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THE FUTURE OF THE DIGITAL WORKPLACE

5

Key Insights to Shape Your Digital Workplace Strategy

AN ASEAN VIEW

MARCH 2022



Getting Your Digital Workplace Strategy Right

For the last two years organisations have been forced to invest on digital services for their customers and giving their employees access to the right technologies to allow them to work from home – or from anywhere they choose to. Organisations find that they have to continue to evolve – and are now looking to build a ‘Digital Workplace’ that caters to the hybrid workplace.

As organisations in ASEAN define the work model that works for their business operations, work culture and organisational goals, there are a few areas that they must focus on.

Here are 5 insights that will help you shape your Digital Workplace.





#1

Evolve the Physical Workplace

72% of knowledge workers in ASEAN will work both remotely and from the office.

There is a need for a hybrid work culture that allows a seamless interplay between the office and remote environments. Organisations need to look at it through the lens of the employees and focus on providing them with the best experience.

This might mean more tech investments for organisations; but it will also require a better management of the network performance, securing endpoints, and the right collaboration applications and digital technologies.

THOUGHTS ON REMOTE WORK

**53%**

Want to choose whether to work remotely or from the office

**19%**

Want to work from the office on fixed days

**9%**

Want to work entirely from the office

**19%**

Want to work entirely remotely



#2

Build a True Hybrid Work Culture

As organisations form their Digital Workplace strategy, they will have to ensure that the workplace is as comfortable as home offices!

Employees need access to the technologies and the environment that they have become used to, over the last two years. In most cases, the actual office space will need a re-design, based on the nature of work and employee preferences. It may include smaller meeting or huddle rooms, larger meeting rooms, or more 'hot desks'. Employees will use these different office spaces for different activities (one-on-one meetings, brainstorming, remote client conferences and so on) – and for each setting they will need the right technology to support them.

ASEAN ORGANISATIONS EVOLVING THEIR WORKPLACES

50%

Videoconferencing solutions for meeting spaces

40%

Large screen monitors

36%

Cameras and noise cancellation headphones

33%

Increased number of open quiet spaces

29%

Sensors/apps to provide workplace information

Source: Ecosystem Voice of the Employee Study, 2022



#3

Focus on Employee Wellbeing

Only 25% of organisations in ASEAN have made changes to their HR policies in the last two years.

Organisations and their employees have faced unprecedented challenges in the recent past. Many people have faced physical ailments, emotional issues and financial problems. This is the time for organisations to show that they care about their employees' wellbeing. Given that 47% of knowledge workers in the region are looking to change their jobs and careers in 2022, this becomes absolutely imperative if organisations are to retain talent.

FEW ORGANISATIONS ARE FOCUSED ON EMPLOYEE WELL-BEING

41%

Improved
collaboration
tools/solutions

36%

Taken feedback
from employees to
evolve EX

35%

Provided guidance
on remote working
best practices

30%

Started wellness
days

30%

Introduced regular
check ins by
managers

30%

Increased number
of remote team
building/ social
sessions



#4

Invest in the Right Technologies

To build that resilient hybrid workplace, organisations will first have to conduct a gap analysis and consolidation of their tech investments over the last two years.

Many businesses will find that some of the technology they've invested in are redundant. They will also find that improving Employee Experience (EX) requires investments in a wide range of tech capabilities including access to the right workloads; better collaboration; monitoring employee well-being; safety and safe distancing; and better cyber risk management.

Organisations will need a common platform that can help them manage these disparate solutions.

HYBRID WORKPLACE TECH FOCUS IN ASEAN



50%

Digital EX technologies



46%

Evolving cybersecurity strategy and measures



46%

Network cloudification



44%

IT service management (ITSM)



40%

Modernisation of device management

Source: Ecosystem Kyndryl ASEAN Digital Transformation Study, 2022



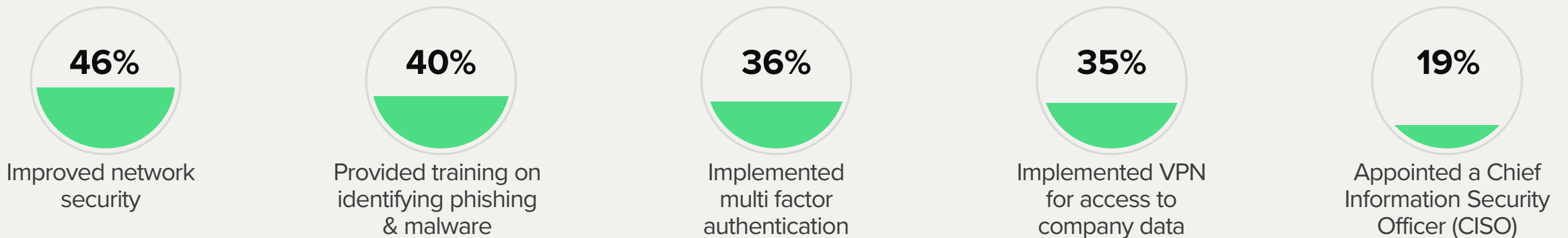
#5

Continue to Monitor Employee Behaviour Patterns

As organisations work towards a 'Return to Work' policy, they will see significant changes in employee usage behaviour patterns. If the right cyber practices are not in place, this could leave organisations vulnerable again.

Despite 57% of technology leaders in ASEAN having concerns on phishing and malware attacks at the start of the pandemic, organisations have simply not done enough to make themselves cyber-resilient – and the threat landscape is continually evolving. This can have immensely operational, financial and reputational repercussions.

ORGANISATIONS HAVE NOT DONE ENOUGH TO MITIGATE CYBER THREATS





“ Ecosystem Opinion



2022 will be another busy year for the CIO and tech teams. They will find themselves partnering with business teams to drive innovation and transformation; defining or re-defining their organisation's cloud and cyber strategies; modernising applications and infrastructure; and building out a data architecture that makes the organisation truly resilient.

CIOs and tech teams will also have to continually ensure a seamless employee experience that drives better outcomes for the individual employees and the organisation as a whole. This is the time for organisations to evaluate whether they have the right in-house capabilities to deliver on all these priorities.

About Ecosystem



e c o s y s t m

Ecosystem is a private equity backed Digital Research and Advisory Platform with global headquarters in Singapore. As a global first, Ecosystem brings together tech buyers, tech vendors and analysts into one integrated platform to enable the best decision making in the evolving digital economy. The firm moves away from the highly inefficient business models of traditional research firms and instead focuses on research democratisation, with an emphasis on accessibility, transparency and autonomy. Ecosystem's research originates from its custom designed "Peer-2-Peer" platform which allows Tech Buyers to benchmark their organisation in "real-time" against their industry or market. This bold new research paradigm enables Ecosystem to provide Tech Vendors access to ongoing and real time Market Insights in an affordable "as-a- Service" subscription model.

About Kyndryl

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Kyndryl (NYSE: **KD**) is the world's largest IT infrastructure services provider. The company designs, builds, manages and modernizes the complex, mission-critical information systems that the world depends on every day. Kyndryl's nearly 90,000 employees serve over 4,000 customers in more than 100 countries around the world, including 75 percent of the Fortune 100 companies. For more information, visit www.kyndryl.com