

6 Top Tech Priorities to Address Your

# Modern Workplace & Customer Service Challenges?

2021 has seen a rapid rise in need for enterprise grade remote working solutions. As we ease out of the pandemic, we have identified six strategic technologies that leaders must urgently review.



## 1. Better network speed



60%

of enterprises will have implemented SD-WAN by year-end 2023



## 2. Stronger IT security

ONLY 12% of businesses worldwide currently have a "comprehensive SASE architecture"

60%

of business leaders agreed that they are more aware of the security risks facing their organisation

39%

of decision-makers agree that the pandemic has exposed huge gaps in their cybersecurity armour



## 3. Improved collaboration

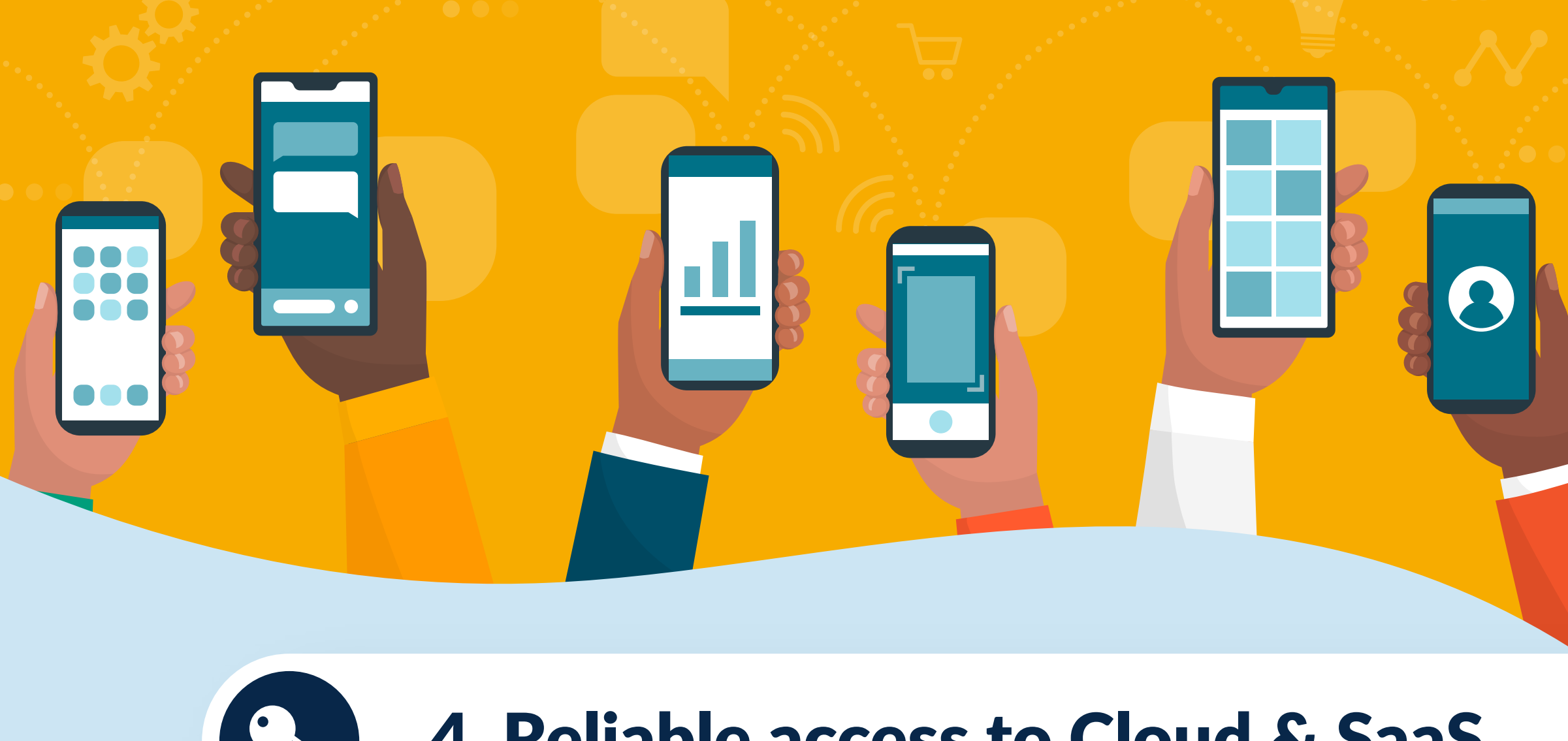


62%

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

115

Million people use Microsoft Teams daily to communicate from any location via text chat, voice call, or video conference



## 4. Reliable access to Cloud & SaaS

60%

of UK business leaders plan to substantially increase their use of cloud as a result of the pandemic

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. Enhanced customer experience



78%

customer service leaders are looking for ways to enable customers to help themselves

100%+

increase in difficult calls and customers frustration levels with call centres



## 6. Contact Centre technology

74%

of leaders expect contact centre volumes to continue increasing through 2021 across phone, email, video, chat & messaging, web and social media

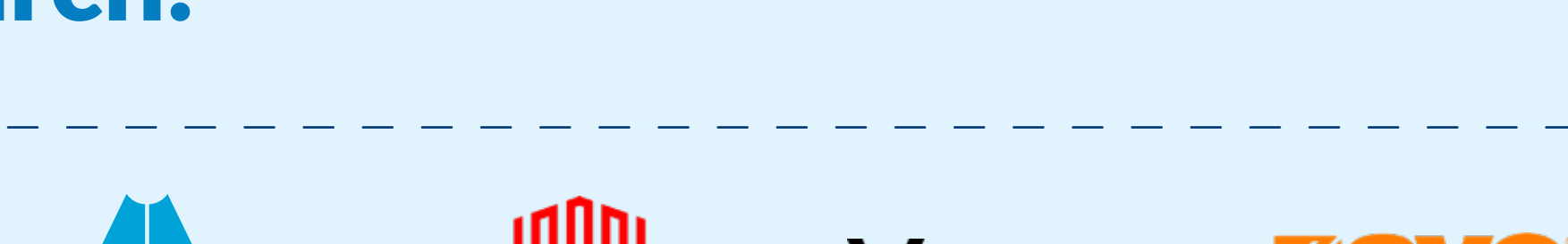


### Secure, modern technology is imperative for today's modern workplace

As an independent trusted advisor, we have extensively researched and compared the best solutions in the market from all of the leading vendors - so you don't have to.

Learn more about the strategic technologies for enterprise success in this post pandemic world. Discover key trends and insights, impartial solution reviews and best in class advice to overcome the challenges of remote working and make the modern workplace happen. NOW.

### Sample innovative vendors included in our research:



### Find out more about solutions to these key areas:

Better Network Experience	Network Security
Team Collaboration and Video	Public Cloud and SaaS Access
Customer Experience & Cloud Contact Centres	

### Sources

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- Harvard Business Review: <https://hbr.org/2020/04/supporting-customer-service-through-the-coronavirus-crisis>

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