

# Digital workplace #1

Your workplace, only better.  
As workplace technology becomes more sophisticated,  
how are you going to take advantage?

## The top four digital workplace trends to prepare for in 2019

### One

#### Enterprises are focusing on empowering and engaging employees



**The impact of AI** technologies on business is projected to increase labour productivity by up to 40%.<sup>1</sup>



**AI will continue** to be used more and more for repetitive tasks, like filling timesheets (78%) schedules (79%) and other paperwork (82%), allowing employees to work on more engaging tasks.<sup>2</sup>



**37%** of executives revealed that one of the highest ranked benefits from digital transformation was improvement in employee morale and engagement.<sup>3</sup>

### Two

#### Applications are getting more intelligent



**Over the next few years every application** and service will incorporate AI (including machine learning) to some extent and take processes to the next level.<sup>4</sup>



**Companies that invest** more in app user experience will see a lower cost of customer acquisition, lower support cost, increased customer retention, and increased market share.<sup>5</sup>



**Application enhancements** such as chatbots could save money and time for organisations: GBP 6 billion is the expected cost saving per year due to chatbots for businesses in the UK.<sup>6</sup>

### Three

#### Digital workplaces are becoming smart



**Smart building technology** has the potential to reduce facilities capital and operating costs by 50%.<sup>7</sup>



**About 40%** of companies have reconfigured their workspaces to improve workflow and flexibility.<sup>8</sup>



**71% of employees** believe the workplace of the future should be a fully automated and interactive environment.<sup>9</sup>

### Four

#### Digital leaders are looking at data through a new lens



**Four in five executives** (79%) agree that organisations are basing their most critical strategies on data, yet many lack the capabilities to verify the truth within it.<sup>10</sup>



**United Airlines' seating demand** forecasts were based on decades-old assumptions about flying habits, resulting in inaccurate pricing models contributing to USD 1 billion a year in missed revenue.<sup>11</sup>



**Roughly** USD 14.2 million is lost annually to poor data capture. AI can help improve data quality by automating data entry through intelligent capture.<sup>12</sup>

## Our digital workplace expert



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Get strategic about your business transformation

If you believe you can do anything, we're here to help you do it.

Discover more about how these trends will help your business innovate and how Dimension Data can help you do that today. Contact us now.

<sup>1</sup> <https://www.accenture.com/gb-en/insight-artificial-intelligence-future-growth> -<sup>2</sup> <https://www.newgenapps.com/blog/future-of-artificial-intelligence-ai-statistics-on-role-applications> -<sup>3</sup> <https://marketing.prophet.com/acton/media/33865/altimeter--the-2017-state-of-digital-transformation> -<sup>4</sup> <https://www.gartner.com/smarterwithgartner/gartner-top-10-strategic-technology-trends-for-2018/> -<sup>5</sup> <https://www.forrester.com/playbook/The+Digital+Customer+Exp+erience+Improvement+Playbook+For+2015/-/E-PLA130> -<sup>6</sup> <https://blog.hubspot.com/service/chatbots-user-experience> -<sup>7</sup> <https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise-networks/connected-mobile-experiences/at-a-glance-c45-738516.pdf> -<sup>8</sup> <https://www.cognizant.com/whitepapers/space-matters-shaping-the-workplace-to-get-the-right-work-done-codex3264.pdf> -<sup>9</sup> [https://www.arubanetworks.com/assets/eo/Aruba\\_DigitalWorkplace\\_Report.pdf](https://www.arubanetworks.com/assets/eo/Aruba_DigitalWorkplace_Report.pdf) -<sup>10</sup> <https://www.accenture.com/au-en/blogs/blogs-can-you-trust-your-data> -<sup>11</sup> <https://www.traveldata.daily.com/bad-data-costs-united-airlines-1b-annually/> -<sup>12</sup> <https://it.toolbox.com/blogs/peterkowlake/five-ways-ai-can-improve-data-quality-030518>