

## **Digital transformation:** The future of work

The Coronavirus pandemic has rapidly increased the number of people working from home with many CFOs starting to question the need for offices. But how has this shift impacted our ability to work and affected business?



Dr Nicola Millard, Principal Innovation Partner at BT, considers the factors reshaping the workplace and what the future may hold.

## According to the global work-from-home experience survey

Coronavirus has rapidly increased the number of people working from home.

of UK office workers are now doing some if not all work from home compared to 28% pre-pandemic

This shift led to

stating they would like to work from home at least part of the time going forward

Despite the shift to home working

state they are equally or more productive at home

The average work day increased by 48.5 minutes

## The office is dead...or is it?

Many CFOs are beginning to question whether they need offices.

**Gartner suggests** 

of CFOs intend to shift **5%-20% of** employees to home working permanently



**Closing offices** 

Up to **£5,000** cost-saving per employee in larger cities

Impact on staff could have the opposite effect

We need to consider employee wellbeing

The ideal solution is a flexible approach to working

Businesses are exploring the concept of 'work from anywhere'



Source: Gartner

Does working from home help us to get to the point quicker?

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Meeting culture and the flip to video collaboration.

**During lockdown** 

more emails a day were sent by employees



We're havina

20% shorter meetings

**However** employees miss 'around the office' conversations to share and discuss ideas

The ideal solution may be the option of remote working alongside the office.

The question for the future is whether it is possible to replicate this for a permanently remote

workforce



## What do Executives think about AI and robotics?

The AI and robotic future is here.

Source: www.forbes.com



of employees say it would be good to get Al help in their job

56% fear a risk to their job security

of organisations are already using Al across 3 core areas





Research & Development IT and Customer Service

**Looking further into the future** 

of privacy

compliance technology will

rely on Al by 2023

(up from 5% today)



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