

# Creating the utilities workplace of the future

## The utilities workplace is evolving

By 2025, millennials will represent more than 50 per cent of the workforce. Their growing influence in the utilities sector will alter work culture to:

Become more flexible and less tied to location.

Have a more open approach to collaboration.

Embrace technologies like automation and IoT.

## As a result...

Facility-based workers will want mobile access to deal with issues on location, while customer service employees demand the ability to work remotely.

There will be a greater use of automation and IoT to make service provision more intelligent, and analytics to better understand usage patterns and customer habits.

Utilities organizations will increasingly seek help from external partners to create a better workplace experience.

## Many utilities organizations could do better...

**82%**

believe their current working hours and practices are not flexible enough.

**81%**

of utilities respondents say staff attrition is a challenge to productivity.

**18%**

state that their workplace approach has a negative impact on recruitment and retention.

**61%**

say their access management processes and technology restrict productivity.

## ...although effort is being made to improve

Two-thirds of utilities organizations are aiming to deliver a more agile and compelling workplace experience.

73 % of utilities companies are implementing new policies to improve work/life balance for employees.

65% are investing in social enterprise platforms and 35% in smart building connectivity.

## Utilities organizations must act now to...



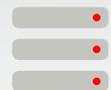
Improve flexible working options for employees through more aggressive use of mobile and cloud technology, backed up by IT.



Help employees do their job more efficiently through the use of biometric tools, contextual and behavioural analytics, and single-sign-on technology.



Open up the goldmine of data buried in systems through faster, agile initiatives focused at the interface level instead of lengthy and high-risk transformation programmes.



Invest in social enterprise platforms and smart building connectivity to deliver a more compelling workplace experience.

Find out how we can help you better foster flexible working, implement more effective security, address legacy technology issues and bring about a more compelling workplace experience. Develop your workplace transformation strategy for Utilities now:

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