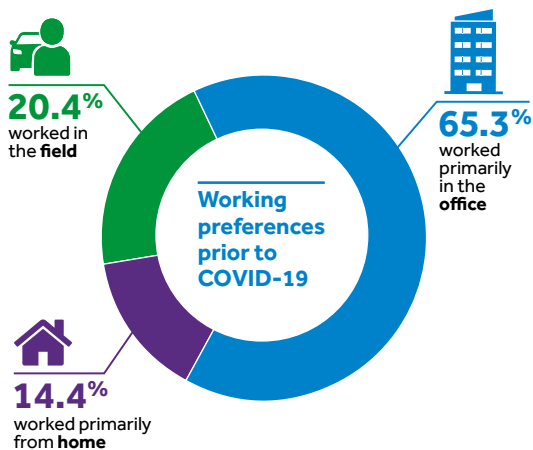

Workplace 2021: Reimagined, Redefined & Repositioned

In 2020, the physical dimension of work was entirely upended. Disruption, a favorite business buzzword, was given an entirely new significance. Every single industry was left in the wake of the COVID-19 pandemic, and leaders everywhere were tasked with keeping employees safe, businesses afloat, supply chains moving, and processes reconfigured in a hybrid or remote environment.

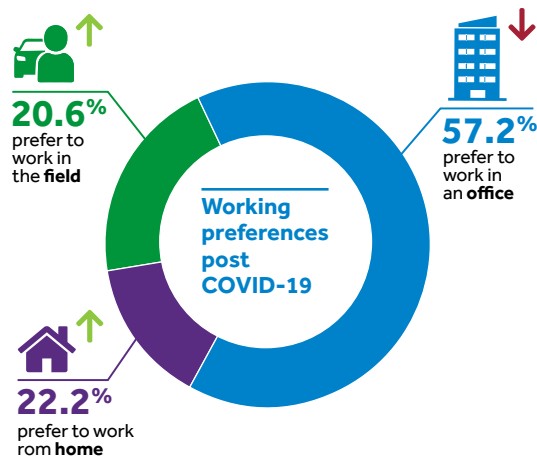
The history books will write about the impact that this pandemic had on global commerce for centuries. But amidst this monumental event – are you taking the necessary steps to ensure that your organization’s legacy is one of workplace innovation and transformation? Let’s explore what the workplace of 2021 and beyond will look like and which assets will be essential to your customers.

Who will be in the office in a post-pandemic world?

According to a survey by IDC¹:



In that same survey, IDC asked respondents about their office environment plans post-pandemic:



It is also crucial to view a return to work from a performance perspective. According to a [survey](#) performed by global commercial real estate firm², JLL, **80% of high-performing employees have missed going to a physical office during the pandemic-induced lockdowns.**

So what does this tell us?

The office is not a thing of the past. If the pandemic has taught us anything, it is that balance between home and work is essential in developing and retaining high-performing employees.

1. Source: COVID-19 IMPACT ON IT SPENDING Survey (Survey conducted during 5th August to 17th August period), IDC, August, 2020
2. <https://www.jll.co.uk/content/dam/jll-com/documents/pdf/research/emea/uk/jll-uk-from-productivity-to-human-performance.pdf>

What does an effective return to the office look like?

It boils down to three main components:



Flexibility

The last twelve months have been the world's largest work-from-home experiment that taught us, in most cases, that completely remote work is a possible and highly effective solution. But is it the best one for employees? Not always.

The solution is simple – workplace flexibility. With the knowledge that remote working is effective, while understanding that employees have lost social and collaborative elements of their jobs, companies realize that they must find a balance. From on-boarding new employees, to team building exercises, some activities are flat-out better when held in-person.

Giving employees the flexibility to make decisions about which days they work remote, and which days they go to the office, creates a culture of workplace **empathy, trust, and efficiency.**

According to PwC's remote work [survey](#)³, most executives acknowledge that the office is here to stay, but its role will change. While remote work has been an overwhelming success, **87% of employees feel that having the option of an office is critical for collaborating and building relationships.** This data shows the equipment leasing world that companies need a diverse set of assets and technologies to meet the needs of their employees and customers, in a hybrid environment, for the foreseeable future.



Safety

Smart buildings are inherently safer buildings. Tools like space reservation devices, autonomous sanitization machines, temperature check devices, and other touchless technologies are a must-have to ensure a frictionless and safe workplace environment for employees and guests. Employees should feel confident that they will be returning to a safe and healthy workspace. Reconfiguring the office space to encourage collaboration and high productivity while putting more emphasis on heightened safety measures must be a top priority. Over the last 20 years, the world has seen a shift from single offices and cubicles to open concept work floors. With the need to maintain social distance and limit office density, that pendulum may be swinging back.

Commercial real estate firm, Savills⁴, [conducted a survey of 250 North American tech companies](#) regarding their post-COVID real estate plans. Here are the results:



The need for different types of assets in workplaces will shape the office equipment industry for years to come. Companies may not need five multi-functional printers per floor; however, they may need touchless entry sensors, smart boards and sanitization machines.

3. https://www.pwc.com/us/remotework?WT.mc_id=CT10-PL102-DM2-TR1-LS3-ND30-PR4-CN_ViewpointHighlights-

4. https://www.savills.us/research_articles/256536/306105-0



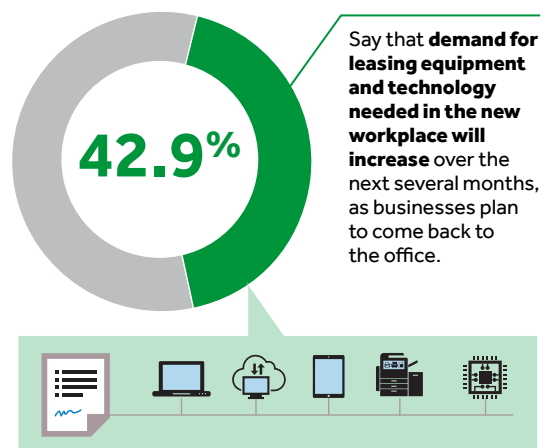
Technology

An effective return to work will include new and expanded assets that complement existing ones. According to an [IDC study](#)⁵ on Work from Home Trends, **more than 28% of organizations are planning to increase automation and are investing in assets to streamline productivity.** There has been an increased focus on investing in the critical digital technologies to help maintain collaboration, automate a variety of activities and processes, and provide a secure connectivity between colleagues, whether if they are remote or on-site workers. From desk and conference room reservation software like [Robin](#), to smart conference rooms outfitted with intelligent video conference capabilities, to smart furniture like [Live Platform](#) from Herman Miller.

Manufacturers and dealers alike must meet their customers' health and safety challenges with whole office technology solutions, and flexible payment options to manage cashflow.

The Office Technology industry had been going through a period of transformation in the years leading up to 2020, and that transformation has been expedited through the pandemic.

According to a [survey](#) done⁶ by the Equipment Leasing & Finance Foundation:



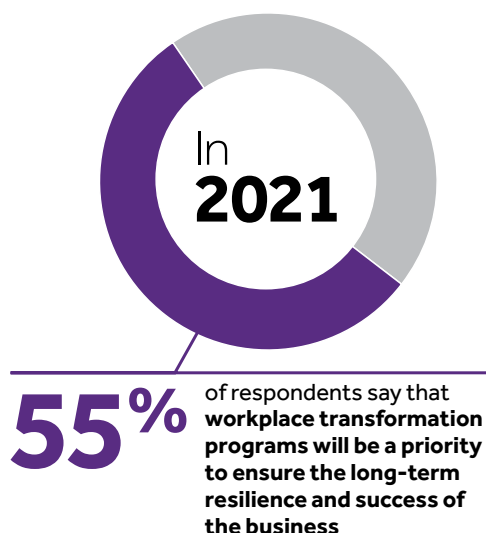
5. https://info.idc.com/rs/081-ATC-910/images/IDC-white-paper_Embracing_the_Hybrid_Workforce.pdf?utm_medium=email&utm_source=blast&utm_campaign=us-idc-fowk-intelligent-digital-workspace-wp&utm_content=mkto-1367-em-00&utm_idc=emb-mkto-1367-idcus&mkt_tok=MDGxLUFUQy05MTAAAF8CaK1ChHra926Z99uAgB4Pg1sySVbueYjXAwFtH5SqQrYyoBlyvxt1kMWENQs7RNin2JMxrlU_scB-TXY1SF2zhh0YgqCxELpQOxqsxwew

6. <https://www.leasefoundation.org/industry-resources/monthly-confidence-index/>



Workplace 2021 will require more than just new technology

According to a recent IDC [survey](#)⁷:



Transformation will be the most critical element to a successful post-COVID return to work, or the creation of a hybrid environment. Business success in 2021 and beyond will require organizations to be agile enough to meet customer demands from anywhere, at any time, under any circumstance.

Contact

Authors

Julianna Landolt, Global Strategic Marketing, DLL Office Equipment Business Unit

For more information

Contact your DLL Account Manager or [click here](#) to submit an inquiry

Publication date

April 2021

Disclaimer

- This whitepaper is provided for information purposes only, and no reliance should be placed on it by you or any third party into whose possession it may fall. Recipients should conduct their own investigation and analysis of DLL, its assets and financial conditions, and the information set out therein.
- Neither DLL nor any of its affiliates, officers or employees accepts any liability or responsibility for the accuracy or completeness of, nor makes any representation or warranty, expressed or implied, with respect to the information contained herein.
- The information provided in this whitepaper does not confer any rights. No part of this publication may be reproduced, distributed or transmitted in any form or by any means without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law.
- For permission requests, please contact one of the authors by using the contact details on this page.
- © De Lage Landen International B.V. 2021. DLL[®] and DLL Financial Solutions PartnerSM are service marks of De Lage Landen International B.V., Eindhoven, the Netherlands – April, 2021

7. https://info.idc.com/rs/081-ATC-910/images/IDC-white%20paper_Embracing_the_Hybrid_Workforce.pdf?utm_medium=email&utm_source=blast&utm_campaign=us-idc-fowk-intelligent-digital-workspace-wp&utm_content=mkto-1367-em-00&utm_idc=emb-mkto-1367-idcus&mkt_tok=MDgxLUFEUQy05MTAAAF8CaK1CvNs5y8OPWJl-CbQpD3WcE6gzCLp09R3cpsVGdSnHtahqZNMpG6mO5rH2ICBoximWellCe8U1Nw7kFqExKSxU3Gnv8HnACi2RTw