

# The employee experience (EX) factor

Four ways to put people first in the hybrid work world



“Customers will never love a company until the employees love it first.”

**SIMON SINEK**  
AUTHOR AND INSPIRATIONAL SPEAKER

## 9 out of 10

organizations say EX is a strategic differentiator...  
... but only 4 are very satisfied with their EX capability.<sup>1</sup>

Here's how to create experiences that support and motivate your workforce.



### 1 Prioritize workforce well-being

HOW



Step up employee assistance programs (EAP)



Help remote employees set work-life boundaries



Enable social connections

Among remote workers surveyed,

## 74%

say mental health issues since COVID-19 impact their performance.<sup>2</sup>

## 45%

miss social interactions.<sup>3</sup>



### 2 Create a collaborative culture

HOW



Select the right collaboration technology platform



Support team autonomy



Transform offices into co-creation spaces

## 44%

of organizations are reviewing office design to align with new needs.<sup>1</sup>



### 3 Train managers to succeed in the hybrid workplace

HOW



Engender trust



Empower people at all levels



Encourage cross-functional collaboration: CIO + CHRO + CSO

Managers account for **70% of the variance** in their teams' engagement.<sup>4</sup>



### 4 Deliver technology users want and IT needs with the Intel® Evo™ vPro® platform

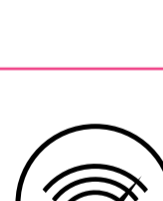
HOW



Provide user-centric devices and software



Support work from anywhere, anytime



Enable easy connections and productivity

## 82%

of employees believe company tech isn't keeping up with needs.<sup>5</sup>

## 70%

have purchased tech to work from home.<sup>5</sup>

## 23%

of IT budget will be for EX by 2022.<sup>6</sup>

# 5x

RETURN ON EX INVESTMENTS<sup>6</sup>

RETURN ON

Productivity

Organizational agility

Customer satisfaction

Deploying Microsoft Teams-certified devices like Lenovo's ThinkSmart portfolio

Over 3 years:<sup>7</sup>

## 273% ROI

## \$10.3M

in productive employee time freed up by improved meeting connectivity

Collaboration is linked to everything from productivity to job satisfaction to competitive advantage.

**Choose modern Lenovo collaboration solutions running Microsoft Windows 10 Pro designed on the Intel® Evo™ vPro® platform.**

Contact your Lenovo Account Representative or local Business Partner.

Visit [www.lenovo.com/FlexibleWorkforce](http://www.lenovo.com/FlexibleWorkforce)

Sources

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- 5 Lenovo research report, "Technology and the Evolving World of Work," July 2020
- 6 Forrester for Lenovo and Intel, "Invest in Employee Experience (EX), Drive Your Bottom Line Growth," October 2020
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