

Enterprise Collaboration Today and Tomorrow

Digital transformation, globalization, and new socioeconomic realities are changing the way we work—at a dizzying pace. While these trends have opened up vast new opportunities, they're also making work more complicated and unmanageable. Traditional enterprise collaboration tools aren't necessarily helping. In many cases, they're actually making things worse.

Collaboration is complicated—and employees are frustrated.



Work has gone virtual

Work is no longer a place we go. It's something people can do anywhere. But it's less likely to be face-to-face.



Of U.S. employees **work remotely** some of the time¹



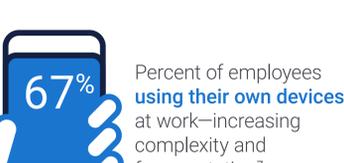
Of U.S. workers will be **predominantly remote** in 10 years²



Of workers are **deskless**³

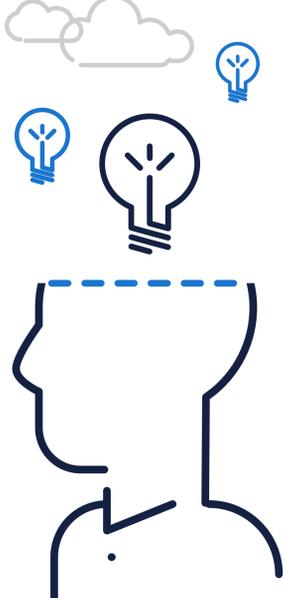
Fragmentation is growing

The explosion of apps and channels is fracturing processes into a million tiny pieces. We spend more of our time just trying to connect the dots and less time on productive activities.



Vital knowledge is going to waste

As people become less connected and tools become more fragmented, information is getting siloed, lost, and forgotten. The result is "corporate amnesia" that leaves companies unable to harness collective knowledge.



Employees are less engaged – and less productive

When people feel disconnected and disempowered, the impact goes right to the bottom line.



What's Needed? Reconnecting the enterprise.

What does all this mean for the future of enterprise collaboration? New technologies are needed to reconnect and unify people, systems, and knowledge across the enterprise—new solutions that:

Erase Physical Distance
Make it possible for remote, deskless, and mobile employees to work together simply and frictionlessly. Whether working one-on-one, in teams, department-wide, or across functions, people should be able to find each other, connect, and collaborate as easily as if they were in the same room—even from opposite sides of the world.

Build Corporate Memory And Knowledge Discovery
Capture and preserve ideas, decisions, conversations, and content, and make them visible and easily searchable. Analytics and AI can be used to proactively connect employees with people and information they need to know—and help answer questions they haven't even asked yet.



End Fragmentation
Provide a single hub that brings together people, information, systems, and devices. Help people escape the chaos of fragmentation and maintain their flow with a cohesive collaboration experience wherever and however they work.

Engage People
Engage real employees, deeper understanding, and organic dialogue among colleagues. Provide a great user experience—more like the best consumer apps and less like traditional enterprise software. Include features that foster employee recognition, encouragement, mentoring, and skills.

What's next for your employees and teams?

You don't have to wait for the future of enterprise collaboration — forward-looking technology is already helping companies address these challenges. To learn about next-generation solutions to the challenges your employees and teams face today, visit jivesoftware.com.



Sources:
¹ Gallup: State of the American Workplace Report
² Upwork: Future Workplace Report
³ StaffBase: Bridging the Digital Communication Gap for Non-Desk, Frontline, and Offline Employees
⁴ Vanson Bourne Research: Why Smart Organizations Maximize Application Performance 2016
⁵ Human Computer Interaction Institute (HCI): Work Fragmentation as a Common Practice: The Paradox of IT Support
⁶ The Radicati Group: Email Statistics Report, 2014-2018
⁷ Microsoft: Trust in Computing Research Project
⁸ Harvard Business Review: Collaborative Overload
⁹ Harris Poll: New Global Survey Underscores Corporate Amnesia Epidemic
¹⁰ Chief Learning Officer: 5 Ways to Ensure Critical Knowledge Transfer