



## Secure Remote working and collaboration solutions

Many studies support the idea that working from home – for the right people – can increase productivity, potentially decreasing stress. Research also suggests companies that encourage and support a work-from-home policy save money in the long run and are better protected from disaster situations – an added bonus for organizations.

The tech industry has many options when it comes to working from home. From collaboration solutions, to voice and video chats, conference calls, VPN networks, wireless internet, and virtual apps and desktops, users can constantly stay connected and productive as though we were sitting in an office, rather than at home. This document will take you through the Capgemini approach to secure remote working solutions.

## Effective remote working is highly contextual:

It faces both technological and people challenges. At Capgemini, our approach is structured around these two essential pillars. We believe that, while technological challenges are at the heart of business adaptability and resilience, they can only be overcome when addressed with user experience taken into consideration.

### Technological challenges

- Providing the necessary tools and suitable devices for end users to work remotely and stay productive.
- Support for employees working remotely.

- Quality and performance of IT infrastructures and network (e.g. VPN capacity).
- Security breaches caused by unusual end-user behavior (e.g. inappropriate use of tools).
- Protection against cyber-threats and other unexpected risks (e.g. phishing).

### User experience

- Providing an excellent user experience for remote workers.
- Maintaining user well-being, motivation, and commitment.
- Team collaboration and maintaining user productivity.
- Digital adoption of new tools
- Allowing employees to grow and maintain a genuine sense of purpose.

## Capgemini’s methodology and best practices to overcome these challenges

### Our framework

Capgemini developed a framework to help organizations when the unexpected hits. This framework is structured as follows:

- **Define:** Understand business needs and drivers. Define how the Digital Workplace will support the achievement of business goals. Discover how the organization currently works and define how you want it to work. Create a Connected Employee Experience Strategy including Change Management and alignment to IT, HR, and Corporate Real Estate. Define key use cases with priorities. Understand the business case. Define a transformation roadmap that is aligned with business objectives.

**Gartner** Leaders in Gartner’s 2020 Magic Quadrant For Managed Workplace Services, Europe.



- **Design:** This is all about creating a new service blueprint and a first-class experience for an organization's employees. Our approach includes taking a step back to better anticipate the future and identifying the Digital Workplace relevant to you. Conduct an analysis to evaluate both your technical capabilities and the adoption of the new ways of working. Evaluate the maturity of your organization's digital workplace. Identify quick wins to scale up for the digital workplace journey and consider the longer-term "high-value" objectives.
- **Deploy:** This encompasses all the processes involved in getting new software and hardware ready and running properly in its environment, including installation, configuration, running, testing, and making necessary changes. The Capgemini Connected Employee Experience is about improving ALL areas of the employee experience. It's about the entire experience of how work gets done (everyone and everything employees interact with). It includes offering employees more choices about when, where and how they work. It's a feeling that the employer truly cares about making the workplace flexible, engaging, and fun. When you implement the Connected Employee Experience, you get an end-to-end value chain, with fully integrated services that work together and that can deliver personalized, user-centric IT services.
- **Adopt:** This phase includes maintaining workforce engagement and motivation by employing digital adoption. Foster creativity, leverage employees' availability for training, and identify the first steps toward a state-of-the-art Digital Workplace. It helps ensure that the digital adoption of new ways of working is constantly being reinforced within the organization. Your new "business as usual" should be structured around concepts such as Remote Management, Digital Operations Supervision, Realtime Reporting, Remote Facilitation, and so on. Ensure you have buy-ins from social partners, new security compliance decisions, or budget prioritization. Why not also take a head start on other key business stakes the future holds? From Elastic Organizations, to Digital Sobriety, and even Digital manufacturing, the digital future of companies will cover a lot of ground.
- **Optimize:** Now is the time to capitalize on the technologies available and go further by tuning your Digital Workplace and become more resilient to any future crisis. Consider using AI and analytics improve the environment you have

deployed. Capgemini uses cognitive computing, analytics, machine learning, chatbots, voice bots, and gamification to respond to or even predict employee needs. These services make sure users get exactly what they need in less time, with less effort, so they are more productive and satisfied. For example, an intelligent virtual assistant can quickly find and forward a knowledge article or create a trouble ticket automatically.

## Conclusion – Grow beyond your limits!

Prepare for the unexpected! Capgemini's approach includes one last step, which is no less critical for your business: successfully transitioning towards a mature, agile, and fully resilient Digital Workplace.

The workplace is what you provide your employees to work with every day! Leaders are becoming more and more aware that people are their organization's most valuable assets. At Capgemini we believe that each organization should constantly be making this question a priority: **"How well do I give my employees the tools they need to maximize their value and give them an excellent user experience?"**

In an ever-evolving world where technology is everywhere, the Digital Workplace is at the crossroads of employee experience, business processes, and innovation capabilities. It is a multi-dimensional topic that should be tackled as follows:

- **Digital enablers** – How well do technologies answer employee needs?
- **New ways of working** – How do I prevent bureaucracy and organizational silos from slowing down company agility?
- **Digital workspace** – How do I leverage buildings and equipment to ease employee's daily routines?

Building your future starts now and deploying a state-of-the-art Digital Workplace could be the final lever your company needs to optimally foster talent's attractiveness and retention, all while enhancing the productivity and efficiency of your business.

### Digital transformation is essential to align technology, employees, and business processes

Centered around Mobility, Collaboration, Security, and Sustainability, Capgemini's complete approach is there to take you to the next level of your digital journey:

[secure-remote-working-and-collaboration-solutions](#)

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