

MODERNIZE OFFICE

TECHNOLOGY



Harness the power of IT to boost employee engagement

Employee engagement is crucial for the success of any business. However, recent data has shown a decline within this as "Engagement Levels In The US Dropped 2 Percentage Points In 2023., the highest percentage of engaged employees it's ever recorded in the US was 36% in 2020. It fell to 33% by 2022, and the trend continues in 2023 as well, with 31% of engaged employees.", as reported by People Managing People.

Despite these discouraging numbers, there are steps that organizations can take to increase employee engagement.

HERE ARE SOME SUGGESTIONS **TO CONSIDER:**

1) Invest in Collaboration Tools

Workflow Max reports that "A recent Nielsen report found that when ideas were developed by groups of three or more people, they had 156 percent greater appeal to consumers than ideas developed by teams, "where just one or two people have played a hands-on role".

This highlights the importance of collaboration in the workplace. By investing in user-friendly and efficient collaboration tools, organizations can boost employee engagement and enhance the consumer experience.

2) Pay attention to Shadow IT

Shadow IT refers to technology and software that is used by employees without the organization's knowledge or approval. This can include unregistered printers, apps, or other tools that employees have found to be helpful in their work. Organizations should observe such shadow use cases and consider implementing them on a larger scale. This can both increase employee engagement and productivity, as well as create a pool of self-taught experts who can train others.

3) Offer flexible work solutions

The demand for remote work and increased work-life balance has skyrocketed in recent year. According to Upwork, by 2025, 36.2 million Americans will be working remotely, an 87% percent increase from pre-pandemic levels. Organizations can increase employee engagement by offering flexible work solutions, such as work-from-home options or flexible working hours. This shows employees that their well-being and work-life balance are valued, leading to increased engagement and productivity.

By investing in user-friendly collaborations tools, offering flexible work solutions, and addressing pain points and concerns, organizations can increase employee engagement and ultimately lead to higher success rates.



"The good news is this: While only 32% of U.S. employees overall were engaged in 2022, there are organizations that have more than doubled this percentage. Gallup's 2022 Exceptional Workplace Award winners averaged 70% employee engagement even during highly disruptive times." - *Workplace.*

REIMAGINING THE OFFICE EXPERIENCE

where
connection,
collaboration,
and safety meet.

IT AND CLOUD IDEAS TO INCREASE ENGAGEMENT:

- 1. Invest in user-friendly collaborations tools** - Upgrade to or enhance the Unified Communications platform or Contact Center platform you are working with.
- 2. Show flexibility and leverage the use of Shadow IT** by introducing smaller printers, which reflects the reduction of corporate printing and increase of home office printing.
- 3. Utilize AI for data analysis to gain insights** into employee activities and behavior, leading to a better understanding of how to increase engagement.
- 4. Offer turn-key remote work environments**, such as Desktop as a Service, to make remote work easily and quickly accessible. Offer hot desking for a seamless and uniform experience, whether working from home or in the office.
- 5. Allow each generation to use the tools they prefer.** Gen Z and Millennials prefer smartphones while Gen X and Boomers might like laptops and desktops. By allowing for preference employees tend to feel more motivated.
- 6. Reduce cyber security concerns and increase a sense of safety** by implementing a robust security plan and communicating it to employees.
- 7. Streamline tedious tasks by introducing compliance management software**, ensuring compliance with industry regulations and reducing stress for employees.

EXAMPLES OF SUCCESSFUL IMPLEMENTATIONS

A. A small financial firm struggled with outdated IT systems, leading to frequent downtime and impacting client relationships. After implementing our Complete IT Overhaul and Modernization services, their network services were upgraded, leading to timely and efficient services for clients, resulting in improved satisfaction.

B. A mid-sized legal firm faced compliance issues and data security concerns. Our solutions included upgrading their IT infrastructure and implementing advanced security measures, resulting in safe and compliant handling of client data. The organization also saw an increase in billable hours due to work-from-anywhere options for lawyers which boosted morale.

C. A mid-sized medical organization was hindered by outdated communication and data storage systems, leading to delays in patient care. Our solutions provided a secure and efficient communication system, improving patient satisfaction and trust which increased job satisfaction.

D. A small professional services firm required a modern IT infrastructure to meet global client demands. Our solutions included efficient network services and modern communication systems, enabling the organization to collaborate with clients and expand their reach which energized the team.



Firstlight Cloud Xchange

*20 West 20th Street Ste
604, New York NY 10011*

*<https://fcxnyc.com>
(888) 329-6920
inquiry@fcxnyc.com*

