

Explained: Workforce Transformation Brief



Executive Summary Briefing



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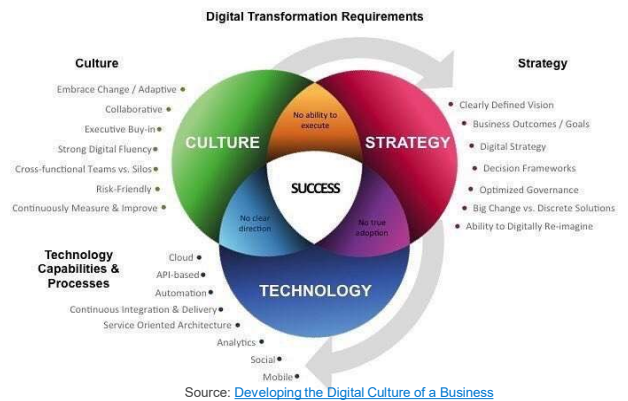
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Context: Digital Transformation

Digital transformation is the process of using **digital** technologies to create new — or modify existing — business processes, culture, and customer experiences to meet changing business and market requirements. This reimagining of business in the **digital** age is **digital transformation**.

- Digital transformation - understanding the possibilities.
- Digital transformation begins and ends with the customer.
- Digital transformation adds value to every customer interaction
- Digital transformation is a hard journey (requires commitment)

- 
IT Transformation
 - Multi-cloud Infrastructure and Operating Model
 - Data Center Modernization and Migration
 - Business Resiliency
- 
Application Transformation
 - Infrastructure as code
 - Cloud Native Apps and DevOps
 - Application Portfolio Optimization
 - Data Analytics
- 
Workforce Transformation
 - End User Computing
 - Digital Workplace
 - Communication and Collaboration



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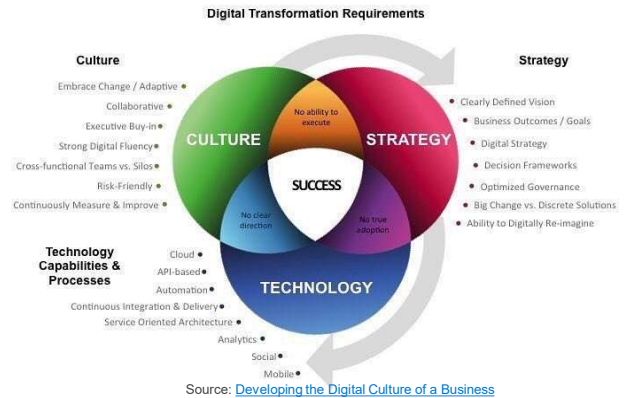
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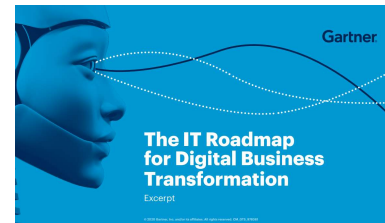
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Challenge

Across industries, organizations are accelerating digital business transformation for long-term growth and profitability. From Gartner's perspective, "the transformation journey is taking large enterprises especially at least twice as long and costing twice as much as they originally anticipated." In large part this is due to cultural readiness — "53% of the organizations surveyed remain untested in the face of digital challenge and their digital transformation readiness therefore uncertain."



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80% of businesses fast-tracked at least some digital transformation programs in 2020

Top 3 successful acceleration programs

1. Strengthened cybersecurity
2. Empowered remote work capabilities
3. Reinvented digital experiences for customers & employees

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What is Workforce Transformation

Workforce transformation refers to improving the **workforce** by way of their abilities (and skills) to keep up with the changes in the company's business strategy.

- **Digital Workplace**
- **End User Computing**
- **Communication and Collaboration**

Identity & Access Management
Deploy & Manage Devices
Secure Anywhere / Anytime Access

Mantra Should be Transformation not Migration

- Customers have been adopting technologies as a mitigation and migration strategy during COVID times when it should be a transformation strategy
 - Rapid deployment of technologies for remote collaboration
 - Modern Device Management to do remote device management.
- Several trends make **workforce transformation** a business imperative in 2020.

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Your workforce has already changed

Collaborative teams working anytime, anywhere

70% of workforce will be "digital natives" by 2020

Consumer experiences are shaping the workplace IT consumption model

Young workers have different expectations...

42%
would quit a job over poor technology

82%
say technology influences the job they take

44%
think their workplace isn't smart enough

71%
say Smart Spaces make them more productive

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Why It Matters Today? Reality!



THE OLD WAY

NEW NORMAL

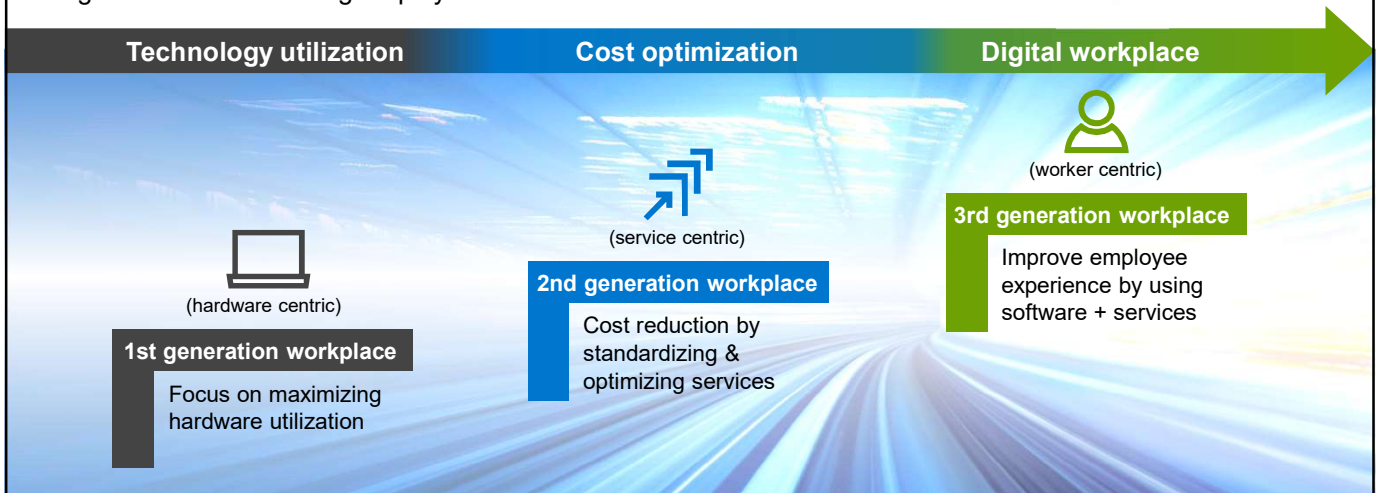
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Industry trends reveal workplace services are shifting

Organizations are treating employees like customers



WORKPLACE SERVICES EVOLUTION

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Source: Everest Group Research – Digital Workplace Services PEAK Matrix™ Assessment, Jun 2019 8 © Copyright 2020 Dell Inc.

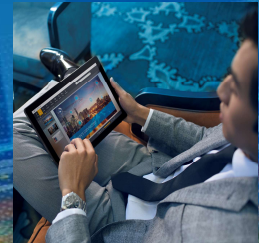
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The Digital Future

Technology is transforming the way we live and work at an **ever-increasing pace.**



Workforce Transformation



Using technology to help people **work the way they want** for greater productivity today while appealing to a new generation of digital natives entering the workforce.

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Foundational elements for workforce transformation

Transforming your workforce starts with putting your **employees experience first.**

Embrace cloud management & productivity applications

Empower employees to collaborate from anywhere

Modernize **end user computing**

Deliver the right device, data and applications by workstyle

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Consulting Services >

Plan and execute your IT, workforce or application transformation strategy.

Education Services >

Develop the IT skills required to lead and execute transformational strategies.

Virtustream Cloud Services [↗](#)

Transform your mission-critical applications with enterprise-class cloud and services.

Dell Premier Solutions >

Transform the way you buy IT with a single platform for global purchasing.

Deployment Services >

Get more out of technology starting on day one with efficient Deployment Services.

Residency Services >

Experts accelerate your technology transition and optimize IT infrastructure

Payment & Consumption Solutions >

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Support Services >

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Proactively manage support and services with adaptive AI and data-driven technologies

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Transformation Begins with a Single Step



- 1 Understand best practices
- 2 Learn what "good" looks like from Dell
- 3 Achieve initial clarity of vision

COLLABORATIVE | ENGAGING | FOCUSED

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