


Top Trends Driving 6 Modernization Strategies for Post-COVID Workforce Success

Top 3 Trends Shaping the Post-COVID Workforce


1 The pandemic accelerated the remote work trend with both workers and leadership now embracing working from home

AFTER COVID-19



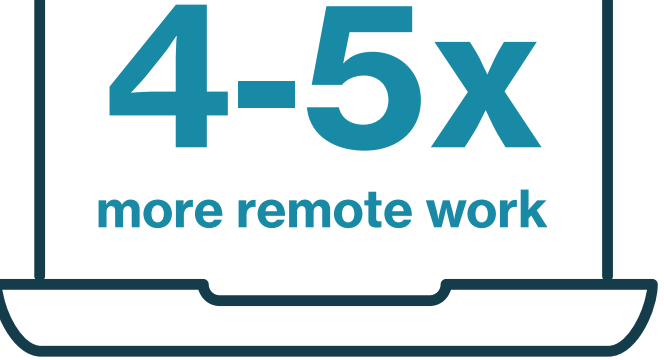
2/3

of workers who transitioned to remote work due to the pandemic want to continue working remotely¹



80%

of company leaders expect to let staff work from home at least part-time²



4-5x

more remote work

as executives plan to reduce office space by **30%**³

Trend Insight

Hybrid, a combination of work-from-home and in-person work, and remote work models **increase the complexity in the way we work.**

2 Expansion of contingent or alternative workers such as contractors, freelancers, gig, and crowd workers



32%

of organizations are replacing full-time employees with contingent workers to increase workforce flexibility.

They are also considering other job models:

- Talent sharing
- Reduced work weeks⁴

3 Using non-integrated software and technology with varying employee adoption

At the beginning of the pandemic IT teams had to quickly deploy non-integrated technology solutions, resulting in:

- Communication breakdowns
- Missing data and files
- Decreased productivity
- Missed deadlines⁴

Increased cybersecurity risk and miscommunication and reduced productivity due to:

- Ad hoc use of video conferencing tools (Zoom)
- Instant messaging tools (SMS and Slack)
- Increased reliance on home-based internet access

▶ **These won't suffice for productive and collaborative long-term hybrid work.**

6 Effective Modernization Strategies

1 Implement digital work processes with seamless user experience

Tasker Suite is available via the internet and integrates seamlessly with ServiceNow workflows to dramatically improve the user experience and business outcomes. Everyone can easily access workflow related tasks and documents.



2 Implement standardized technology tools to manage blended teams

Tasker makes managing from afar easy with real-time:

- Tasking transparency
- Accountability
- Reporting

Individual team members won't get bogged down by email and can:

- Stay on task
- See team progress
- Accomplish more

3 Focus cybersecurity efforts on remote worker devices and networks

The increase in remote work creates new threat exposures outside of system security at the office.

600%

increase in cybercrime as a direct result of the pandemic⁵



85%

of IT survey respondents felt that **cybersecurity was of extreme importance or more important** than it was pre-Covid 19⁶

▶ **Tasker Suite apps run on ServiceNow's secure platform and DocIntegrator maintains SharePoint security.**

4 Make remote access easy for employees and alternate workers

Tasker Suite apps integrate seamlessly with ServiceNow and easily deploy in hybrid or cloud environments.



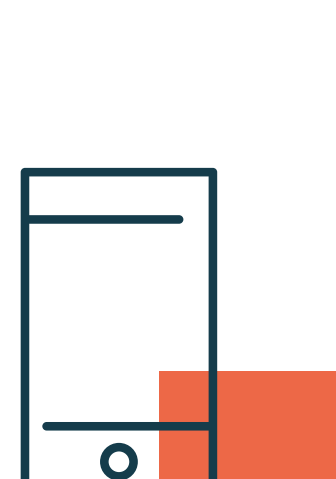
5 Ensure digital tools enable and enhance collaboration

DocIntegrator simplifies document access and collaboration improving transparency and productivity. Tasker enables team visibility to project and task status to improve collaboration.



6 Focus on mobile enablement of IT tools and web services

Tasker enables real-time mobile access to create, assign, and report on tasks on the go, during a meeting or at the soccer field.



Modernize Your Organization. Maximize your ServiceNow investment.

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Discover The Tasker Suite

 **Tasker**  **DocIntegrator**  **DocGenerator**

1 COVID-19 and Remote Work: An Update, by Megan Brennan, October 13, 2020, <https://news.gallup.com/poll/321800/covid-remote-work-update.aspx>
 2 Remote Work Statistics: Navigating the New Normal, by Emily Courtney, <https://www.flexjobs.com/blog/post/remote-work-statistics/>
 3 The future of work after COVID-19, February 18, 2021, McKinsey Global Institute, <https://www.mckinsey.com/featured-insights/future-of-work/the-future-of-work-after-covid-19>
 4 Gartner, 9 Future of work trends post COVID-19, <https://www.gartner.com/smarterwithgartner/9-future-of-work-trends-post-covid-19/>
 5 2021 Cyber Security Trends Report, <https://purplesecus.com/resources/cyber-security-statistics/>
 6 Future of Secure Remote Work Report, <https://www.cisco.com/c/en/us/products/security/future-secure-remote-work-report.html>