use the Microsoft Cloud. ⁽³⁾

The technology design can be tough to get right. It's important to spend time determining which services and solutions will answer your business problems and provide you with maximum value.

You don't want to be overspending on products and platforms you don't need or missing out on technology that could transform processes.

¹ Under The Radar, 'Top 3 Reasons Why We Spend So Much Time Searching for Information', March 2019

² Microsoft, FY22 Q3 Earnings Release, Investor Relations, 2022

³ LinkedIn, 'Why 90% of the Fortune 500 Companies are Now Using the Microsoft Cloud', 2021

Planning your cultural shift.

Making the move to a modern workplace requires buy-in from key stakeholders and employees.

87% of senior business leaders say digitalisation is a company priority, yet only **40%** of organisations have brought digital initiatives to scale. ⁽¹⁾

Without their commitment, there is no enablement for change.

A core concept of the modern workplace is flexibility and empowerment. Equipping your employees with the tools to work wherever and whenever they're most productive is a firm incentive in itself. Committing to a growth mindset of increasing efficiency, security, engagement, and productivity will ensure everyone shares the same vision going forward.

Answering these few questions will help you begin your cultural shift:



Goals and vision:
What do you want to achieve?



Skillsets:
What knowledge do you have and what skill gaps need filling?



Resourcing:
Who is going to do the digital transformation and manage it?



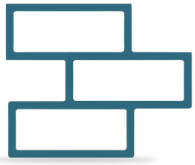
Stakeholders:
How will changes be communicated to ensure buy in?



Action plan:
What are the first key steps you will take?

Once all of these factors have been considered you can then focus on designing a solution and migration to Microsoft 365, mapping issues to technologies/changes/processes that will overcome them.





Build.

Now you know what you want, it's time to make it happen. This stage is about putting the plan in place and creating an environment to meet requirements and goals!

Building your modern workplace cannot be achieved overnight, or simply by buying new technologies.

Implementation and configuration can be a complex process that requires having the right people, skills, resources, and understanding of requirements to achieve the intended outcome.

A survey by McKinsey & Company, found that less than **30%**⁽¹⁾ of companies are successful in implementing digital transformation.

But don't let this scare you. Instead, treat it as a reminder about the importance of proper planning, resourcing, and being agile.

1 McKinsey & Company, Unlocking success in digital transformations.



Who's putting the plan into action?

The questions asked in the planning stage will help you identify whether your modern workplace can be built in-house or with the support of an IT Partner.

Given that only **30%** of digital transformation implementations are a success, and building a modern workplace can be timely and expensive, seeking technical advice, guidance, and support will help you get it right the first time.

Solution Deployment & Delivery.

This section explains how your digital transformation unfolds. Every technical decision made, and business solution confirmed, will come together to create a modern workplace unique to your specific requirements.



Agility & Scalability

Your new environment needs to be flexible so that it can evolve with your business. Ensure that your technology is set up so that scaling is simple, and adapting is easy.



The Migration & Decommission

The seamless movement of all data, drives, and capabilities (such as email and calendaring) to your secure and central location. Once all of your data is migrated, your old legacy systems can be safely decommissioned and recycled.



Integration & Configuration

The business problems that you identified in your discovery will determine how your technology is configured and integrated to overcome those challenges. Remembering that the goal of a modern workplace is to centralise solutions.



Automation & Modernisation

Using rule-based logic, any processes that you established as inefficient, time-consuming, and resource heavy, can be automated. This use of technology helps speed up everyday tasks and minimises the chances of any errors.



Security & Awareness

Your modern workplace needs security policies, controls, and processes. However, tackling cyber security isn't just about technology. An effective security strategy considers people, processes, and IT. This holistic approach ensures 360° protection.



Onboarding Users & Devices

The onboarding process is critical to ensure that you start every user's journey on the right foot. Is every user and device set up with the right access, security, controls, and capabilities?



Testing & Assessing

Before launching and signing off the build stage, it's so important that you test configurations, security, processes, and platforms to identify issues or opportunities to change for greater success.

Run.

The final step - managing, evolving, and scaling your environment, and ensuring users understand how to get the most out of their tools.

Running a modern workplace is a journey that businesses take to achieve continuous improvement, innovation, employee retention, and competitive advantage.

End user adoption.

Your modern workplace will transform the way you run your business – but only if your people know how to use it. End user adoption is one of the most important factors in running a modern workplace, but is often overlooked.

To drive the best outcomes from your platforms and applications, your teams need to have the **digital skills** that keep them productive and collaborative. Ongoing **training and support** will help users fully utilise Microsoft 365 and related cloud services. This will improve productivity, efficiency, and performance, and enhance the employee experience.



Managing your environment.

Your IT environment requires continuous management and support to ensure end users can stay productive, downtime is minimal, threats are always addressed, processes are compliant, and software and hardware are kept up-to-date.

While some businesses choose to outsource all IT services to an external provider, many employ IT partners or Managed Service Providers (MSP) to work as an extension of their internal team.

According to research by Deloitte ⁽¹⁾, IT services remain the number one business function that is outsourced globally. Businesses who utilise IT outsourcing are realising the benefits, achieving the following objectives:

88% cost reduction

78% improved process efficiency

63% added business value

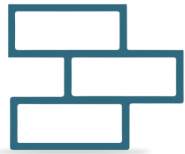
IT outsourcing is an opportunity, not a threat. It doesn't mean replacing your IT employees, it means supporting them. Working with an MSP gives you access to specialist knowledge and expertise while removing the burden of IT maintenance, monitoring and support from your team.

To Summarise...

Every business is unique. No modern workplace is the same. The challenges that your business needs to overcome to reach your goals will be different to another business's problems and vision. To achieve a modern workplace that will transform **your** working environment, you need to:



Plan it - drawing from your strategy, goals, and business challenges.



Build it - based on objectives, business processes, and technical decisions.



Run it - with IT support and prioritising your end users and sustainability.

Once achieved, an effective modern workplace will empower every person in your business to stay connected and productive while keeping data, devices, and users secure. It enables real-time collaboration, simplified IT management and enterprise-class protection backed by the cloud.

Self-assessment:

Are you in need of a modern workplace?



- Managing multiple apps from different vendors takes up too much of my time.
- Employees are frustrated by the limitations in our communications applications.
- It's possible that the apps we're using have overlapping capabilities.
- Employees have a hard time working remotely because they can't find or access the files they need.
- We seem to spend a lot of time trying to figure out the best way to collaborate virtually.
- Every app we have is a potential entry for a hacker, and I'm worried about this security issue.
- I'm concerned that employees don't have the digital skills or reliable technology they need to excel.
- A lot of time is wasted on time-consuming, manual tasks that could be automated.

Scoring: Give yourself one point for each marked box.

Total points: 0-3 – It sounds like you might already have a modern workplace with cloud apps and services, but do you require further configurations? Or do your end users need more training?

Total points: 4-5 – You're on the fence between resistance and freedom. If you've already got aspects of a modern workplace with digital platforms and tools set up, you may need to reassess your technology with an expert to check if it's set up with the right configurations and support to meet your business needs.

Total points: 6-8 – You're ready to plan, build, and run your modern workplace. A digital transformation will help you improve productivity, efficiency, security, and employee satisfaction.

Building your Modern Workplace, your way.

By harnessing the power of modern workplace technology, you can simplify IT management, seamlessly integrate applications, enable better employee collaboration and communication, and boost productivity; securely.



Adopting new technologies can sometimes be a little overwhelming, and it's often difficult to know where to begin. At 848, we have a team of experts ready to talk you through every stage of building your modern workplace.

About us.



We're a **Microsoft Solutions Partner** and cloud solutions provider with over a decade of experience in the end-to-end delivery of bespoke environments built on the Microsoft stack. But we don't just focus on Microsoft for the modern workplace. 848 is also partnered with the likes of BT Wholesale, Cisco, Anywhere365 and more. We deploy and integrate a huge range of leading services and solutions that extend and enhance your environment.

Our team of IT specialists can deliver your full project end-to-end, or offer support at any stage, whether it's plan, build, or run. Whether you're a small business in need of a secure digital environment for collaboration, or a large enterprise seeking an end-to-end modern workplace transformation, 848 can help.

To start your **modern workplace transformation**, book an initial consultation with our expert team.

Contact us:

- Visit our website: 848.co
- Email us: Info@848.co
- Message us on: [!\[\]\(3168ddc4389f6b417dd71f084513be9c_img.jpg\) LinkedIn](#)
- Call us: **03449 848 848**



Identity and Access Management
Information Protection and Governance
Azure Virtual Desktop (AVD)
Calling for Teams
Modern Work
Adoption and Change Management

