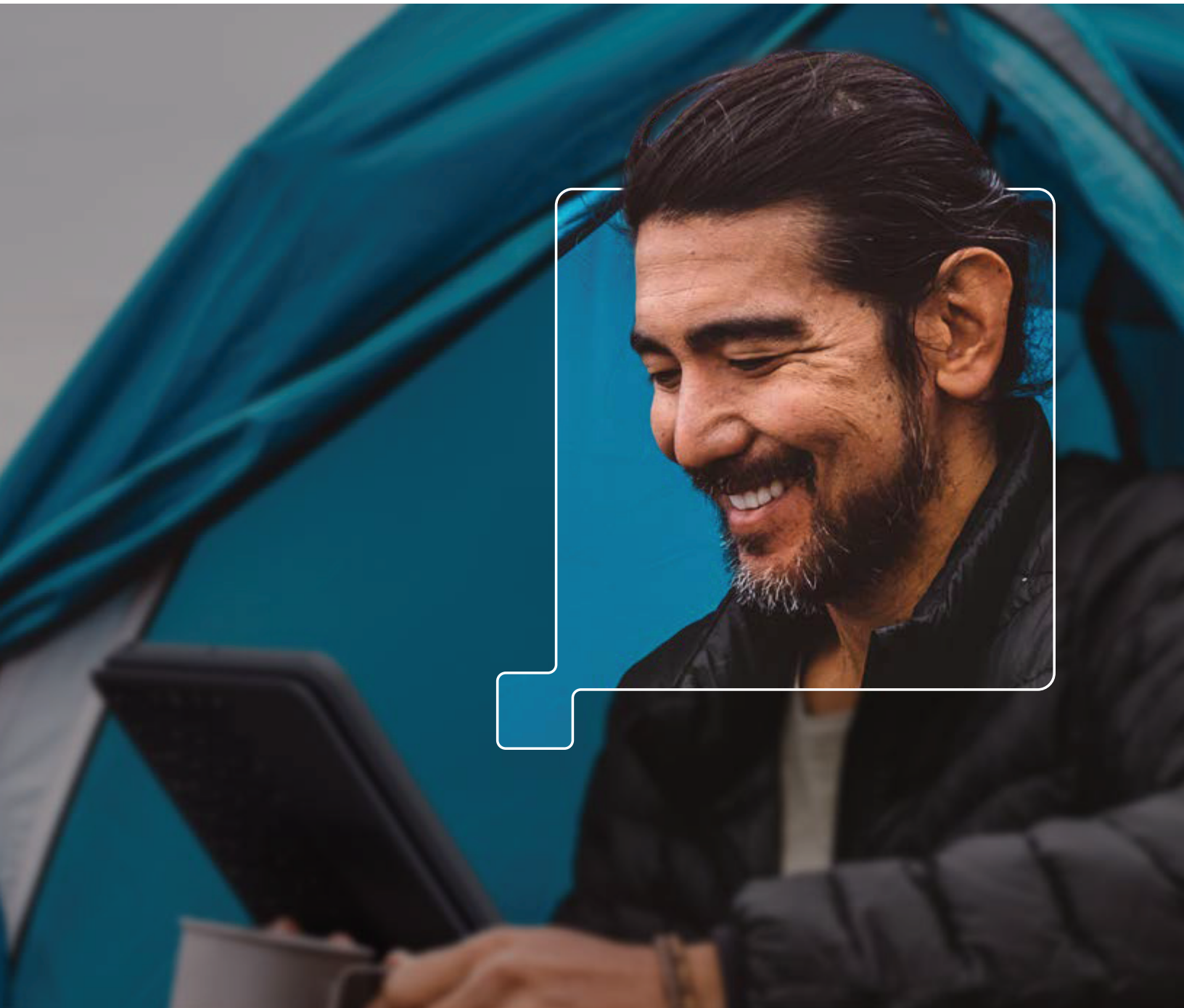


Thriving in the Hybrid Era:

Essentials for creating a fully hybrid workforce



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The Way We Work Is Changing

The pandemic has led to a stabilisation of remote work and profoundly challenged long-held attitudes about how, when, and where work is done. As a result, many companies pivoted towards a hybrid approach to work. Hybrid work supports a blend of 'everywhere workplace' for employees, offering them greater flexibility regardless of the location they choose to get their job done.

Spurring this workplace evolution is the growing emphasis on human-centric work design¹, supported by business agility, which enables companies to respond quickly and effectively to emerging threats and seize new market opportunities. This is an especially critical advantage in our increasingly competitive business landscape.

Geographically dispersed and distributed workforces are here to stay. And as

employees get used to remote and flexible working possibilities, creating a hybrid workplace is more important than ever. Many organisations are accelerating their transformation initiatives to create a secure, everywhere, and anywhere workplace. In fact, research from Microsoft shows that **66% of businesses are already rethinking their office space and redesigning to meet the needs of a hybrid workplace and workforce¹**.

On top of that, the safety, health, and wellbeing of employees and customers are more crucial than ever for all businesses and workplaces to consider. The right technology and policies can empower your business to adapt seamlessly to changing compliance demands.

Technology is not the magic bullet, though—rather, it is the enabler for hybrid workplaces to ensure an open flow of information.



When work can be anywhere, an open flow of information and teamwork is essential

- Create the best environments for people to collaborate
- Technology should work seamlessly in the background
- Focus on the user experience

Discover your path to creating a fully functional hybrid workplace of the future by understanding:

- The trends, challenges, and business demands shaping the world of work
- The principles, imperatives, and technology pillars for creating a hybrid workplace and workforce
- How the right digital partner can help you transform collaboration and build an agile, forward-looking workplace model

¹ "Future of Work Reinvented: Designing an Win-Win for People and Employees." Gartner.

What's Shaping the New World of Work?

To achieve that open flow of information, it is paramount to understand the trends and challenges shaping the way we work and how they are necessitating the hybrid work mode.



Snapshot: Trends shaping digital transformation

Change is being led by both the new breed of agile worker and business leaders tuned in to the competition for talent as skilled candidates opt for hybrid, agile, and remote working options.

Workplace trends in the new normal?

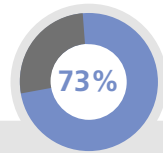
The rise of enterprise digitisation comes with growing expectations from the workforce, which businesses must meet to ensure employee satisfaction and secure top talent. Hybrid work has accelerated the demand for efficient management of corporate workplaces, and we have seen a dramatic change to how customers want to manage their space.

- **Secure access to information from anywhere** — Increased security risks from remote working and digitisation initiatives.
- **Enable effective hybrid work models** — Where and how people work and access data.
- **Digitally enhance spaces for the hybrid workforce** — Add intelligence to how workplaces are used.
- **Automate mundane manual processes and tasks.**
- **Leverage data insights that shape business decisions** — Deliver true employee experiences and customer value.

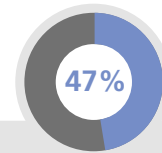
New demands from new business challenges

Digital transformation and workplace management were already challenges for many businesses before the pandemic. The working revolution of the past few years has created a keener appetite to address trends and challenges.

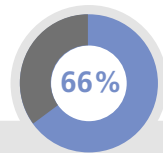
These trends and challenges...



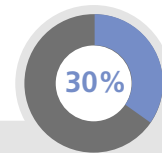
73% of employees want flexible remote work option to stay



47% of knowledge workers will work remotely



66% of business decision-makers are considering redesigning physical spaces



30% reduction in operational costs when organisations combine hyperautomation technologies with redesigned operational processes²

create these business imperatives...



Secure and agile business

Empower users anytime, anywhere across all devices



Hybrid workforce

Create hybrid workplace experiences to attract and retain talent



Streamline and automate

Cut down waste and boost productivity by rethinking manual processes and digitising workflows



Optimise and innovate

Use data and actionable insights to shape new business models and drive growth

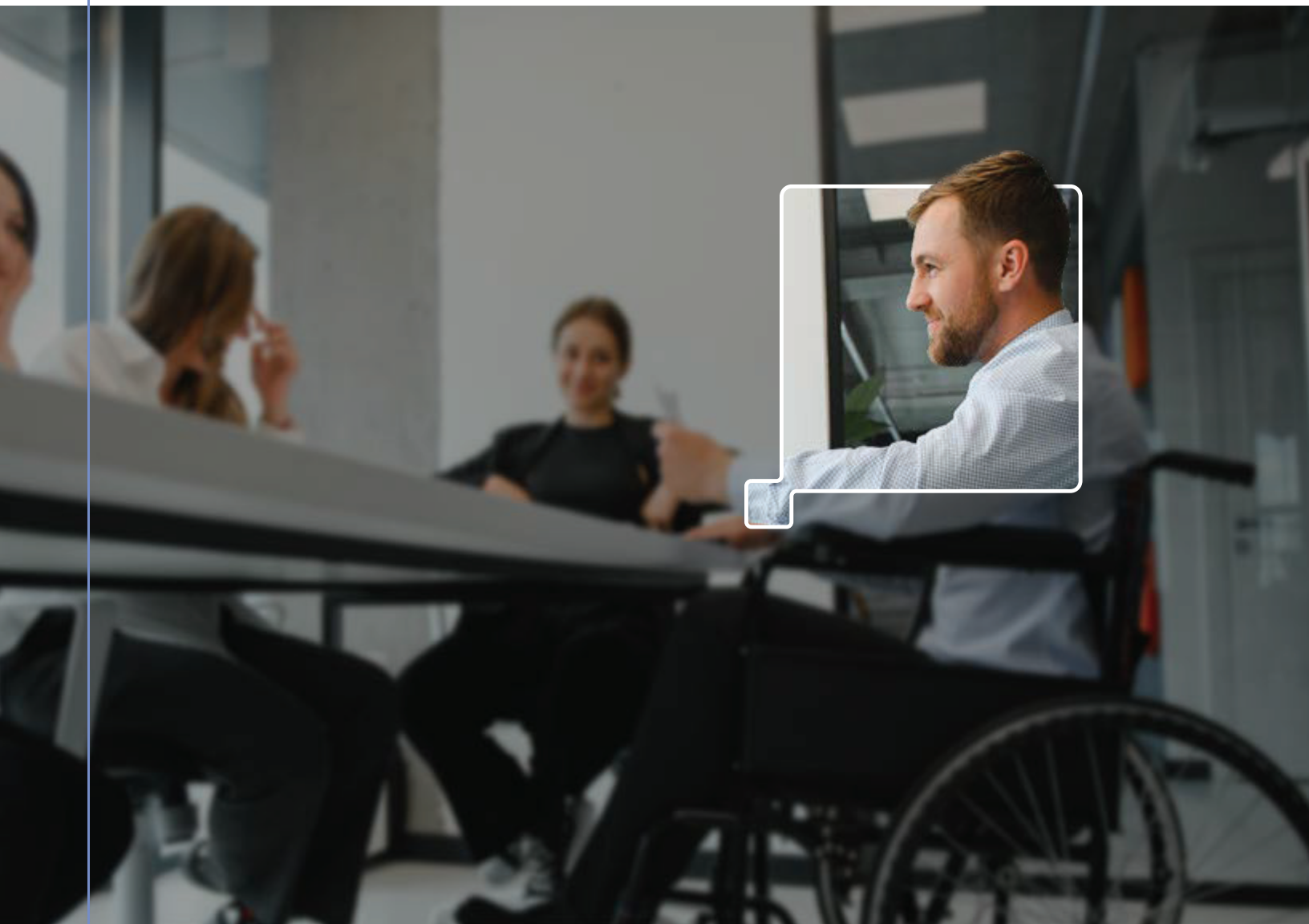
² "Gartner Forecasts Worldwide Hyperautomation-Enabling Software Market to Reach Nearly \$600 Billion by 2022" Gartner.

and these challenges for agile workers...

- How do I get anything done with constant digital distractions?
- How do I connect with and understand someone working remotely?
- Will automation make my role redundant? Or make my work more meaningful?
- How do I keep up if the business wants to do more with less?

and for business leaders...

- How do we stay secure and up to date with compliance?
- How do we attract and retain new talent?
- How can we improve our customer experience to attract and keep new customers?
- How do we grow the business and stay ahead of the competition?



Introducing the Hybrid Workplace

A hybrid workplace, or agile workplace, is essentially digitally enhanced spaces supporting hybrid workforces and new workstyles. A hybrid workforce may include people working from home, remotely, on-site with clients, in the office, or a combination of all these workstyles. Here are three things to consider when setting up a hybrid workplace.

Considerations for creating a hybrid workplace

Dynamic space management	<p>We're seeing a dramatic change in dynamic space management that entails better use of intelligence to empower effective hybrid work models, a safe return to workplaces, and workplaces valuing innovation, transformation, employee experience, and customer value.</p>
Activity Based Working	<p>Activity Based Working fits out workplaces with a choice of work settings and spaces suited to different workstyles or activities. For example, your business may need spaces focused on ad hoc and impromptu working, formal and informal gatherings, and group environments and rooms for collaboration.</p> <p>These different activity zones can also include team-based neighbourhoods so there's no lack of access to your team—but you need the right technology planned and deployed to support this agile work model.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div data-bbox="716 1419 935 1528" style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; background-color: #f9f9f9;"> <p>62% of knowledge workers will work remotely</p> </div> <div data-bbox="967 1419 1187 1528" style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; background-color: #f9f9f9;"> <p>8 minutes is the average time it takes to start a meeting in a meeting room³</p> </div> <div data-bbox="1219 1419 1438 1528" style="border: 1px solid #ccc; border-radius: 10px; padding: 5px; background-color: #f9f9f9;"> <p>67% Of employees want more in-person work or collaboration³</p> </div> </div>
Beyond 'hot desking'	<p>The hybrid workplace goes beyond seating charts. It encompasses design, deployment, and management and it's about function, productivity, and smart use of business intelligence to make the most of space. This enables better workplace planning and intelligence on staff numbers and usage, so everyone gets the space they need.</p> <p>Hybrid workplaces can be a mix of assigned and first-in-best-dressed seating and layouts. While there may be some teams with specialist tech requirements that may suit a more traditional team seating structure, most functions are well suited for an Activity Based Working environment.</p>

³ Microsoft 2021 Work Trend Index

The challenge of a hybrid workplace

Although the hybrid work model promises new levels of efficiency and connectivity, wherever or however people work, transforming your workplace and workforce is no easy feat. Organisations are often adversely impacted by issues regarding the following aspects.

Systems and processes

A key challenge to the hybrid workplace is a lack of clarity around systems and processes. This is something most businesses are already struggling with; nearly two-thirds report productivity loss when introducing new systems and processes.

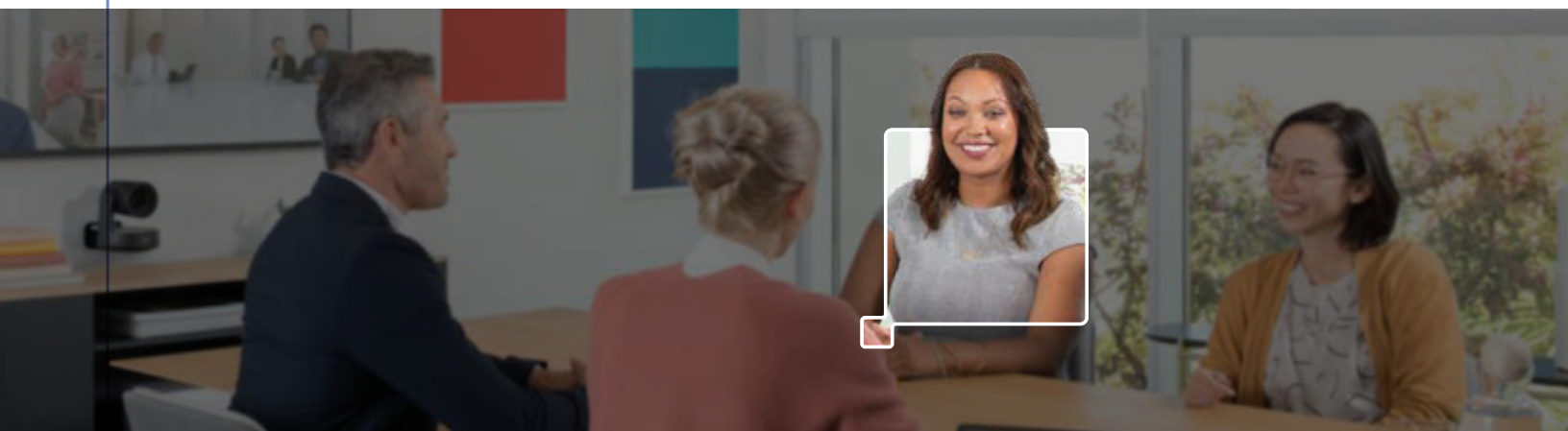
Culture

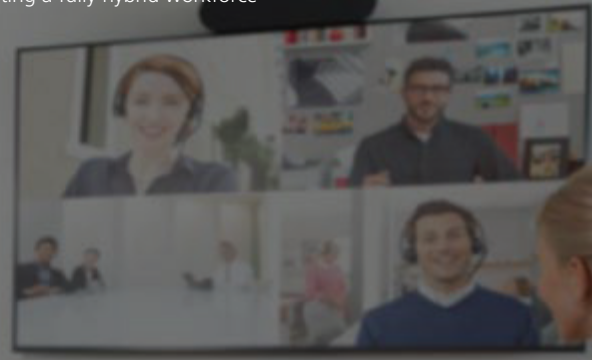
Maintaining or creating a positive culture through the transition to a hybrid workplace is likely the biggest challenge facing most business leaders. If you're asking people to connect and engage virtually, the tools need to be up to the task.

A well-planned and implemented hybrid workplace strategy and solution, however, can help alleviate these challenges. Investing in technology and systems that promote clarity around worker expectations, and boost productivity through UX (user experience) and automation drives better visibility and collaboration, making every workplace interaction and meeting count. This, in turn, empowers employees to get the job done, stay connected, and stay focused on business growth even as the world of work changes around us.

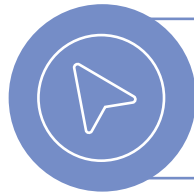
Meetings are where the rubber hits the road

Meetings are the bellwether of the success of hybrid workplaces. No one wants to waste time on mismatched platforms that don't work across networks or between organisations. For hybrid workplaces to work, meetings have to work for everyone wherever they're located, on whatever device they're using.





Principles for creating a hybrid workplace



Accessibility

All users can work in virtually all work settings, equipped with access to the same devices, collaborative spaces, and AV technology.



Mobility

Provide staff with the portable devices they need to be agile workers in hybrid workplaces, allowing them to change where they work without IT support.



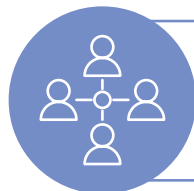
Equity

Offer and support CYOD (choose your own device) and BYOD (bring your own device) options so the tech suits the person—and ensure equitable access to Wi-Fi and network



User first

Provide an environment where people want to work with an eye on the future of workplaces and workforces.



Collaboration

Empower both online and on-premise collaboration across all settings.

Health, safety, and wellbeing

Whatever workplace model your business pursues, the health, safety, and wellbeing of all your employees and customers is paramount. The impact of COVID-19 means your hybrid workplace must consider:



Waste management and sanitation standards



Air quality and ventilation monitoring and management



Zero-touch or contactless technology and facilities



Social distancing



Contact tracing

To ensure equity and to maximise hybrid workforce productivity, it's important not to forget the health and wellbeing of any remote-only employees, ensuring they stay engaged and keep contributing to the growth of the business—empowered by the workplace agility and convenience you provide.



Balancing agile workers and business imperatives

What workers want from a hybrid workplace

- **Choice:** BYOD or CYOD that goes beyond smart phones
- **Flexible work hours and location:** remote, office, or hybrid options
- **Connection:** wherever the work gets done, everyone wants to feel part of the team
- **An agile worker experience:** where employees can move forward and stay productive without the need for presenteeism in the office
- **Activity Based Working:** the right space at the right time
- **Forward-thinking leaders:** who drive and champion business agility and adaptability

What business leaders need from a hybrid workplace

- **IT performance and UX:** keep staff productive and aligned with business goals
- **Activity Based Working:** make the best use of space to get the best outcomes
- **Productivity boost:** offer the tools to keep everyone working efficiently, wherever they are
- **Usage data:** make informed decisions about what tech and tools are needed where
- **Balance digital transformation with budget:** know where to spend for the best ROI
- **Simplified collaboration tools:** get together without delays or connectivity issues



The technology pillars of a hybrid workplace

Hybrid workplaces don't necessarily mean knocking everything down and starting from scratch. What is important? The right foundations to support new ways of working: staying connected and collaborating on shared goals, managing spaces to balance budget and need, and management of devices with an eye on the needs of agile workers.

1

Connect & Collaborate:

- Unified communications
- Meeting solutions
- Creative collaboration hub
- Microsoft Teams rooms

2

Workspace Management:

- Digital signage
- Desk booking
- Room booking
- Real-time interactive floorplans
- Access and attendance management
- Wayfinding
- IoT and analytics
- Visitor management

3

Smart Devices:

- Print and multi-function
- AV equipment and peripherals
- Print and device management
- IT equipment and peripherals
- End user computing
- Device as a Service





The right partner for agility

- Designs and plans technology investments to support your business today and tomorrow
- Designs a hybrid workplace that supports people through immense change
- Creates solutions that free up time and create meaningful work for employees
- Optimises assets and reduces costs to fund innovation

Your Digital Services Partner in Transforming Workplace Collaboration

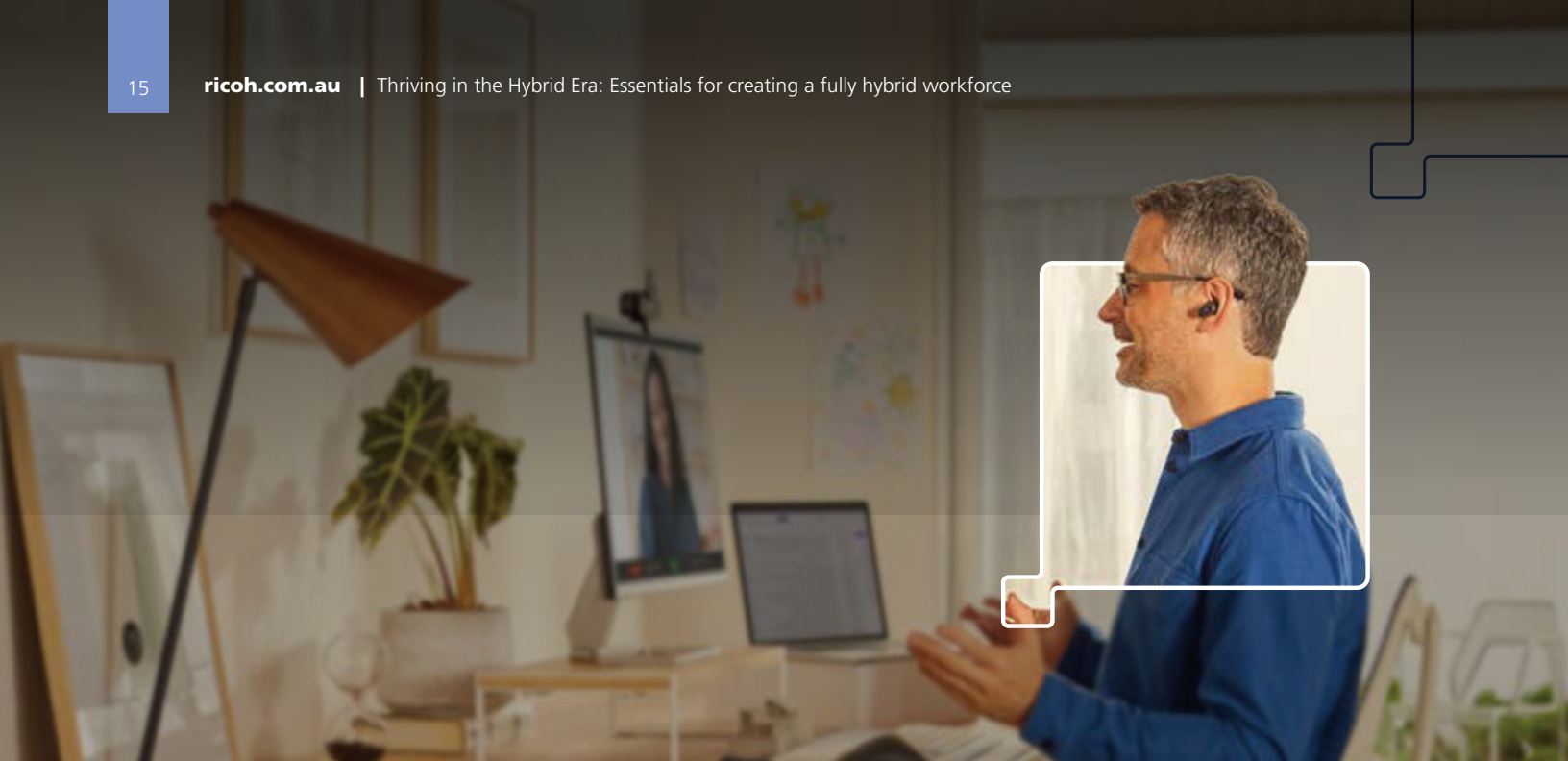
The future of work is indeed hybrid, and getting there means overcoming obstacles and putting new processes in place to ensure smooth, efficient collaboration and operations. We understand the difficulties in achieving this—and the need to secure a future-proof solution that fully supports the hybrid work mode.

With over 80 years of experience in the office space, we have a deep understanding of workplace processes, technology, and how people work and use them. Expanding our reach through digital services, Ricoh provides integrated and innovative value-generating solutions, underpinned by our smart devices, that digitally enhance your workspaces and help you drive top line growth.



A one-stop solution for your organisation's collaboration needs, Ricoh provides:

- Advisory and support to pick the right solution
- Expertly designed solution for ease of use
- Standardised rooms for a consistent user experience
- Skilled deployment of the solution



How we create a hybrid workplace

Your business is complex, but your digital workplace shouldn't be. Ricoh allows people working at different locations to communicate and collaborate as though they are sitting in the same meeting room. Throughout our engagement, we provide full project, service, and change management assistance as you implement your enhanced collaboration infrastructure.



Advisory & Design:

We work with you to understand your business objectives and barriers to effective teamwork. Then we develop a solution incorporating new and existing technologies to keep your people connected wherever they are.



Deployment:

Our team works with you to construct a delivery framework to suit your business environment. Training and change management are included to streamline adoption and user experience.




Manage & Support:

Technology changes fast and you need to be confident your tools are future proof. Our managed services can proactively manage your technology environment, providing both on-site and remote support.

Take the complexity out of collaboration

Complexity is the enemy of hybrid workplace technology. So, we provide you with simple solutions for your complex collaboration issues and technologies that deliver seamless user experience and secure performance anywhere, anytime, on any platform.

What's more, our combination of consultancy, deployment, and managed services enables us to deliver solutions that digitally enhance and optimise your workspaces to enable efficient hybrid work.



Work, stay connected, and collaborate with virtually anyone while working remotely or from the office.

- **High-quality video meetings:** Reliable, high-performing video experience for both you and your guests. Every time.
- **Total interoperability:** Connect all your video conferencing technology with a single solution.
- **Flexible deployments:** A cloud-native platform provided as a service or deployed as a self-hosted solution either on-premises or in any cloud environment.



Ricoh is part of the Global Microsoft Teams Rooms Partner Program. With Microsoft Teams Rooms, Ricoh can help you modernise your meeting room experience.

- **A Microsoft Teams Rooms (MTR) assessment and workshop** to evaluate your current collaboration environment.
- Our MTR solutions include display, licences, and **deployment and configuration** of your current Microsoft Teams.
- **AI-driven Managed Services**, with proactive management and threat analytics, improves utilisation and provides detailed insights.



Ask us about our Signature Microsoft Teams Rooms, the ultimate Hybrid Meeting Experience

Why RICOH?

We believe that by transforming information into actionable insights and freeing people to focus on creating value, we can unlock the potential in every business. Ricoh has worked with hundreds of businesses across the Asia Pacific region, garnering a proven record of low-risk approaches built for functionality, security, and access.

What makes us different? Our people. We know our customers' businesses inside and out, and our specialists across every part of IT are driven to get the results you need. By bringing people and technology together, Ricoh helps you simplify complexity, clarify direction, tackle obstacles, and help you uncover opportunity—so you can focus on forward.

Create your fully functional hybrid workplace today



Learn more about our suite of testing services [at ricoh.com.au](https://www.ricoh.com.au) or give us a call at **13 RICOH**

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