

Employee Experience Dilemmas and the Anywhere Organization: What Leaders Need to Know



Work Is What Employees Do, Not Where Employees Go

The 2020 shift to widespread remote work has ushered in increased demand for workstyle flexibility.

What employees want

Tools and technologies to stay productive and engaged:

multiple devices, fast connectivity, app catalogs



of employees want the ability to easily work from anywhere¹

Multi-Modal Workstyles Define the Anywhere Organization

Different approaches for different employees

The digital workspace has replaced the physical workspace

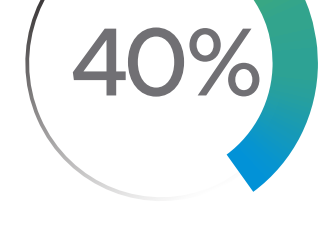
Employees rely on technology to stay productive and engaged while working from anywhere.

Workstyles

- 100% Remote
- Hybrid
- 100% At-Work Location

Roles

- Knowledge employees
- Frontline workers



of employees would quit a job due to poor experience¹

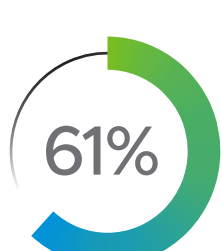
Top Challenges to a Multi-Modal Employee Experience

1. Poor onboarding experience

Streamlining remote onboarding, device provisioning, and access to applications and data is a recognized way to win over new employees.



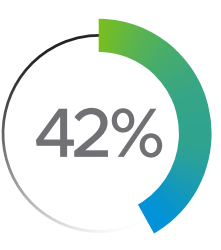
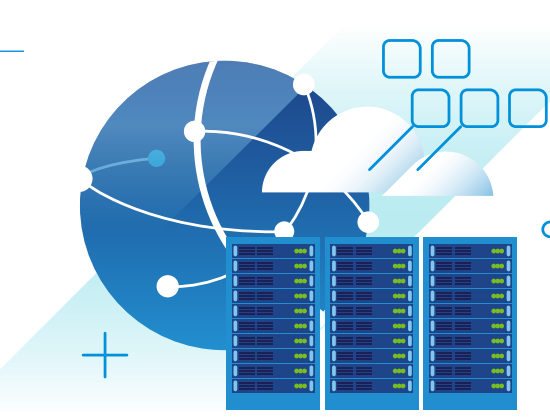
Employees are 2.6 times as likely to be extremely satisfied with their employer if onboarding is exceptional,² but only **12% of new hires** indicate that organizations do a good job of onboarding.³



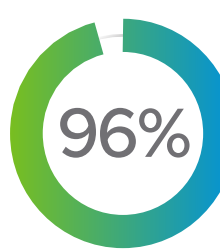
of organizations report that they are wrestling with onboarding since the pandemic.³

2. Not supporting preferred technologies

Giving employees the opportunity to choose the devices and tools they use (personal or company-owned) is a smart business decision that leads to better employee engagement.



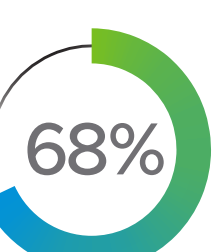
of organizations agree that employee engagement has worsened.³



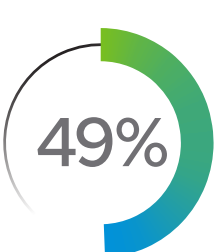
of employees report better engagement when they can use the devices they want.⁴

3. Slow-running apps

Employees expect consistently high-performing apps from any location on any device, but **70% of remote workers report regularly experiencing performance issues** that impact productivity as often as every day.⁵



of employees say that tech disruptions are impacting app performance.³



of C-level and IT professionals see poor Internet bandwidth as an issue for remote workers.⁶

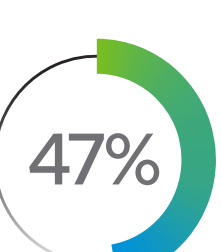
4. Friction with remote support

Remote employees need support even more when IT teams aren't close by, and **60% of end users say remote support is taxing**.⁶

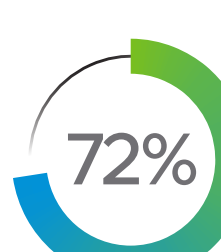


5. Security requirements impact productivity

Maintaining security for remote employees is on everyone's mind, but legacy MFA technologies diminish employee experience when used all the time.



of organizations agree that security measures in their organization negatively impact productivity.⁷



of remote workers reported difficulty transitioning to remote working, and **51% wrestled with technology issues**.⁸

Start on the Path to Anywhere Workspace Success



Build trust with your distributed workforce by providing choice, flexibility and seamless, high-quality experience.

Learn how VMware can help you remove the friction between employees and technology in order to create a better multi-modal experience for every employee.

GET STARTED