

kyndryl

# The modern worker experience

Continuously optimize productivity and  
business outcomes with an integrated,  
autonomic hybrid workplace ecosystem



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As consumers, we're constantly interacting with technology in our homes, in our vehicles and in public spaces to make our lives easier, happier and more productive. Organizations that can provide workers with a similar personalized, seamless user experience—one that enables them with the information, tools and access they need to do their jobs without boundaries—are and will continue to be the businesses that thrive and grow in the face of change and opportunity. Key to achieving this experience is empowering workers to be far more autonomous.

Achieving this modern workplace experience requires an automation platform built on device telemetry data, persona data and the integration of management tools. Not only are users given more control over their own experience, but such a platform can also proactively eliminate problems from the workspace while continuously optimizing the user workspace to be more productive.

Traditionally, we look at the workplace as an end user compute space; however, the future looks at the end user more holistically by taking into account an individual's work patterns, history, profile, roles and responsibilities, devices, location and more. Delivering an exceptional worker experience goes well beyond the scope of any single device, platform or location. Rather, it's dependent on the efficiency, connectivity and performance of every element within the workplace ecosystem that touches an end user—that means every application, server, platform, device, service and even their physical environment.

## The user experience ecosystem



### Device

- Laptop
- Mobile device – persona
- Mobile device – corporate owned
- Tablet
- Wearable



### Physical environment

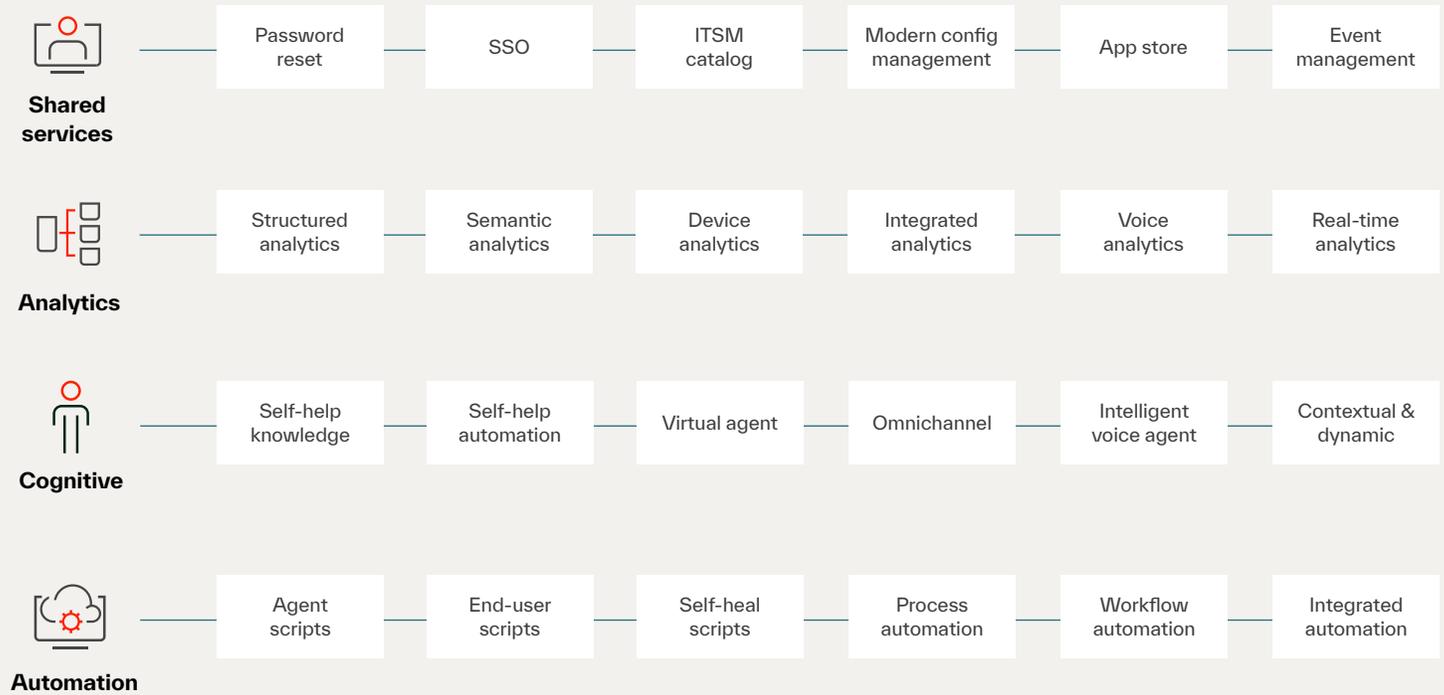
- HVAC system
- Lights
- Electronic badges
- Smart conference rooms
- Environmental sensors



### Back office

- Hardware
- Applications
- Servers

# Maturity model



There are **two critical components** to creating this continuously optimized hybrid workplace ecosystem:

1. Better integration between the enterprise and SaaS applications, HR data, security and workspace environmental data
2. A willingness to evolve as an organization to support ongoing paradigm shifts

## Key integrations required for deep user experience insights and automation

Platform integrations with automation and organizational operating models will be central to changing the end user's experience. These changes will happen iteratively, as organizations evolve and as technology capabilities are realized, providing us with a maturity model to guide our progress.

As digital experience management (DEM) platforms grow in popularity, organizations continue to uncover shadow issues impacting users, for example blue screens and network latency. Prioritizing integrations should begin with DEM sensors, and include the following:

**Ticket data** helps correlate issues in order to prioritize end users that will likely have similar issues by device profile or employee persona.

**Configuration management** provides the ability to take a deeper set of remediation steps proactively.

**Robotic process automation (RPA)** enables the execution of more complex workflows across multiple backend systems, including enterprise applications or L2 tasks.

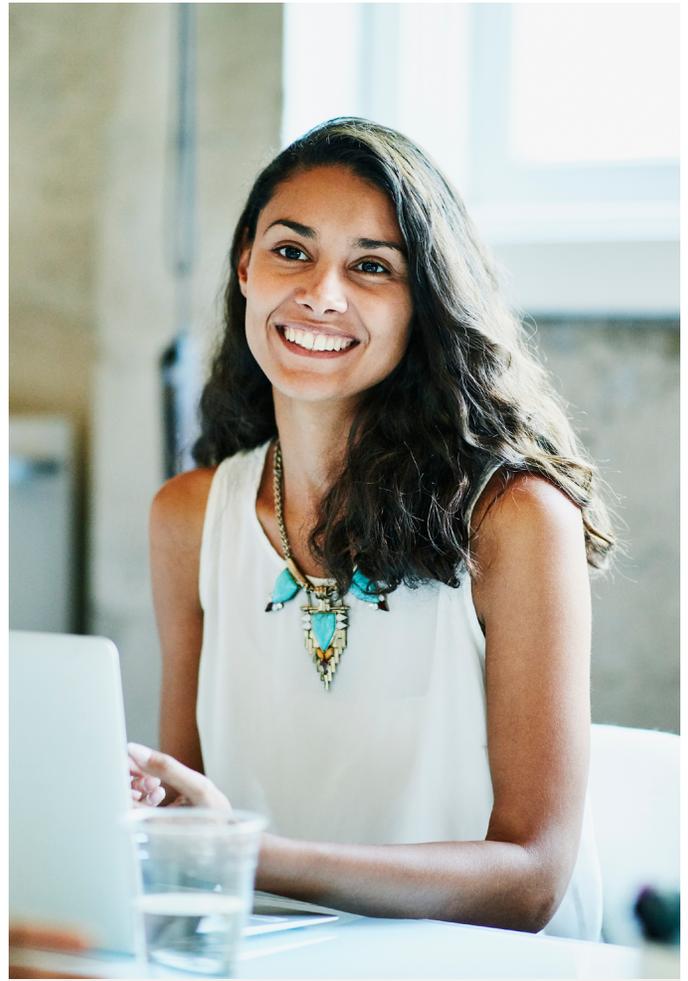
**Improved self-heal capabilities** require self-heal scripts that are less binary in nature and improve their maturity within the creation, access and lifecycle management processes. Three major advances are required to improve self-heal: parameterization of the scripts, scripting blocks and workflow integration.

**HR and employee data** need greater integration. The most advanced end user environments will find ways to allow pushes of content from HR systems to the workplace to enhance the user's experience. This level of integration allows for tighter control of what attributes will be shared and provides a strong business justification around building a more sophisticated employee persona.

**Internet of Things (IoT)** offers a wealth of new possibilities. As we tie the digital workplace to the physical environment, we can start weaving together additional telemetry data to make our end users more productive and enabled for remote working. Modernizing and evolving sites and facilities will be a powerful catalyst to gaining deeper insights and awareness over the end user's needs. Examples include:

- **Smart badges:** Ability to track the location of an end user in an office space to unlock rooms and enable optimal HVAC settings
- **Smart conference rooms:** Launching screensharing and presentations specific to the meeting participants by using employee calendars, their cloud storage (for example, Box and OneDrive ) and video conferencing preferences (for example, Microsoft Teams and WebEx)
- **Wi-Fi signal shaping:** Optimizing Wi-Fi signal strength based on device density and even personalizing it by individual personas (for example, VIP, customer-facing and meeting presenters)
- **Environmental sensors:** Understanding the operating environment in which end users and their devices may be working
- **CCTV and office camera systems:** Profiling user distributions and mobility around the office facility

This level of integration between the systems that impact the end user—not limited to just application or device performance—enables an end-to-end view into the employee's experience. But the modern digital workplace needs more than just insights; it needs the ability to make sense of and act on that data using automation to achieve a truly omnipresent and autonomic workplace. By combining data, automation and integration with the individual sub-systems of the end user's environment (for example, a HVAC, video conference system or smart badge), the modern workplace can use integrated workflows to continuously optimize the worker experience.



## Organizational evolution is required to support end user services

Current levels of automation are driving change in our traditional metrics. The future workplace will build on some of the existing, forward-leaning concepts, such as new ways to measure impact (for example, Experience Level Agreements (XLAs), Net Promoter Score (NPS), semantic and sentiment analysis, and constant thumbs up/down end user feedback). The ability to start baselining with consistent experience metrics allows for the drill down into specific areas to prioritize automation and improvements.

Modern metrics that gather end user experience data highlight dependencies on the entire enterprise ecosystem. The workplace is only part of what drives a user's experience and productivity. Applications need to be included in determining business productivity from a usability perspective and a support point of view. For example, if a bank employee has the best support and advanced device, but their job requires them to use a dated green screen terminal, that employee won't fully benefit from the business productivity outcomes of the modern digital workplace.

Modern metrics provide a foundation that shifts how our current work drivers and staffing will need to change gradually with the increase of autonomic capabilities. They offer a continuous improvement model that brings server and application teams into the objectives set forth for modernization. As we shift left, meaning that more things are solved proactively or through self-help capabilities, we'll see:

- The volume of service desk tickets significantly decrease.
- Remaining open issues will likely be far more complex.
- Teams will have the opportunity to target shadow issues that have typically gone unreported.
- Average handle time (AHT) and mean time to resolve (MTTR) will go up.
- The skills profile of the support desks will need to evolve including the need for converged, multi-skilled support staff within the team.



### Situation:

Wendy is working on a new campus today, preparing for a key customer pitch over Microsoft Teams.



### Problem:

She is concerned about possible issues with the meeting room AV and her laptop is lagging, slowing down her ability to finalize the last details of her presentation.



### Resolution:

Wendy opens the help assistant app and verbally says: *"My machine is running slow—please help!"*

The virtual assistant uses the digital experience management data to evaluate her device and determines there's a background process consuming the CPU. Wendy is told that a script will run to improve the machine's performance. Her laptop performance improves and she finishes the pre-meeting preparations.

Wendy accesses the campus with her smart ID badge. As she enters the meeting room for the session, the building telemetry—sensors identifies her presence, and workflow orchestration is invoked to log Wendy into the room's AV service.

The AV system indicates "authentication failed," and Wendy calls the Service Desk. The agent, who has an integrated dashboard showing Wendy's device and activity data, quickly identifies the issue to resolve it. Agent automation launches the widget to reset the AV device and fix the connections, and Wendy is ready to start her pitch.

Support teams that have traditionally been very task-oriented—catch-and-release, procedural-focused workers—will now become knowledge workers that increase first call resolution (FCR). These workers will now be expected to not only resolve an individual problem, but to also strategically eliminate it from the environment altogether through configuration updates and engineering fixes.

This shift will dramatically impact the possibilities for providing workplace service to end users. The first line of support can become a true DevSecOps team. This has a significant overall impact on the enterprise by increasing user productivity and creating a higher dependency on effective cross-discipline support team communication and collaboration (for example, application and infrastructure teams being co-located where practical and appropriate). It also improves an organization's security posture and agility to respond to new threats, which is critical as our corporate attack surface area increases with employees being dispersed and with greater adoption of SaaS applications and of cloud for enterprise compute.

## Creating a holistic user experience is the catalyst for driving business outcomes

When we focus on user experience, all other business objectives will come into focus—from improved productivity to increased business outcomes and talent retention. The future workplace builds upon a platform designed to:

- Be proactive
- Eliminate issues before they occur
- Predict outcomes
- Know the end user when they do engage support
- Provide seamless, integrated engagement channels at the point of pain

By integrating multiple sub-systems required to support an end user, including IoT, device/app telemetry, HR systems and more, the worker persona will shift from a role-based approach to an individually personalized workplace. Employees will no longer be viewed and understood by just the role they hold within an organization, but rather as unique individuals with unique attributes based on their own situation, history and needs.

## What support services look like in the modern workplace

### Techbars, mayday rooms and wormholes

For a hybrid workplace, with a dispersed workforce, physical device support will shift from a deskside-based approach to a hypercare model using commercial partners. Instead of having dedicated deskside support, organizations will have techbars and mayday rooms at major campus locations to provide always-on ways for an end user to get help. This technology would be accompanied by the option to use the capabilities for wormhole collaboration rooms. These are similar to our telepresence rooms today, but considered always-on and supported further with digital whiteboards for enhanced collaboration opportunities with geographically dispersed teams.

### Commercial and retail providers

Smaller locations and remote workers will use commercial partners for support. Using commercial services like Apple's Genius Bar, the Best Buy Geek Squad, and other retail providers, end users will have the ability to choose how they get support. Where options are limited for retail support, commercial partners such as FedEx, UPS, DHL and others will be used to get end users a new device within 24 hours. This approach will be facilitated and enabled through a modern workspace, meaning files will sit in the cloud, applications will reinstall immediately with modern management tools, like Autopilot, and configurations will be managed in the cloud, allowing an immediate return to work once the user's new machine is powered on.

### The empowered, autonomous worker

Integrating data sources will significantly improve self-help capabilities. Information will be filtered based on what we know or can predict about a user's persona. These personalized insights combined with real-time telemetry data, visibility into global outages that can impact end users, and the ability to trigger a rich set of workflow automation to self-solve backend requests will significantly decrease end users' need to engage support.

With the increased engineering skills for the first point of contact, a continuous improvement model will drive additional automation capabilities and federated knowledge improvements—for example, opening a social channel where end users can support one another and easily find useful information. With an improved persona and the integration of sub-systems, content can be filtered to be more relevant to each specific end user. Improving upon this process further is the introduction of gamification to drive both contributors and consumers of self-help channels.

## Conclusion

A confluence of factors have and will continue to dramatically change the expectation, requirements and possibilities for the digital workplace. The advances in the consumer technology space have shifted what the enterprise experience should be. Our enterprises are on the forefront of their industries, yet the worker experience often lags behind what we find in our own homes—technology-powered experiences that constantly make our lives easier, happier and more productive. Reproducing a similar personalized experience in the enterprise will be critical to attracting and retaining employees, continuously improving productivity and maintaining a competitive advantage.

## For more information

Kyndryl has deep expertise in designing, running and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side-by-side with our customers to unlock potential.

To learn more about how **Kyndryl Digital Workplace** services can help you create a seamless digital workplace to help improve employee experiences and productivity, contact your Kyndryl representative or visit us at [kyndryl.com](https://www.kyndryl.com)



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