

## A Gestalt Post Webinar Summary

# Building an engaged, high performing, digitally savvy workforce

May 1<sup>st</sup>, 2020

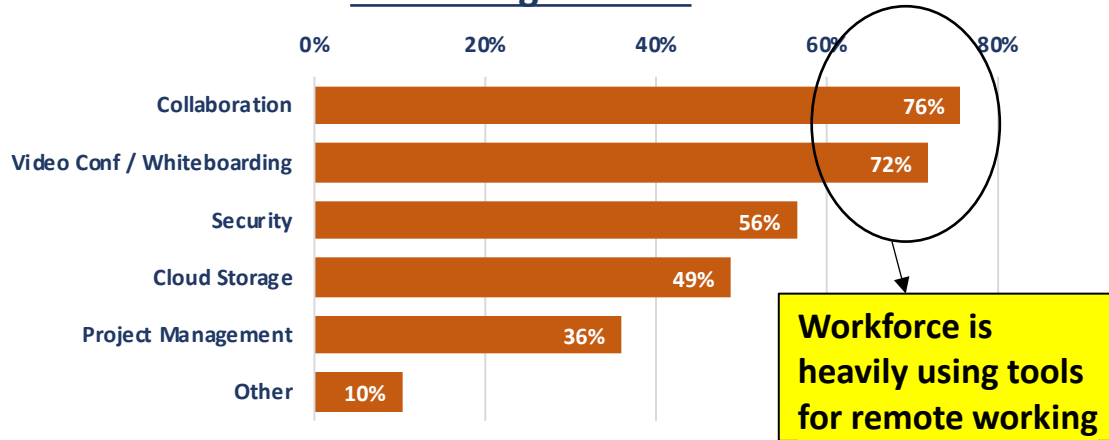


*The purpose of this document is to summarize the learnings & recommendations from the extensive engagement Gestalt organization had with 100+ participants during our survey & webinar on “Building an Effective Virtual Workforce”.*

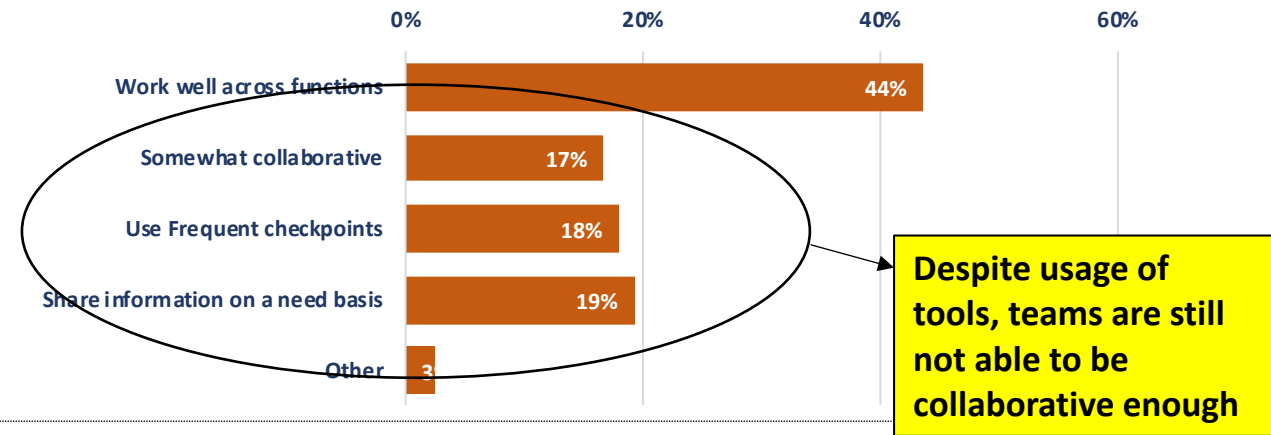
# Key Observation from the Survey

Workforces are accustomed to remote working. However it is impacting areas like customer management, team engagement & collaboration and accountability while remote

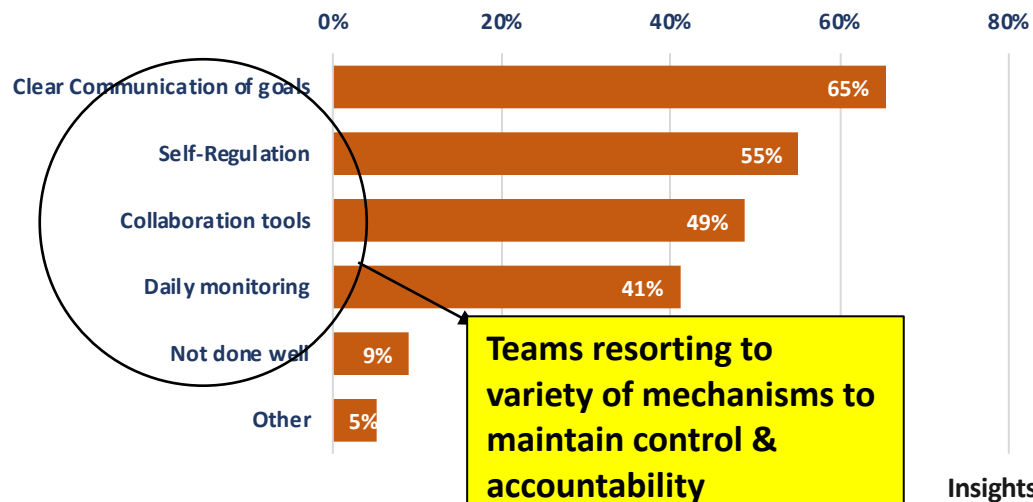
## Use of Digital tools



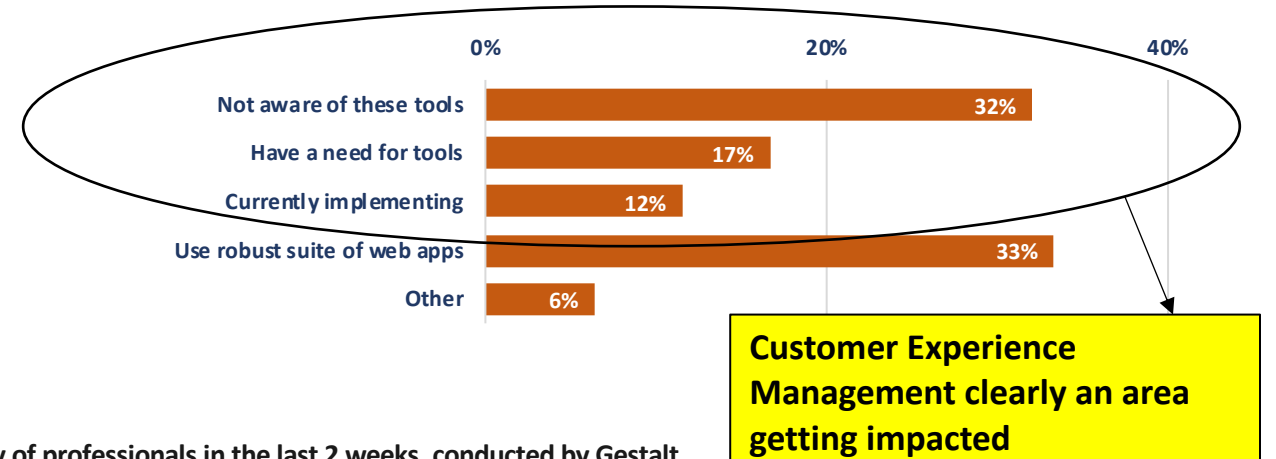
## Remote Working impact on collaboration between teams



## Accountability with Remote Working



## Use of Customer Experience & Interaction Technologies



*Now is the time  
for action for  
clearly visible  
results*

Remote working will accelerate the shift of all industries to more Digital Way of Working, to help their workforce address these clear challenges but also to leverage existing and new technologies. ..

Organizations need to take these actions to create a digitally transformed ecosystem, in order to realize the following benefits.

- ✓ Heightened business agility
- ✓ Significant (25%) increases in overall business productivity (Gartner quote)
- ✓ Improved customer intimacy and experiences
- ✓ Improved partner and supplier intimacy, effectiveness and efficiency
- ✓ improved employee attractiveness and experience
- ✓ Significant reductions in operating costs

