



Today's Workers Demand Better Technology, Harvard Business Review Analytic Services Study Shows

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Self-service and control are key to building a modern IT environment

TEMPE, Ariz., June 08, 2018 (GLOBE NEWSWIRE) -- Workplace technology adds another layer of complexity for companies in an already fiercely competitive talent landscape. According to a [Harvard Business Review Analytic Services report](#) commissioned by Insight Enterprises (NASDAQ:NSIT), 58 percent of respondents say their organization's technology offerings factor into a candidate's decision to take the position. Yet 51 percent say outdated and inadequate office technology impedes their ability to retain employees with high-value skills and experience.

To effectively build a connected workforce, appeal to candidates and reinforce employee loyalty, companies need to give their workforce control, with 63 percent of respondents identifying that they want more opportunities for self-service access to critical knowledge/data, followed by:

- The ability to [choose their own device](#) (50 percent)
- More [self-service setup](#) and installation of software and devices (45 percent)

The need to modernize is now, but challenges continue to impede progress.

The primary hurdle to arming the workforce with the best technology is budget (55 percent), followed by on-premise legacy systems that don't mesh easily with new tech (44 percent) and security concerns (34 percent). Nearly a third (30 percent) also believe IT is too busy supporting legacy tech to introduce new technology.

Respondents identify four key barriers to using technology to connect and collaborate:

- Disparate information systems across the organization (44 percent)
- Lack of training and education for employees (40 percent)
- Lack of the right tools (37 percent) and
- IT support/budget/resources (37 percent)

"The workforce is increasingly tech-savvy and accustomed to highly personalized user experiences. Coupled with the fact that legacy systems are keeping modern technology out of the hands of employees, organizations have a real opportunity to tackle an IT strategy that helps them manage their IT better, facilitate transformation and create an IT environment that improves employees' ability to do their jobs well," said David Mayer, vice president and general manager, Connected Workforce at Insight.

For many organizations, their current technology and IT environment is working against the business.

Respondents say their systems hinder employees' ability to work quickly (38 percent) and make it difficult or time-consuming to access core business data and/or apps without help (39 percent).

Jim DuBois, a 25-year veteran of Microsoft Corp. who served as the company's chief information officer from January 2014 through September 2017, and now works as a venture capital advisor, said in the report: "Especially the way the world operates today at an accelerated pace of change, a connected workforce in which people can learn from each other and from customers and partners faster is going to be a differentiating point. That ability to stay connected, to communicate quickly and easily, is going to help companies compete at the pace they need to. Companies that don't have that capability are more likely to be disrupted."

Methodology

The findings included in the Connected Workforce study come from an online survey of a random sample of 241 U.S. business executives, managers and consultants in organizations ranging from 500 to more than 10,000 total employees. Nearly half the sample (48 percent) were responses from enterprises with more than 10,000 employees. Businesses with 1,000 to 9,999 employees represented 35 percent of the responses, and 17 percent were from companies with 500 to 999 employees. Fieldwork was conducted by Harvard Business Review Analytic Services, sponsored by Insight Enterprises, between March 7, 2018, and March 14, 2018.

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