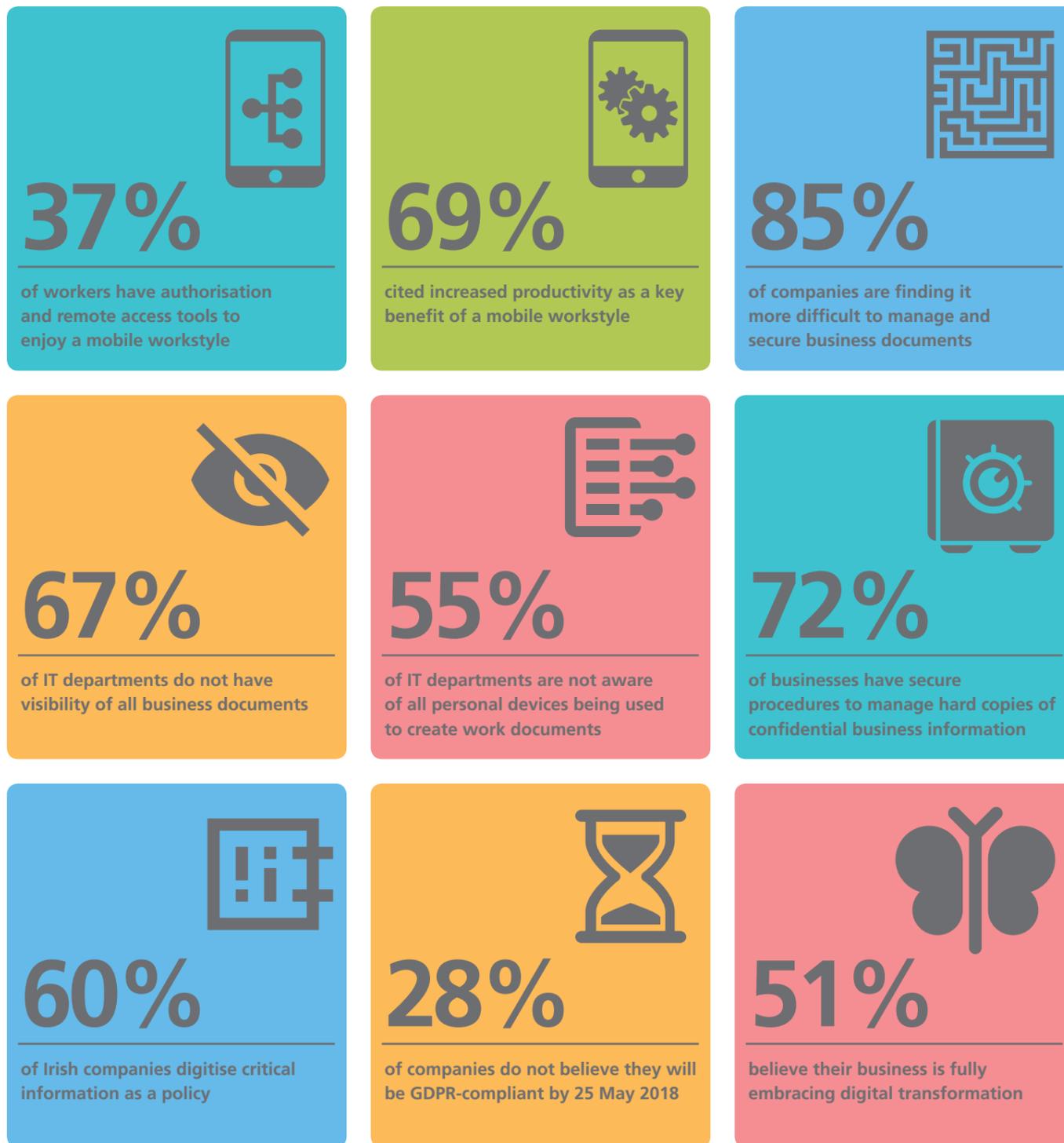**2017 Workstyle Innovation Survey**

How are Irish organisations empowering the modern employee and securing the digital workplace?

RICOH
imagine. change.

KEY FINDINGS:

37%
of workers have authorisation and remote access tools to enjoy a mobile workstyle

69%
cited increased productivity as a key benefit of a mobile workstyle

85%
of companies are finding it more difficult to manage and secure business documents

67%
of IT departments do not have visibility of all business documents

55%
of IT departments are not aware of all personal devices being used to create work documents

72%
of businesses have secure procedures to manage hard copies of confidential business information

60%
of Irish companies digitise critical information as a policy

28%
of companies do not believe they will be GDPR-compliant by 25 May 2018

51%
believe their business is fully embracing digital transformation

FOREWORD:
Gary Hopwood, Managing Director, Ricoh Ireland

The digital age has well and truly arrived. Not only does it permeate our personal lives but it is now inherent in our professional lives. The demographic profile of the workplace has evolved, as has the way in which we work, where we work and how we communicate.

In order to remain competitive and agile, Irish businesses need to effectively and efficiently manage this digital change so that individual workstyles can be supported and encouraged, while maintaining the secure and efficient management of critical information and documents.

To what extent are companies in Ireland embracing workstyle innovation and digital transformation? In November 2017, Ricoh Ireland, in association with TechPro magazine, carried out a survey about these evolving workstyles and how they are impacting on both employees and organisations.

It involved 175 IT decision-makers from private and public sector organisations across Ireland, and addressed emerging trends and subjects including mobile working, the digitisation of critical information, securing the digital workplace and unified communications.

Ricoh Ireland is all about empowering digital workforces and embracing innovative technologies which allow individuals to excel and enable companies to develop. Through combining great ideas with cutting edge solutions, it is possible to realise and encourage human potential and achieve sustainable, responsible business growth.

In this paper, we take a closer look at the findings of that survey, to establish the steps that organisations must take to empower their workforce, optimise and secure their document workflows, and embrace digital transformation fully. By adding such value to their businesses now, companies can safeguard themselves for the future.

Adapting to mobile workstyles

With more and more employees working from home or on the move, companies are being forced to adapt and adopt a structure which allows their employees to access company systems, applications and data outside the office. While it's positive to see that more than half of such organisations (58%) have implemented mobile strategies, there is still a significant number of employees with limited or restricted access. In fact, our survey revealed that just 37% of workers have full authorisation and the remote access tools needed to enjoy a mobile workstyle.
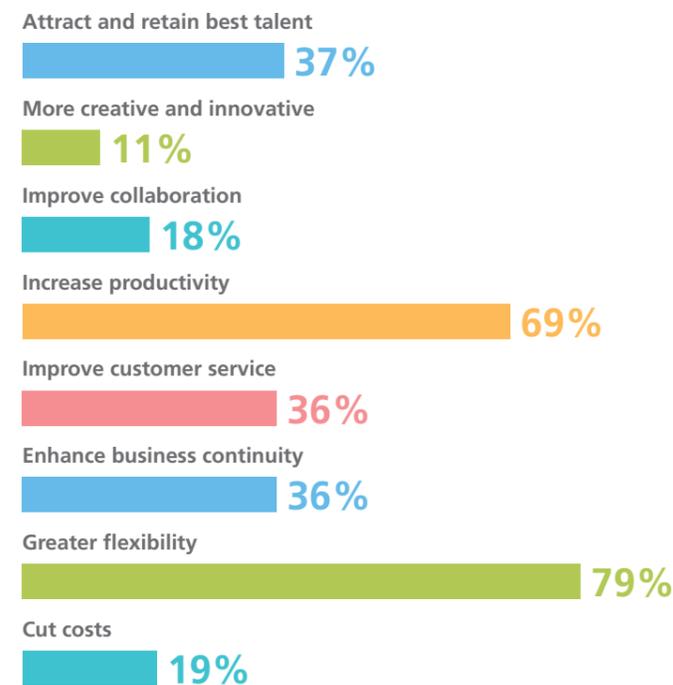
Ricoh Ireland's survey findings suggest that, while an increasing amount of organisations are embracing mobile workstyles, there are workers who are struggling to access the information they need in order to do their jobs effectively and with the flexibility they desire. Such restrictions only serve to devalue and disrupt the workforce, the impact being that these staff members cannot maximise their productivity levels or work flexibly.

According to respondents, the main benefit of mobile workstyles is greater flexibility (82%), followed closely by increased productivity (69%). Ricoh Ireland has found from experience that fast and secure access to work systems, applications and data from any device at any location is essential as it allows workers to be fully engaged and productive despite their increasingly demanding schedules, encouraging them to work where and when they want. The ability to work from locations other than the office is also considered useful in that it helps organisations to attract and retain the best talent (37%). Enhancing business continuity and improving customer service (both 36%) also ranked high up on the list of advantages.

It is clear from the survey findings that a mobile workstyle enables people to fulfil the responsibilities of their role more effectively and efficiently. Moreover, the appeal of being able to balance professional and personal has never been more attractive. Ricoh Ireland finds that, due to the changing nature of the workplace, the appetite for mobility and accessibility among workers – in terms of collaborating, sharing and producing work-related documents on the go and from home – has never been greater.

Businesses have to realise that, in order to drive growth, they need to ensure that their workers have reliable, anytime, anywhere access to critical business information. Thus, it is of utmost importance that they take full advantage of the latest technologies, systems and processes in order to empower their workers and help them realise their potential. Enabling this development of individual and unique workplace workstyles is imperative to the success of organisations and their workforce in terms of productivity and profitability.

If your organisation facilitates mobile working for some of your colleagues, what do you see as the main benefits? (Choose top 3.)

Attract and retain best talent
37%

More creative and innovative
11%

Improve collaboration
18%

Increase productivity
69%

Improve customer service
36%

Enhance business continuity
36%

Greater flexibility
79%

Cut costs
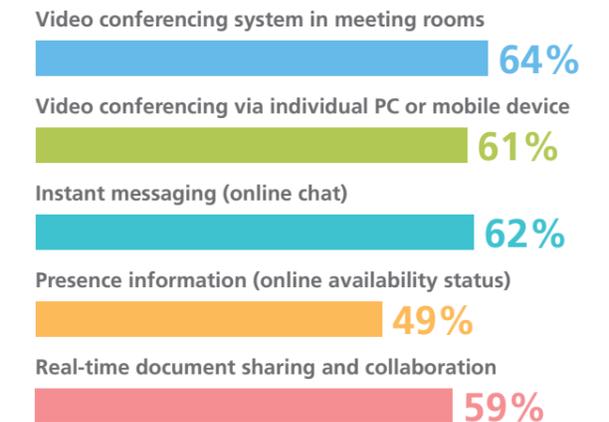**19%**

The prevalence of unified communications

Another area that companies are starting to embrace and integrate, but are yet to truly excel at, concerns unified communications. It is not surprising that a large amount of organisations utilise video conferencing and instant messaging – 64% and 62% respectively – in this day and age, however the percentage in relation to the presence information still appears to be quite low. These technologies are becoming an essential part of productive working, particularly when employees are working from different locations or across various time zones.

As with the benefits of mobile workstyles, flexibility is considered a key benefit of unified communications with 82% of respondents quoting same. Interestingly, the other main advantages are improved productivity and collaboration, as well as a better work/life balance – something that continues to move higher up the list of priorities for employees.

One of Ricoh Ireland's core beliefs is that by equipping people with the data, skills and methods they need, companies can help their employees perform the tasks of their jobs effectively and efficiently. Interconnected systems is one example of this. These offer secure and reliable multi-site connections, allowing people working from home or from different locations to join the same meeting. Touchscreen technologies are also becoming more commonplace and offer a whole new dimension to video conferencing with users able to collaborate more effectively. Attendees can write or draw on their screens with an electronic pen and this will be shared in real-time, thus benefiting decision-making.

Sustainability is also a major focus for businesses and communication channels, such as video conferencing, help to minimise the carbon footprint by reducing time spent on the road and in the air traveling to meetings. As mobile workstyles continue to develop and become commonplace, with the nature of companies becoming increasingly global, the reliance on these technologies will only increase.

Does your organisation provide any of the following unified communications tools to staff to allow them to communicate with colleagues and/or customers? (Tick all that apply.)

Video conferencing system in meeting rooms
64%

Video conferencing via individual PC or mobile device
61%

Instant messaging (online chat)
62%

Presence information (online availability status)
49%

Real-time document sharing and collaboration
59%

What do you see as the main benefits of unified communications tools to help colleagues communicate and work effectively when working in remote locations, including from home? (Choose top 3.)

More flexibility
83%

Better work/life balance
53%

Enables work style innovation
29%

Good for the environment
21%

Improved productivity
68%

Improved collaboration
**57%**

Enhanced customer service
32%

The challenge of managing and securing business documents

Digital transformation and mobile workstyles help to innovate, but they also create a challenge. Due to the prevalence of so many disparate systems and drives, as well as continued growth of mobile devices in the workplace, the large majority of organisations are finding it difficult to effectively manage and secure all business documents. More importantly, this figure is likely to continue to rise as more organisations engage with the concept of the mobile and digital workplace. Even the workplace itself has transformed. Gone are the days when an employee sits at one desk with their own local drive and filing cabinet.

The reality is that employees are now using various channels in order to fulfil their roles. With the use of mobile devices and storage options, it is understandable that 85% of companies are finding it difficult to manage and secure all business documents. Currently, 67% of IT departments do not have visibility of all business documents created and held across their organisation. This has risen considerably since last year (it was 41% in 2016) and worse still, 55% admitted that they are not aware of all the personal devices being used by colleagues to create documents for work-related activities.

This a major area of concern which highlights the growing complexity of securely managing the mobile workplace. With employees creating and editing business documents via mobile devices, the risk of same going missing is heightened. It is imperative that organisations are proactive and implement procedures that allow documents to be stored securely, properly managed and easily accessed on each and every device. Based on the fact that non-corporate platforms are being used and will continue to be used to share and create information, it is of vital importance that systems and policies are introduced in order to monitor and secure same, in keeping with the rules and regulations in place to ensure that companies are able to store and access business data. On the other hand, employees need to be given the freedom and tools to allow them to be as productive as possible, regardless of where they are. This is essential to enabling employees to work how they want, when they want and where they want.

With so many different ways to store documents now, including the shared drive, local drives, Google Docs, mobile devices etc., is it becoming more difficult to effectively manage and secure all business documents?

15% No
85% Yes
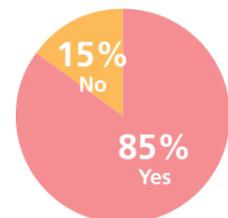
Does your IT department have visibility of all business documents created and held across your organisation, including different offices and mobile devices?

33% Yes
67% No
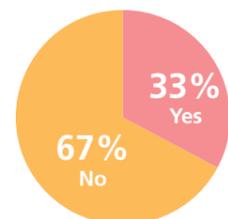
Is your IT department aware of all the personal devices being used by your colleagues to create documents for work-related activities?

55% No
45% Yes
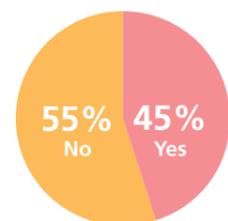
Making the digitisation of critical information a policy

Despite the fact that respondents are finding it more difficult to manage, secure and monitor documents being used on various devices, the majority of organisations do have a strategy in place whereby they digitise documents containing critical information. Such a policy adds value to an organisation and contributes to both the security and accessibility of critical information.

However, the fact that almost three quarters (74%) of those surveyed said they handle the digitisation of information themselves is surprising, in terms of the reluctance of organisations to avail of expertise in this vital area. This is particularly relevant when you consider the earlier findings during which participants admitted to finding it difficult to manage other aspects of document management.

Furthermore, the policy of organisations to look after this element in-house is likely to impact upon productivity levels and arguably result in a waste of resources which could be put to better use elsewhere. The digitisation of information must be completed in an effective manner and in accordance with increasingly stringent regulations, which is why partnering with a managed document specialist like Ricoh Ireland can help companies to be more proactive.

The transition from traditional paper-based workflows to streamlined digital operations can be daunting but Ricoh Ireland has found that it can lead to significant cost savings and improved operational efficiencies. Moreover, it is beneficial in terms of sustainability and security. It is also important to tailor information processes and workflows to each individual business as getting the infrastructure right from the start is vital to the success of the digital change.
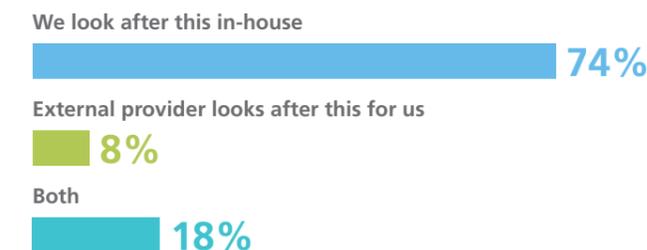
While it is also good to see that over 70% of organisations have proper and secure procedures in place to manage hard copies of documents containing confidential business information, an area of concern would be the management and control of this area, as well as the resources that are dedicated to same. Again, as with the digitisation process, organisations could potentially be utilising resources better elsewhere. Moreover, this element of the business process needs to be performed properly and securely. The misplacement or mismanagement of customer files in this digital age is not acceptable.

Certain businesses may require a redesign of their document processes to allow the easy transfer of hard documents into a digital workflow, thereby reducing the need for paper, decreasing costs and improving productivity as well as compliance. This is something that Ricoh Ireland has implemented over the years and it is an area that is developing to such an extent that outsourcing services include the management of a customer's on-site document facilities.

Is it a policy within your organisation to digitise critical information?

40% No
60% Yes
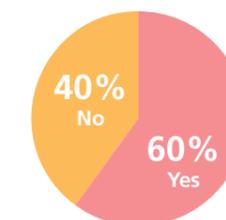
Who is responsible for digitising this information and ensuring it is secure and compliant?

We look after this in-house
74%

External provider looks after this for us
8%

Both
18%

Are there proper and secure procedures in place within your organisation to manage hard copies of documents containing confidential business information?

28% No
72% Yes
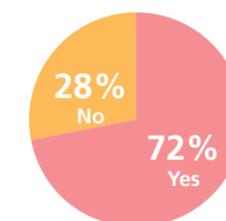
Uncertainty regarding GDPR compliance

Speaking of the management of confidential information, the General Data Protection Regulation (GDPR) is set to come into force in May 2018 and will have a huge impact on issues of data privacy and security. This legislation will affect every business that is responsible for handling and storing personal data, and will impose more stringent requirements on companies in relation to alerting the authorities and data subjects and implementing an established incident management plan in the wake of a data breach.

The legislation specifies that, in the event of a breach, organisations must notify the supervisory authority (the Data Protection Commissioner in Ireland) "without undue delay and, where feasible, not later than 72 hours after having become aware of it". There are also strict penalties for failing to display compliance in the aftermath of a data breach, which could have a serious financial and reputational impact on those found not to be meeting requirements.
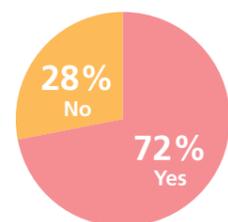
The Ricoh Ireland survey raised serious concerns in terms of Irish business and GDPR, including the difficulty in managing and securing business documents, the lack of visibility of business documents created across the organisation and the awareness of personal devices being used to create documents for work-related activities.

Moreover, it is very interesting that most companies believe they are compliant when there remains an ambiguity concerning what compliant actually entails. There is a consistency in the findings in terms of the 72% who feel they will be compliant come May 2018 are most likely the ones who believe they are already compliant or are making progress towards compliance. For those who have not yet taken steps towards compliance or have not made preparations for GDPR, the old saying "failing to prepare is preparing to fail" could prove to be prophetic.

Is your organisation taking any steps to become GDPR compliant? (Tick one most relevant.)

We are already fully GDPR compliant
10%

We're not compliant yet but are making progress towards it
62%

We haven't started yet but we're making preparations
18%

We haven't made any preparations yet
10%

Do you believe that by 25th May 2018 your organisation will be GDPR compliant?

28% No

72% Yes

# A reluctance to embrace digital transformation

Perhaps influenced by challenges such as document management and monitoring, Ricoh Ireland's survey revealed that just half of companies feel they are fully embracing digital transformation. This result is quite startling when you consider the need and demand for mobility within the modern workforce, the advantages of increased accessibility and flexibility in terms of productivity, and the collaborative and global nature of businesses nowadays. There is no denying that there is a digital revolution occurring throughout the world. The problem is that Irish companies need to be a part of it, otherwise they face being left behind.

The leading barrier to mobile workstyles and digital transformation was revealed to be technology issues. More worrying was that 50% of respondents highlighted rigid culture and organisational structure, with 43% saying that another obstacle was the unwillingness of senior management to embrace it. What was also telling about this particular question was that only 17% said that employees were unwilling to embrace digital transformation, indicating that the appetite for more mobile and digital workstyles is present among workers in Irish organisations.

Embracing and managing change is essential for the success of organisations, be it introducing new technology internally or externally seeking the services of another company to improve business processes. As well as accepting change, it is also vital that education and training around same is provided. The fact that both rigid culture and senior management are the barriers to enabling mobile workstyles and embracing digital transformation may reflect a generational gap in terms of management and workforce, and could indicate a missed opportunity in terms of attracting and retaining talented individuals.

The manner in which people work continues to change at a rapid pace as employees work more flexible hours and companies themselves become more globalised. It is therefore vital that businesses move with these changes and adapt their processes to remain agile, secure and competitive.

Do you believe your organisation is fully embracing digital transformation?

49% No

51% Yes
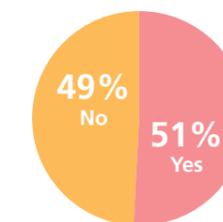
What do you believe are the main barriers to mobile workstyles and digital transformation? (Choose all relevant.)

Senior management unwilling to embrace it
43%

Employees unwilling to embrace it
17%

Lack of people with relevant skills
24%

Rigid culture and organisational structure
50%

Shortage of budget
34%

Technology issues such as security and legacy systems
55%

SUMMARY

The findings of Ricoh Ireland's 2017 survey present a fascinating insight into how companies are embracing digital transformation and workstyle innovation.

The digital age is well underway, not only permeating our personal lives but also our professional. Mobile devices are not only changing where we work but when and how we work. The information we are creating, the way in which we are share it and how we communicate with one another has evolved and continues to evolve, creating challenges for organisations, particularly in the areas of accessibility and security.

In order to remain competitive, maximise productivity and attract the best talent, Irish companies have to effectively embrace and manage digital change. We're confident that there will be more of a push towards mobile workstyles over the next year, with many organisations already enabling remote access and encouraging BYOD policies.

What is apparent from the survey is that the majority of businesses are hesitant to fully embrace digital transformation and are finding it more difficult to maintain compliance, security and visibility with the rise of mobile devices and workstyles. However, it is also clear that employees can see the benefits of investing in this area for both themselves and the businesses in which they work.

The introduction of unified communications and the implementation of digitisation of critical information are the areas where most progress has been made so far and the advantages of these processes are obvious in terms of collaboration and efficiency. However, companies must continue to adapt in both of these areas and seek professional advice in relation to same.

At Ricoh Ireland, we enable our customers to thrive in a disruptive, digital world. It is our job to support enterprises and help them to embrace digital transformation, as well as the demands of their workforce. Adapting to the rise of the mobile workstyle can be a challenge but it is a necessary and inspiring one. Successful businesses are the ones that are making the workplace a digitally-optimised environment that empowers individuals, enables collaboration and enhances innovation.

RECOMMENDATIONS

The results of Ricoh Ireland's 2017 Workstyle Innovation Survey can be utilised by companies that want to gain an understanding of the current challenges of mobile workstyles and learn how to enable employees while guaranteeing security.

Enable mobile workstyles for employees

Information sharing is necessary for mobile working but it needs to be seamless and secure. Ricoh Ireland's solutions – which include reliable communication and cloud infrastructure – enable remote colleagues to gain access to digitised information, helping them to remain productive and collaborative while mobile. The aim is to deliver cost-effective services to companies so that they can implement scalable, flexible, secure technology. It is important that this happens across all departments and that organisations recognise the benefits of same, not only in relation to the impact on employees but also in terms of business growth and delivery of their own products and services.

Develop secure document management processes

Ricoh Ireland believes that human potential can be unlocked via individual workstyles and that effective document management is both beneficial and straightforward, regardless of the number of mobile devices in use. It recommends that companies take a number of steps to ensure compliance in this area including the extension of security policies to personal devices used for work purposes; encryption of business data on all devices; monitoring the security across the entire document life cycle; and destruction of company-related information on devices if necessary.

Work towards GDPR compliance

In light of the legislation coming into force in 2018, businesses must enhance their data management processes. That means extending existing security policies to include personal devices and implementing procedures which enable documents to be stored safely from every device and properly indexed, searchable and archived. Furthermore, printers and associated equipment must be properly configured and offer the highest level of protection to eliminate exposure to threats. This means real-time intrusion detection, encryption and user authentication.

Seek expert advice on digitisation of critical information

The shift towards digitisation makes sense as it means that the volume of paper documentation is reducing all the time. The risk of loss of documentation and subsequent data breaches is thus reduced as well. However, physical documents are still pervasive in many organisations. Ricoh Ireland not only enables customers to realise the benefits of digitisation, including increased productivity and decreased costs, but can also monitor how data is disposed of. Choosing a partner that provides certifiable proof of data destruction is vital. With a company such as Ricoh Ireland, companies can be confident that they are gaining invaluable expertise and experience.

Embrace digital transformation in all areas

Digital transformation will only benefit businesses, be it enabling mobile workstyles or introducing unified communications. Usage levels of technologies such as video conferencing are increasing in Ireland but not to the same extent as in other markets. The main players in Ireland are smart organisations embracing mobile ways of working and communicating, tailoring workplace services to the individual requirements of their employees. Businesses who can't, or won't, facilitate these new ways of working will lose out.

AFTERWORD

Workstyle innovation and digital transformation signify new ways of working for businesses. While it can seem daunting and may be challenging for companies to adapt to such change, it is necessary and beneficial for companies to embrace it.

Ricoh Ireland's 2017 Workstyle Innovation Survey highlights that while organisations are starting to introduce new ways of working, they are yet to fully embrace digital transformation. Unified communications are becoming more commonplace and the digitisation of critical information is permeating company policy. Furthermore, many businesses are taking steps to ensure that they are ready when GDPR is set to come into force in May 2018.

At the same time, however, companies are finding it increasingly difficult to monitor business documents and the majority of IT departments are not aware of all devices that are being used to create work documents. More worryingly, only a third of workers have full authorisation and remote access to the tools needed to enjoy a mobile workstyle, something which is growing in popularity among the younger generations.

It is therefore imperative that companies start to fully embrace the new way of working, but it is equally important that they do so in a secure, compliant and informed manner. To ignore the evolving workplace would be to ignore the opportunity to develop, progress and achieve. Therefore Irish businesses must grasp this golden opportunity to empower their people, innovate their workstyles and sustainably grow their business.

About Ricoh

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems. Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2017, Ricoh Group had worldwide sales of 2,028 billion yen (approx. 18.2 billion USD).

For further information, please visit **www.ricoh.ie**