

2021

6 Technology Challenges Of Modern Working & Customer Service

And how to meet these changing needs.



Remote working is here to stay, but employees are using unsecured devices and internet connections from home. How can businesses promote team communication and collaboration, whilst managing advanced security across devices, users, apps and data – all while giving customers a superior service?

1. The network speed challenge



51%

of businesses will maintain flexible and work-from-home policies, dramatically altering tech priorities and spending plans

49%

IT leaders report that the key issue with home working is bandwidth



2. The IT security challenge



40%

increase in cyberattacks due to inadequately secured work-from-home environments

42%

IT leaders state the increased number of unmanaged remote worker devices is problematic



£11m+

has been lost due to COVID-19 scams since January 2020



3. The collaboration challenge



62%

remote workers want employers to provide better IT solutions to support productivity and performance



4. The application performance challenge



93%

of CIOs indicate they're already adopting or planning to adopt SaaS solutions

'but most organisations don't re-engineer their networks accordingly'



5. The customer experience challenge



44%

customer service leaders say live chat and messaging is critical to maintain service levels

difficult calls and customer frustration levels in call centres

DOUBLED



6. The Contact Centre technology challenge



400%

increase in calls for services since the start of UK crisis

71%

expect overall contact volume to continue to increase

Making the Modern Workplace happen

BEC has identified six technology innovation focus areas that address these challenges NOW and alleviate today's modern working headaches as the work from anywhere model evolves:

1

Better network speed

2

Stronger IT security

3

Improved collaboration

4

Reliable access to Cloud & apps

5

Enhanced customer experience

6

Superior contact centre services

Want to know more?

As an independent trusted advisor, we have extensively researched and compared the best solutions in the market from all of the leading vendors, we have extensively researched and reviewed the best solutions - so you don't have to. Discover how you can address the challenges of remote working for colleagues and contact centre staff and make the modern workplace happen. Now.

[Find out more >](#)

Sample innovative vendors included in our research:



Find out more about solutions to these key areas:



Sources

- The State Of IT: <https://swzd.com/resources/state-of-it/>
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