Tech State of Play

Ideas for unlocking
goliath productivity

What's inside

Insights in this report are taken from the **Business Tech State of Play** research study which surveyed 1,000 leaders from small and medium businesses (SMBs).
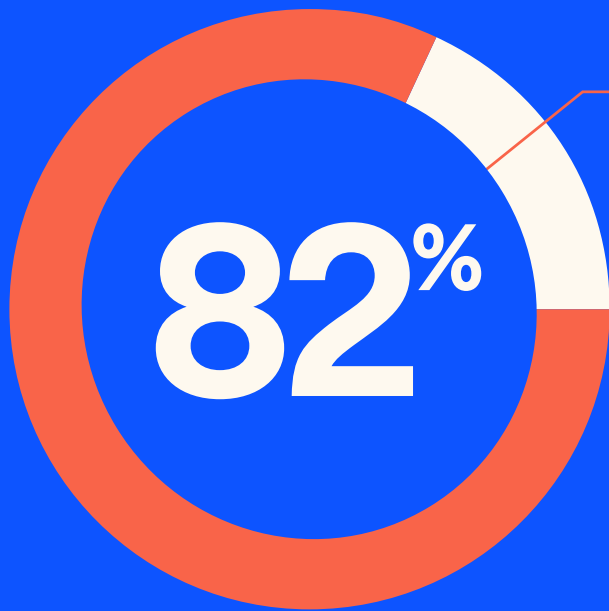
Finding and keeping the right staff can be an ongoing challenge. In a tight labour market, flexible ways of working can help attract and retain staff. Offering flexibility can increase your applicant pool, helping you find more suitable people for open roles.

Flexibility at work can encompass an array of different options. People might vary start and finish times, work at home some days but not all, work part time or full-time with a compressed work week.
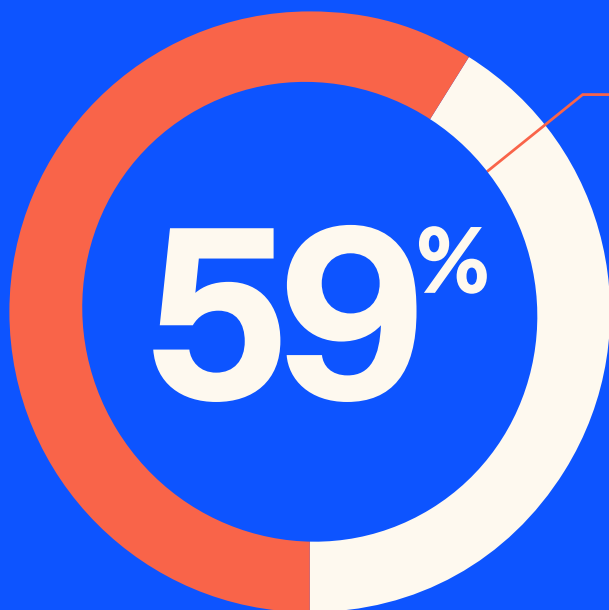
Employees value both flexibility and hybrid working. 68% agree a physical premises they can work from is important and just as many value the benefits of working remotely.

Hybrid working models are evolving and it's important to consider the needs of your business, your staff and your customers to design a model that maximises productivity and wellbeing.

Flexibility remains an important attraction for staff

82%

82% of workers think flexibility is important for their wellbeing and productivity at work.

59%

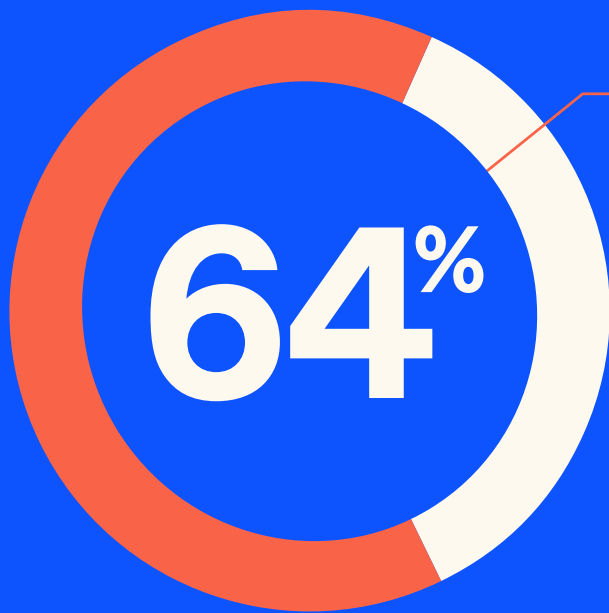**59% of SMBs are offering some flexibility to their staff.**

"It's important for company culture that we meet in person on a regular basis, but also offer flexibility"

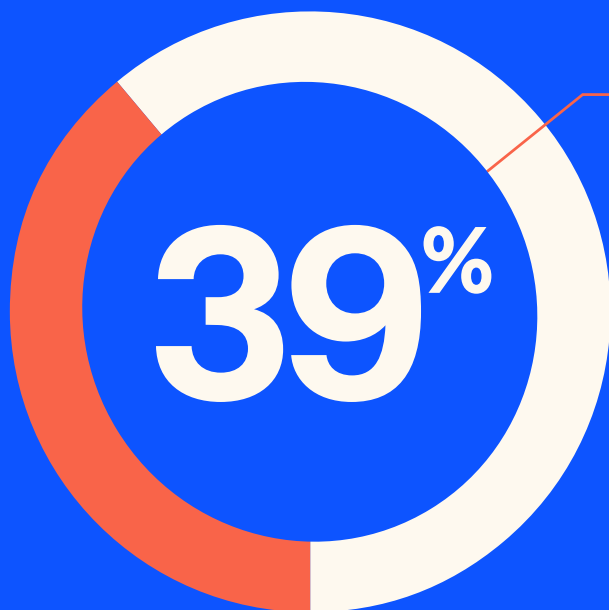CONSTRUCTION SECTOR DECISION-MAKER,
12 EMPLOYEES

Employees are excited about the potential of new tools such as AI. They recognise the importance of digital skills for career development and are eager to acquire them. A significant majority (80%) of employees want to learn more digital skills to further their career.

Most employees (72%) are excited to be introduced to new technology at work. But they also want more support and training when new technology is introduced to enable them to use it productively. Training is particularly important for younger employees, who see it as a way to improve their job performance and develop skills for their future. Tapping into this appetite to learn could be key to unlocking gains from new technology for your business and building stronger relationships with your staff.

Staff have an appetite to learn and upskill

64%

64% of workers think training is important for their wellbeing and productivity at work.
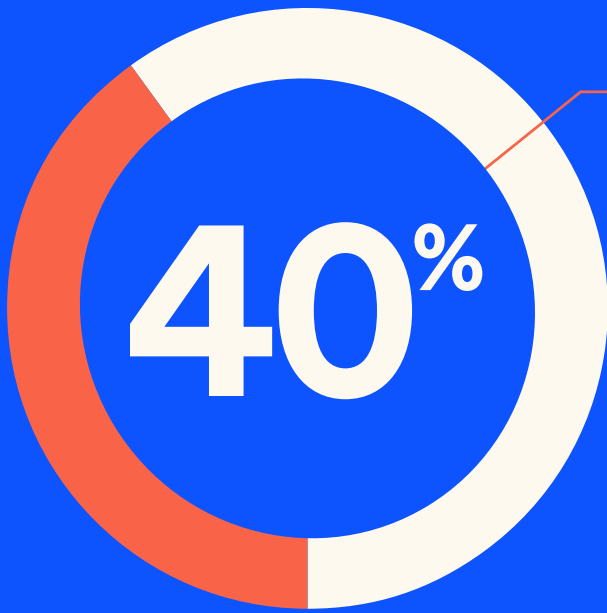
39%

Only 39% of SMBs are providing training.

Although some business owners may find it hard to gauge worker productivity, there are many that are potentially underestimating the impact of tech issues on productivity. Nearly half of employees report problems at least once a month, with reliability and speed of fixed network connections being common causes of disruption. However, only a fifth of business owners acknowledge the same issue.
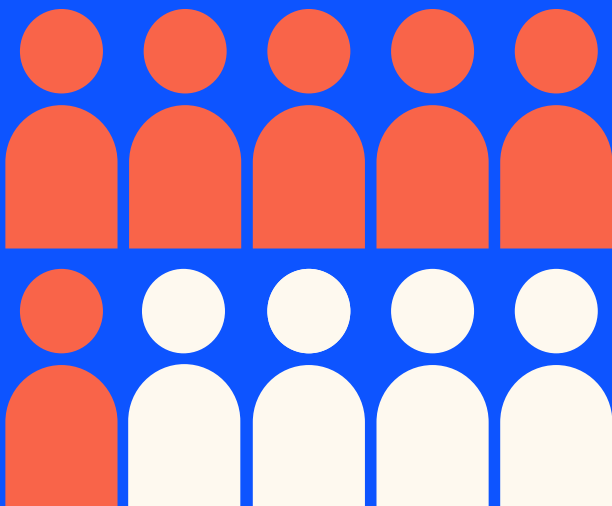
Businesses and their workers are increasingly using the internet for a wide range of business applications, cloud services and collaboration tools. These can require higher network speeds, more upload capacity and more complex support.

Making sure you're well set up to enable productivity across different work settings with varied technologies can help you boost efficiency. This means enabling access to appropriate devices, connectivity, software, security and support to help you get the job done.

Make sure your technology fits your working model

40%

40% of employers find it hard to gauge the productivity of employees when they work from home.

Almost two-thirds of employees say their work should provide more/better technology to support them working remotely.

Key takeaways

1

Review your technology to identify opportunities to better support hybrid working models. Talk to your team about their technology needs in different settings.

2

Consider opportunities to introduce new technologies with training to help engage staff and boost productivity. Explore how your technology providers can help.

3

Consider if your internet connection is fit for purpose. Explore business-grade solutions with managed services or extra IT support to enable a better employee experience.

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It can be hard to know what to prioritise, especially when time is at a premium. By staying focused on customer expectations, the needs of your staff and potential risks to your business, you can identify what's important for you.

Being clear about how you want to use technology and the outcomes you expect to see, can help you develop a clear plan.

Ask yourself

1 **What's not working as well as it could?**

2 **What are other businesses like ours doing?**

3 **What changes around us do we need to adapt to?**

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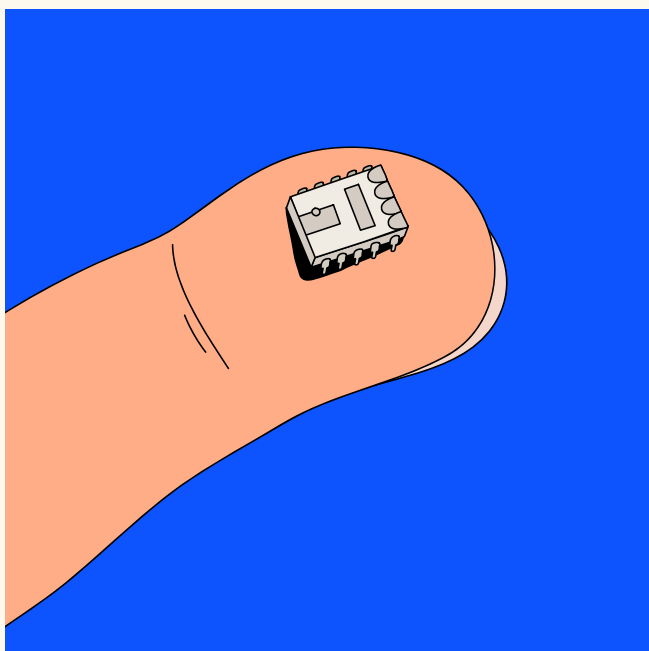
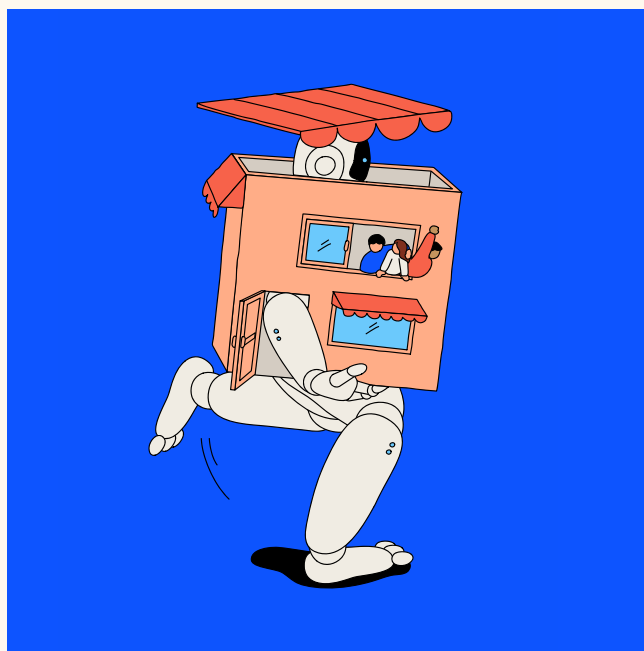$\rightarrow$ **Explore business internet solutions**

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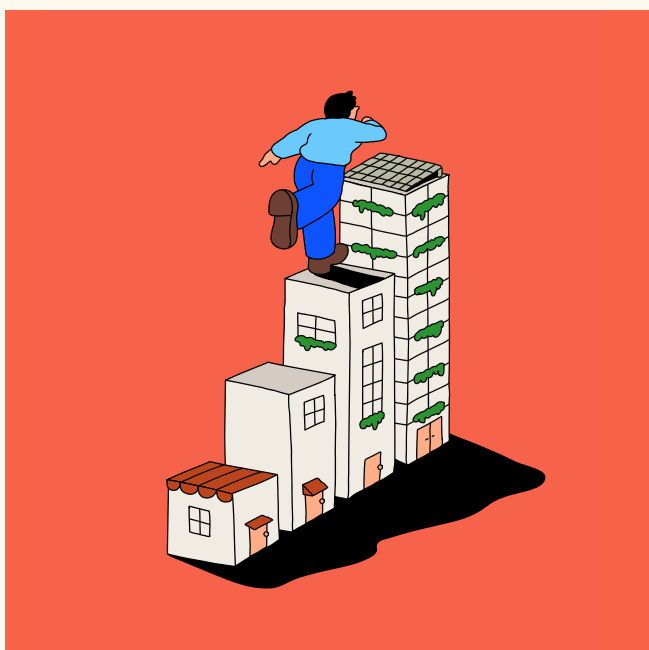
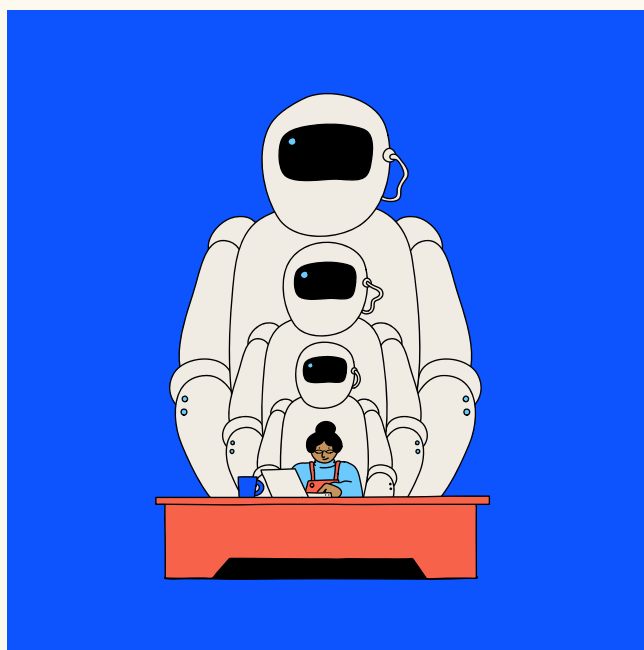# Explore more business insights and trends

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