

Why remote working is here to stay

The global pandemic created a seismic shift in the way we work. There will be no going back and no reset - welcome to the new normal.

In 2020, work changed forever...



100%

of non-essential offices locked down for months.



46%

of employees began working from home.¹

We learnt a hard lesson.

Not being equipped for remote working cost businesses dear:

Not technologically prepared² **72%**

Had little/no WFH experience² **55%**

Didn't have a room to work in² **41%**

COVID-19 has been labelled as "the most significant social experiment of the future of work"³ and "a time machine to the future".⁴

Nonetheless, many businesses and employees successfully stood up to the challenges of the pandemic:



25x

Organisations responded to sudden changes 25x faster than expected.⁵



70%

of employees say their productivity improved or stayed the same.⁶



61%

of employees feel their digital skills have improved through remote working.⁷

As we settle into this new reality...



74% of employees prefer a mix of office-based and home working.⁷

62% of senior executives intend to alternate home/office.⁸

28% of companies are making a permanent reduction in office footprint.⁹

What's holding them back?

Wherever they are working, individuals must be able to interact with customers and colleagues. In many cases, **technology is letting them down.**

Technical disruptions WFH are leading to:¹⁰



37%

lower performance and productivity.



36%

increase in stress and anxiety.



34%

increase in difficulty dealing with customers.

So, what can businesses do to set employees up to be productive and happy?

A happy and engaged workforce is

20% more commercially successful

than an unhappy one.¹¹

Help them stay positive when working remotely with:

- Good communication infrastructure.
- Unified communication solutions.
- Video platforms and digital hangouts.
- Secure mobile apps and cloud-based software.
- Clear ground rules for central systems access and technical support.

By supporting hybrid teams with the right technology employers can win big.

Benefits include, but are not limited to:



Better work and personal life balance.



Recruit 33% faster by offering flexible working.¹²



25% less staff turnover.¹³



External disruptions are less likely to impact flexible workers.

It's time for the financial sector to embrace flexibility and turn remote working into *better* working.

The future will see more employees working remotely. Don't wait for a crisis, take action now and give them the collaboration and communications solutions they need to be productive wherever they are.

Gamma (that's us!) provide UC and collaboration solutions to help companies like yours overcome these challenges.

Get in touch with us today to discuss what we can do for your business.

0333 014 0000

marketing@gamma.co.uk

1. <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/coronavirusandhomeworkingintheuk/april2020>
2. <https://www.fmj.co.uk/coronavirus-the-uk-is-not-prepared-for-home-working-according-to-research/>
3. <https://hbr.org/2020/04/how-the-coronavirus-crisis-is-redefining-jobs>
4. <https://www2.deloitte.com/content/dam/Deloitte/UK/Documents/human-capital/deloitte-uk-workforce-strategies-for-post-covid-19-recovery.pdf>
5. <https://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/how-covid-19-has-pushed-companies-over-the-technology-tipping-point-and-transformed-business-forever>
6. https://wiserd.ac.uk/sites/default/files/documents/Homeworking%20in%20the%20UK_Report_Final_3.pdf
7. <https://adecogroup.co.uk/reset-normal/>

8. <https://www.theguardian.com/business/2020/oct/05/covid-19-has-changed-working-patterns-for-good-uk-survey-finds>
9. <https://www.insider.co.uk/news/more-firms-shifting-permanent-home-22990562>
10. <https://www.riverbed.com/press-releases/riverbed-future-of-work-study-finds-business-leaders-worldwide-are-comfortable-but-not-fully-prepared-yet-for-large-scale-shift-to-remote-work.html>
11. <https://www.peliteshome.com/news/article/happy-at-home-employees-want-to-keep-working-from-home-postpandemic>
12. <https://simpleprogrammer.com/remotework-companies-advantage/>
13. <https://www.pnewswire.com/news-releases/companies-that-support-remote-work-experience-25-lower-employee-turnover-300530612.html>