COMPUGEN

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Beyond Technology:

What It Really Takes to Build a Modern Workspace

Today's companies must adapt to the changing business environment while addressing challenges such as workers' demand for work-life balance, employee burnout, and a tight labor market.

The accelerating pace of the work environment, along with the lack of proper support to handle an increasing amount of digital information or collaborate effectively, often make employees feel like they're on a hamster wheel — adding stress, affecting their mental and physical wellness, and causing many to leave their jobs.

Building a modern workspace can help address many of these challenges. But there's a caveat: it's not just about piling on the latest technology.

A modern workspace must first and foremost be people-centric — prioritizing employee engagement and wellbeing. This guide will show you how to support a people-focused strategy with the right technology to reap the benefits of a modern workspace.

What Is a Modern Workspace?

A modern workspace addresses technological, physical, and psychological factors in a work environment to boost employee satisfaction while ensuring business efficiency. It fosters in-person and virtual interactions among workers from anywhere to ensure seamless processes, communication, and collaboration.

A modern workspace prioritizes connectivity, collaboration, and choice to enable seamless online and in-person employee interactions to support the rise of dispersed teams and the work-from-anywhere trend.

The Benefits of a Modern Workspace

A well-orchestrated modern workspace can help you gain a competitive advantage while creating an outstanding employee experience:

- Improve employee productivity with automation and data insights while reducing information overload so teams can focus on what matters.
- Ensure timely and reliable communication and collaboration via cloud-based platforms and fast network connectivity.
- Connect operations and break down internal siloes to support effective teamwork and deliver a seamless customer experience.
- Improve employee retention by minimizing frustration, improving job satisfaction, increasing flexibility, and supporting work-life balance.
- Enhance data security while ensuring employees can access the information they need to perform at their best.

A Modern Workspace Starts with a Mindset Upgrade

While technology is a critical enabler of the modern workspace, it's not the be-all-end-all. The modern workspace should first and foremost embrace change and empower employees to reach their potential.

Companies must reimagine their workspace as a place with a purpose, supporting innovation and creative idea generation while making work exciting and inspiring.

Businesses should avoid simply virtualizing the traditional office enviroment. Instead, leverage technology to reimagine processes, enhance work-life balance, and support a productive and engaged workforce, no matter where they are.

It's easy to fall into the trap of buying new technology for technology's sake. Organizations should rethink how specific tools can help improve their productivity and elevate their culture. For example, tie your IT investment to meaningful KPIs such as improved customer experience (think NPS scores), optimized cost-efficiency, and increased employee engagement and job satisfaction (think retention rate).

Modern Workspace Best Practices: Supporting a People-Focused Strategy with Technology

So what does it take to build a modern workspace? These best practices will help you stay on track:

1. Foster a Healthy Workplace Environment and Culture

Besides physical health, organizations must address employees' mental and psychological well-being in the modern workspace to retain talent. How can you make your employees feel valued, appreciated, and fulfilled?

Provide employees with the right tools to do their job effectively to improve job satisfaction. Instead of using technology to replicate "how things are done," use the opportunity to see what employees need to improve their workflows and productivity.

Implement technology to support employee learning, training, and professional development to boost motivation and performance. You can also connect people from different departments and locations to mentor new employees and learn from each other. The interactions can encourage bonding, increase morale, and facilitate knowledge exchange.

2. Support Seamless Communication and Collaboration

A modern workspace must allow team members to collaborate seamlessly in person and remotely to encourage idea exchange and innovation. Leverage technology to facilitate organized meetings and "chance encounters" to spark new ideas and help employees get work done.

You can leverage various applications to keep team members connected no matter where they are. These include a unified communications (UC) platform, project management tool, calendar and scheduling software, cloud-based file storage, etc.

For example, you can use a digital whiteboard to help distributed teams brainstorm effectively, record the discussions, and share insights. You may also schedule virtual happy hours to support team building or set up a virtual water cooler so employees can bond with each other.

3. Encourage Adoption Through Change Management

New technologies are only as good as your employee's ability to use them. But every company has employees who resist change and are reluctant to adopt new tools. An effective change management program is vital to successfully transitioning to a digital workspace.

Implement platforms that align with your current processes and company culture to minimize disruption. Choose tools that offer an intuitive interface to reduce the learning curve. Also, provide adequate support for team members (e.g., onboarding, training, and self-service resources) so they can become productive with the new technology as quickly as possible.

Most importantly, everyone must row in the same direction — starting with leadership. Executive buy-in is essential for long-term success, from allocating sufficient resources and implementing the right technology to enforcing policies that support a flexible workforce.

4. Strengthen Security Without Impeding Productivity

A modern workspace should address the proliferation of devices and allow employees to access company resources and perform their duties wherever they are. But increased accessibility may widen the attack surface, and companies must update their data security measures accordingly.

Organizations should balance connectivity with security so employees can access the files and applications they need to do their job without jumping through hoops. Luckily, many cloud-based platforms already have built-in security features, such as multi-factor authentication (MFA) and single sign-on (SSO), to deliver a frustration-free and secure user experience.

Additionally, you can execute many security protocols behind the scenes without impacting the employee experience. For example, we help our clients leverage advanced networking technologies to ensure secure connections and monitor network activities. We also help them establish endpoint visibility and use advanced threat intelligence to identify vulnerabilities.

Build a People-Centric Modern Workspace

New work styles and shifting employee preferences require companies to reimagine the workplace, adopt a people-first mindset, and use the right technology to future-proof their operations.

Your modern workspace solution should integrate strategy, policy, change management, and technology to enhance collaboration and improve employee engagement.

Besides increasing productivity, your solution should help dispersed teams maintain personal relationships to boost morale. Additionally, it must offer the flexibility and accessibility a modern workforce needs to work from everywhere.

So what does implementation look like when the rubber meets the road? How can you make the most of the latest technologies to support a productive workforce?

Compugen's modern workspace offerings help organizations turn disruption into opportunities to attract talents and build productive teams.

We support organizations through every step to design, implement, and maintain a modern workspace with the best collaboration platform (e.g., MS Teams), secure SD-WAN, device-as-a-service, wireless and mobility support, secure IT asset disposal, and more.

Ready to build a modern workspace that works for your business? Learn more about our solution and get in touch to see how we can help you optimize employee satisfaction and efficiency