Build an agile financial services organization

Improve teamwork and engagement with collaboration

By 2025, approximately 75% of the workforce will be made up of millennials, and they are a generation who see collaboration tools as an integral part of their life. To attract and retain this talent, financial institutions need to encourage a collaborative culture and invest in a workspace that provides a positive user experience.

Competition for the best skills is heating up and new employees expect to engage with the latest technologies. In today's fast expanding digital economy your workforce needs to connect anytime, anywhere for better decision making. Employees want to use collaboration tools that are as easy to use as those they use in their private lives.

Millennials have grown up collaborating with others using technologies and are not going to wait for applications to be sanctioned by IT departments. This gives rise to so-called "Shadow IT" and its associated risks. Putting in place a collaboration infrastructure that users want to use helps you avoid this scenario of unseen, unapproved and potentially dangerous applications.

Help boost team collaboration

To meet the expectations of today's workforce, you need to provide an easy-to-use collaboration suite that integrates voice, video, data, and mobile applications. By improving the connections between people and information, and offering integration into other business applications, you will be able to optimize communications, improve productivity and increase overall agility.

Benefits include:

- **Improving effectiveness across the organization.** Virtual meeting rooms, for example, can allow your teams to work on new financial services products in a secure environment

- **Managing projects.** Collaboration hubs incorporating enterprise social media can bring together groups involved in cross-functional projects

- **Communicating, reacting and discussing customer pain points in real time** to better address customer queries and problems

- **Developing better relationships with external partners** with easy access to relevant data.

70% of workers believe they will spend more time on collaboration tools in the future[1]

80% of employee time spent on collaborative work[2]

44% decrease in face-to-face meetings[3]

26% of workers aged 18-24 use unapproved collaboration applications[4]

$**44.5** billion predicted spending on mobility by banks in 2018[5]

1. Deloitte: The Hyper-connected Workplace – Human Capital Trends Report 2018
2. Harvard Business Review: Collaborative Overload 2017
3. Deloitte: The Hyper-connected Workplace – Human Capital Trends Report 2018
4. Gartner: Millennial Digital Workers Really Do Differ From Their Elders 2018
5. IDC Worldwide Semi-annual Mobility Spend Guide 2018

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Embrace a mobile work culture

Financial institutions that enable their workforce to work from anywhere, anytime on any device have productivity, innovation and efficiency advantages over those that do not. Teams can make decisions faster on credit applications, for example, and bring new products to market quicker.

Your organization should be looking to deliver apps on more types of devices, in more places, to support customer service and workforce flexibility. A secure digital workspace is an effective solution for mobilizing customer engagement and modernizing business processes, and can support your employees in high-value activities.

Why Orange?

Broad range of collaboration solutions, including devices, collaboration rooms and networks

Full integration of your solutions with a supplier-neutral project management approach

Expertise in technology-rich collaboration environments in financial organizations

Understand the financial industry's local environments, cultural needs, regulatory challenges and business goals

Security experts ensure confidentiality and security of exchanges in terms of tools and usage

For further details please go to:
https://www.orange-business.com /en/solutions/collaborative- workspace

Six steps to successfully building a collaborative environment:

1. Select your priorities and stand by them: your number one challenge isn't choosing the right collaboration tools, but dealing with your legacy tools for a smooth transition. Having a clear plan in place, which puts the user experience first is imperative. Commit transition resources, define KPIs and share deployment successes with users.

2. Make collaboration tools personal, secure and available on every device: allow users to access their collaboration workspace anytime, anywhere, so that they can use the most appropriate tool in any situation. Allow users to personalize their interface to what works for them.

3. Application programming interfaces (API) make it easier to build application software: APIs allow you to integrate unified collaboration tools in your business environment for a seamless user experience and reduced security risks. You could embed a button on a form for customers that automatically launches a video conferencing application to discuss loans.

4. Make your physical workspace collaboration friendly: ensure your office environment sits well with digital collaboration and listen to employee feedback. Sound quality can be a problem for example, so financial consultants continually on calls may require high quality headsets.

5. Drive a successful adoption program: when you have come up with a collaborative solution that suits business and employee needs, you need to ensure adoption and daily use. Formally launch the new culture of collaboration to the organization, provide personalized training and make sure shift to communal ownership of information is lead from the top.

6. Empower IT teams to maximize and report business benefits: it is paramount to gather data and report on how employees are using new tools and if they are meeting expectations. It will help you stay in touch with the end user, log business benefits and secure future investment in collaboration tool updates.

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