NTT DATA
Trusted Global Innovator

Build a Modern Digital Workplace

▮ Through 2024, around 30% of all employees now working remotely will permanently work at home.*

▮ By 2024, 35% of organizations with a CX initiative will see synchronization with their EX initiative as critical to sustainable success.**

▮ By 2025, 70% of digital workplace service transactions (service request fulfillment and incident resolution) will be supported or completed by automation, up from less than 30% today.***

Given the impact of location and device diversity, what can organizations do to improve the employee experience and retain top talent?

Hybrid everything
Create an equitable experience for employees working from office or home

Immersive experience
Adopt metaverse and augmented reality for a unified collaboration experience

Zero incidence
Enable proactive detection and remediation of incidents

Device proliferation
Deliver a frictionless experience across devices of choice

Hyper-automation
Use AI & ML to enhance the efficiency of digital workplace operations

Digital workplace security
Protect enterprise from cyber threat actors

Human-centric design
Rethink culture, operations and technology for a hybrid work model

NTT DATA empowers hybrid work models by providing the right mix of culture, operations, and technology that securely elevates employee experience and productivity.

Culture
• Workplace Experience Services

Operations
• Workplace Omnichannel User Support
• Workplace Device Support

The right mix for a modern digital workplace

Technology
• Workplace Platform Services
• Workplace Collaboration Services

Read the ISG research paper to learn about the seven trends shaping the modern digital workplace.