The Trouble with Tech

Philip Vanhoutte
Senior VP and MD, Europe & Africa
The Netherlands – Smarter Working Supermarket
the New Work-Life Balance
Virtual Work-aholism

Preparing Tomorrow’s meeting my Love!

When can I get on the agenda?
Reduced Absenteeism

Fokke and Sukke
visit to the pub on Sunday

In the past, we were always ill on the Monday

But now we call it Smarter Working
Smarter Working Unraveled – Bricks, *Bytes*, Behaviour
The Trouble with Bricks
Acoustics make or break BRICKS

In every study of modern offices, noise is the main bugbear.
Work Space Zones for Productive Information Work

The Acoustic ABC: Absorption, Blocking and Cover

Concentrate
- Focused individual work
- Quiet, enclosed space
- Private

Collaborate
- Group discussions
- Presentations
- Audio / video conferencing
- Brainstorming sessions
- Formal meeting area
- Stimulating

Contemplate
- Take time out
- Comfortable
- Re-energizing

Communicate
- Mixture of face-to-face and virtual collaboration / communication
- Superb acoustic shielding
- Fixed or flexible desk space
Next gen Workspaces ... Lacking a systematic approach

The Scientific Method

1. Ask a question
2. Do background research
3. Construct a hypothesis
4. Test your hypothesis by doing an experiment
5. Analyze your data and draw a conclusion
6. Report your results (Was your hypothesis correct?)
Have Your Associates **vote what BRICKS they need**

The first unified, independent, employee workplace satisfaction benchmark.
Pre and Post Occupation Survey

65.2

84

75.0
The Trouble with Technology

Okay, Marlon...

...this Twitter thing has gone far enough.

Jerry has finally set up his tablet to do almost everything that his desktop computer does.
Networks MAKE OR BREAK Bytes

Smarter Working

Networks
NOT 4th Generation Networks, rather 1st Class Service
Broadband – like fat water pipes but no pressure on showerhead
The New Maslow Pyramid

- PHYSIOLOGICAL: Food, Water, Shelter, Warmth
- SAFETY: Security, Stability, Freedom from Fear
- BELONGING - LOVE: Friends, Family, Spouse, Lover
- SELF-ESTEEM: Achievement, Mastery, Recognition, Respect
- SELF-ACTUALIZATION: Pursue Inner Talent, Creativity, Fulfillment

Wi-Fi
VPN slows Down
Upsets Virtual Collab Sessions
Speed **AND** Service

THE QoS QUANDARY

✓ latency
✓ throughput
✓ protocol
✓ distance
✓ content type

✓ Per-application
✓ Per-user
✓ Per-device
✓ Per-network

Network
Quality of Service

Taboo
Discussing the difficult.
Collaboration Tools
Corporate UC & Social Networking

Slow Adoption
The new Communications Gearbox

Presence

Five Speeds
1. Get attention via Instant Message
2. Click to talk with Mobile, PC or analogue phone
3. Invite more to audio-conference
4. add video for extra dimension
5. overdrive into TelePresence
Collaboration Tools
Corporate UC & Social Networking

BYOD

BYOA

Buy Your Own Coms
Video Silos (Skype, Facetime)
Outlook on iOS
SIP and Java versions
Printing from PC, tablets, phones
Powerpoint across platforms

Internal versus External
Unified Communications
Why do PC’s get slower over time?
"It's the latest innovation in office safety. When your computer crashes, an air bag is activated so you won't bang your head in frustration."

plantronics
Too Many Devices
Insufficient battery life
Internal Bluetooth on PC?
Not enough USB ports
Too many chargers
Too many cables

Now, if you can find the power switch, flip it on
„DÄFÜR WERDEN WIR ALLE EXKOMMUNIZIERT.„

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EIN FILM VON JENS SCHANZE

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Security, Authentication, PASSWORDS ...
Scepticism and Realism settling in

"Don't over-promise" - Wildean realism hits public sector IT

"There is a load of exciting new technology, but we didn't over-promise. We didn't talk about cloud, or social media,

UKAuthority.com Oct 4 2013
David Wilde CIO Essex County Council
Cloud Computing – A mirage?

Less than 5% of CEO’s Interested ... Gartner
Software ... in the clouds ... as a service ... but intuitive ... useful ?
Information Overload

Who analyses synthesizes and curates for me?
For every Excess ... a Diet
The Risks of Big Data for Companies
Yes, all that information is great. But are companies prepared for it?

Prof Dr. Jordan, Smeal College of Business at Penn State University - WSJ Oct 20 2013
The Risks of Big Data for Companies
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These Are Great Tools, but Who Has the Skills to Use Them?
Just Because Something Can Be Measured Doesn't Mean It Should Be Measured
What Do We Do With All These Numbers?
The Challenge of Thinking Big

Numbers can tell you things you never even knew to ask.
But they never speak for themselves.

Prof Dr. Jordan, Smeal College of Business at Penn State University - WSJ Oct 20 2013
Trouble with Technology

do ONE thing
QoS Networks MAKE OR BREAK Bytes

Smarter Workers Are Surfers

They need a Quality Network WAVE
We’d kill for network aggregation and least cost routing
From Digitally Underdeveloped UK DU²K to Global Agility Leader

Led by Sir Winfried Bischoff – Chairman, Lloyds Banking Group
The Trouble with People
“Just in case the conference call runs long “
Virtual Collaboration

Partial Attention Disorder
Achilles Heel of Smarter Working

Discretionary Engagement & Vitality
In Face to Face and Virtual Meetings
Acoustic Intelligence

- Speech Impact
- Voice Intelligibility
- Sound Ergonomics
BT MeetMe with Dolby Voice

In Partnership with Plantronics
Trust MAKES OR BREAKS Smarter Working
Give Smarter Working your Undivided Attention

Bricks

Behaviours

Bytes

Acoustics
Leesman Index

Trust
Speech Impact

Networks
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The Trouble with Tech

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