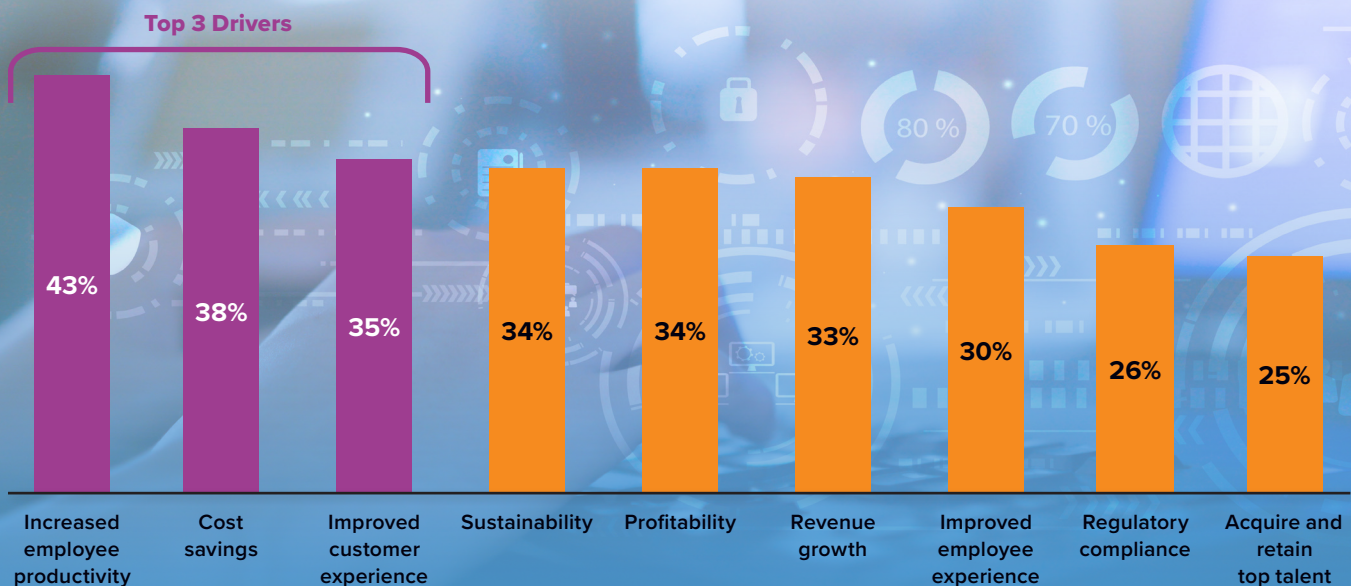




Navigating a Dynamic Future of Work

Digital adoption platforms and integrated applications will pave the way for a more automated and autonomous employee experience

Top Business Drivers for Work Transformation



n = 1,316; Source: IDC's Future of Work Global Survey, April 2022

Addressing Talent Churn and the Skills Gap

Staffing, skills, and labor shortages are key disruptors for businesses—whether an organization is struggling to find new talent or trying to make do with fewer people doing the same amount of work.

While headlines in the popular press focus on the economic impact on hiring and layoffs of employees in the tech sector, the demand for skilled technical talent has not diminished. Rather, to meet this demand, many organizations are looking to upskill and cross-skill workers who need to keep pace with accelerated deployments of new technologies.

According to IDC's Future Enterprise Resiliency & Spending Survey, Wave 11 (December 2022):

- ▶ 33% of organizations noted employee experience as a driver of business growth and said innovation will remain a top priority.

Businesses left with fewer employees to do more work need to ensure that those who remain have the tools and capabilities to do their jobs effectively and efficiently. When IDC asked how organizations have mitigated the impact of departing employees:

- ▶ 42% said they changed to remote/hybrid work policies to retain/attract talent.
- ▶ 38% increased their use of automation/augmentation technologies.
- ▶ 36% cited the increased use of contract labor.

The Shift to Self-Service

As organizations are forced to do more with less, employees must learn new applications and ways of working on their own. IDC's most recent research shows 87% of the line of business respondents surveyed are automating their own work. Without automated guidance, however, they run the risk of wasting time on navigating the process in doing their jobs. This is why companies need training to ensure automation self-service initiatives are successful.

- ▶ 60% of organizations report collaborating with IT to support automation efforts.
- ▶ 53% report doing skills training on codeless development.

Companies need to ensure that contractors and new hires can easily come on board, jump into the work, and not get tied up with learning the basics of new tools or relearning those they may not have used for a long time.

Consider corporate travel. After a long hiatus, employees are getting reacquainted with or learning new tools for documenting their travel and expenses (T&E). Many of these processes have been upgraded and integrated like capturing receipt data on a mobile phone or automating expense tracking. The challenge is that employees may not be familiar with these tools or how they work together end to end, from securing travel approval to booking to expense submission. The good news is that making the shift to cloud-based and automated T&E reporting can help employees spend less time tracking and submitting information and more time focusing on client needs.

With more employees in new roles and fewer support staff to answer questions, organizations need guided self-service applications now more than ever. These apps enable workers to spend less time on learning processes and tools and more time on being productive. IDC predicts that by 2025, CIOs who invest in digital adoption platforms and automated learning technologies will see a 40% increase in productivity, delivering greater speed to expertise (*IDC FutureScape: Worldwide Future of Work 2023 Predictions, October 2022*).

Key Recommendations

As part of deploying a digital adoption platform, organizations should:

- ▶ Identify which processes require the greatest support as employees move through onboarding, taking on new roles, retiring, or reboarding.
- ▶ Recognize that challenges in navigating enterprise applications can erode employee engagement, retention, and brand loyalty.
- ▶ Eliminate friction points and productivity delays using automation and in-line learning.



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Message from the Sponsor

Concur User Assistant by WalkMe is a digital adoption platform that enables customers to maximize their investment in SAP Concur solutions. It provides self-service guidance for users to help them be more productive, remain compliant without friction, and realize a decreased time to value.

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