Tech Leaders Transformed into
Hybrid Experience Champions

Lenovo

How IT trailblazers
are impacting change
in the work from
anywhere era.

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WFA is Rewriting the IT Job Description

When people work from anywhere, tech is everywhere.

Designing infrastructure, deploying equipment, and maintaining security have always been part of the IT job description. But in the work from anywhere (WFA) era, tech has evolved. And so has the role of IT.

Today, technology is linked to all aspects of organizational and student success. Everything—from collaboration and productivity to data security, talent acquisition, customer experience, and even training—is influenced by technology. As a result, IT leaders are being called to impact change across all areas of business and education.

> " We are working on setting up virtual training for [military pilot] students as a first step. Instead of spending time in a classical, old-fashioned classroom, [they receive a] combination of remote [and in-person] training."
>
> **Luda Maykun**
> IS Operations Manager at KF Aero/Kelowna Flightcraft Air Charter

> " We're going through a refresh [and] modernizing our classrooms [with TV displays]. We chose newer models because [they] had the capability of doing classroom mic'ing."
>
> **Justin Vickers**
> IT Director at Grande Prairie Public School Division

These leaders aren't alone in their quest to make work and learning better. In fact, **more than 77% of CIOs say they have more impact on their company's overall fortunes than other C-Suite positions.**[1] And 88% agree that their role as CIO is critical to their organization's continued operation.[1] In a short time, technology has become essential to success, accelerating tech leaders into key decision-making positions.

What decisions lie ahead to ensure hybrid work success? How will tech empower organizations today, tomorrow, and ten years from now? This report reveals insights and observations from in-depth interviews, group dialogue, and collaborative sessions held with Canadian Technology Council (CTC) members. Our research methodology included:

CTC Member Interviews: We conducted five phone interviews to collect member insight. Our work included discussion guide development, interview preparation and execution, stimuli creation, tabulation/editing, and insight synthesis.

Virtual Events: We leveraged key findings and group dialogue/collaboration from two CTC events to highlight convergence of thinking and unique points of view across the community.

Secondary Research: Existing data and secondary research was used to layer in behavioral insights that further support member observations and survey output.

Microsoft and Lenovo Studies: Finally, we used the hybrid work research, insights, and influence of Microsoft and Lenovo to provide resources for remote and hybrid teams.

Dive in to discover how IT leaders and influencers across North America are powering effective hybrid work.

> "
> Believe it or not, now IT is forced to dabble into employee retention as well. Because now we're not just providing technical solutions, we're also providing perk [and] feature solutions.
>
> **Michael Schwenk**
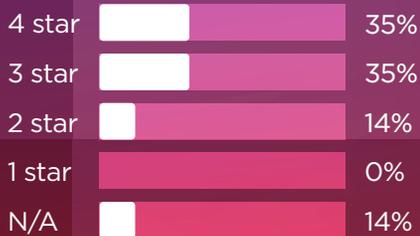> IT Support Teams Manager
> at WB Games Montreal

The Shift to Hybrid Work

Despite being adopted out of necessity in 2020, hybrid work has now become a deal-breaking expectation for many employees. In fact, 43% of employees (a 2% increase from 2021) say they will consider changing jobs in 2022 and cite flexibility as a top reason for leaving.[2] This impending churn presents an immediate need for organizations to offer flexible work options *that work,* or risk losing top talent.

To fight the talent drain, many organizations have shifted to a hybrid work model. So, we surveyed 14 organizations across North America to see how things are going.

Out of 4, where 4 is most positive, how would you rate your hybrid work experience?
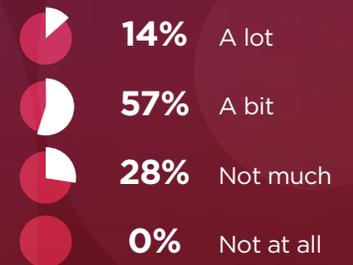
Rating	Percentage
4 star	35%
3 star	35%
2 star	14%
1 star	0%
N/A	14%

What does your company's workstyle look like? Does it utilize hybrid work?

Percentage	Workstyle
50%	Mostly remote
50%	Mostly in-person
0%	All in-person
0%	Fully remote

What was your biggest challenge with making the shift towards working remotely?

Percentage	Challenge
35%	Collaborating
28%	Security Concerns
21%	Connecting
14%	Meeting Customer Expectations

For those in the public sector, did you have to adapt to the general shift in hybrid workstyle?

Percentage	Degree
14%	A lot
57%	A bit
28%	Not much
0%	Not at all

> We are on hybrid schedule for most people, except help desk, because it's critical for help desk to be present on-site. Everyone else is on a hybrid schedule [depending] on their role. It's a 60 to 40 split.

Luda Maykun
IS Operations Manager at KF Aero/ Kelowna Flightcraft Air Charter

Our Survey Findings

Most of our survey respondents are operating in a hybrid capacity, with half leaning more remote and the other half more in-person. Most organizations surveyed (70%) would rate their hybrid experience as positive or somewhat positive, with 14% indicating a somewhat negative experience and 14% indicating they are not currently working in a hybrid capacity. **All respondents** had to adapt to the hybrid workstyle to some degree, with the majority (85%) indicating a small shift and 14% indicating a large shift. The biggest challenges our respondents faced with making the shift to hybrid was team collaboration (35%), followed closely by security concerns (28%), keeping teams connected (21%), and meeting customer expectations (14%).

Overall, our survey revealed that North American organizations have experienced a positive shift in how they do business, thanks to hybrid work.

Perceived Challenge Meets Unlimited Opportunity

The Challenge

> " From my perspective, the main challenges are equipment-based—global shortages and logistics of receiving and shipping [equipment]."
>
> **Michel Mayhew**
> IT Director at Canopy Growth Corporation

Hybrid work presents some perceived challenges for organizations and tech leaders. For instance, deploying equipment and peripherals to remote workers becomes an arduous and potentially risky task. But with great challenge, comes great opportunity. Let's explore this from both sides.

Challenges for Powering Hybrid Teams

According to our research, the three main areas of challenge for organizations going hybrid include:

1. Enabling team collaboration from anywhere

2. Maintaining off-premises security

3. Balancing flexibility and productivity

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1 Challenge One: Team Collaboration

Perhaps the greatest perceived challenge with hybrid or remote work is empowering team collaboration and effective individual work. It's true that getting the team together to brainstorm an idea or strategize on a project looks different in a hybrid environment. But, with the right tech in place, the output can be the same (or even better). For instance, with the power of Lenovo devices built for hybrid work and versatility of **Microsoft Teams**, your organization can overcome the team collaboration challenge and thrive in a hybrid environment.

2 Challenge Two: Off-Prem Security

> " There's always a new vulnerability that comes out and when it does, it's not about us swatting that vulnerability. It's about how it shapes the way we think."
>
> **Lester Moniz**
> IT Director at Softchoice Corporation

Ensuring security across devices and users located outside the office also presents a perceived challenge for organizations. However, we must keep in mind that most IT teams were ready for a remote or hybrid workforce before 2020. The pandemic simply accelerated and expanded the shift. To ensure off-premises security, start by thinking bigger about your security strategy. Adapting to **Microsoft's Zero Trust model**, implementing multi-factor authentication across users and devices, and deploying Lenovo devices with built-in security across your hybrid workforce can all contribute to stronger protection and a better overall security strategy.

3 Challenge Three: Flexibility & Productivity

> " My support team [is] handling something to the tune of 700 tickets every 30 days. So, we're averaging 35+ support tickets daily right now."
>
> **Michael Schwenk**
> IT Support Teams Manager at WB Games Montreal

Since the hybrid work shift began, a deep divide has formed between employers and employees in perceived productivity. Studies show that 54% of business leaders believe employee productivity suffers in a hybrid environment, while 80% of employees feel they are more productive working outside the office.[2] This divide has driven some leaders to pull back on flexibility, causing tension and even loss of trust. However, with intuitive tech solutions in place, organizations can make it easy for everyone—from most to least tech-savvy—to tackle their workday. Trust Lenovo and Microsoft to provide the user-friendly features that power team productivity from anywhere, with measurable results.

Perceived Challenge Meets Unlimited Opportunity

The Opportunity

Despite these perceived challenges, the hybrid work model offers revolutionary opportunities for growth.

Hybrid Work Opportunities

Through surveys and discussions with organizations, we uncovered three opportunities hybrid work presents for business growth:

1. Greater employee satisfaction and productivity

2. More time for strategic thinking with automation

3. Human-centered creative empowerment

1 Opportunity One: Satisfaction & Productivity

Hybrid work offers many benefits to the employee, such as improved work/life balance and greater job satisfaction. It can also benefit organizations by powering greater employee productivity. According to Microsoft, workers traditionally experienced two productivity peaks throughout their workday—before lunch and after lunch. Since 2020, Microsoft researchers have uncovered a third productivity peak among hybrid workers in the hours before bedtime, dubbed "triple peak day."[3] The hybrid work model frees employees from the traditional 9-5 schedule. With the right tech in place, they can be empowered to work when they're most productive, creative, and focused.

2 Opportunity Two: More Strategic Thinking

Leveraging hybrid work technology can also give organizations the freedom to encourage more strategic thinking. Routine tasks such as software updates, security scans, and even password change reminders can all be automated with the right technology, giving IT teams and employees more time to think bigger. **Microsoft** offers the most trusted and comprehensive cloud focusing on six critical areas—security, infrastructure, digital and app innovation, data and AI, business applications, and modern work—to help your organization forget the mundane and reach its full potential.

3 Opportunity Three: Creative Empowerment

Hybrid work technology empowers teams to brainstorm ideas, develop plans, and unleash creativity. The **Complete Conference Room** and **Remote Work Enablement solutions from Lenovo**, for instance, equip both sides of the hybrid workforce with everything needed to succeed. Complete Conference Room offers a simple, flexible conferencing solution that is easy to deploy, integrate, and scale. With a Remote Work Enablement solution, IT teams can trust Lenovo to ship ready-to-use devices directly to a user's door—eliminating the time and hassle of traditional deployment.

> " As long as a person [has] found that sweet spot, a bit between working from office and working from home, [they are] happy. There are always exceptions. But I think overall a hybrid model works for everyone and we are probably going to stay on this model."
>
> **Luda Maykun**
> IS Operations Manager at KF Aero/Kelowna Flightcraft Air Charter

Hybrid Work: The Best of Both Worlds

> " We recognize that people are not going to the office to work. They're going to an office location because they see value in person-to-person collaboration."

Lester Moniz
IT Director at Softchoice Corporation

Hybrid is Human

Through our research, we've found that most employees want the flexibility of remote work, but also crave in-person interaction from time to time. For example, Microsoft's 2022 Work Trend Index report reveals that 73% of employees want permanent flexible remote work options, but 67% want the option to collaborate in-person.[4] And that's what makes hybrid work the best of both worlds. This model allows teams to enjoy the remote flexibility they want, combined with the personal interaction they need.

The Hybrid Work Model

In-Person
Remote

Together   **Alone**

Power Hybrid Collaboration with Lenovo and Microsoft

The right technology will inspire productive collaboration across the entire hybrid work model. Whether teams are working together or alone, in-person or remote, you can empower them to stay connected and productive with innovative Lenovo solutions and Microsoft tools.

Lenovo Complete Conference Room

The **Complete Conference Room solution from Lenovo** is designed to give all team members a voice in meetings. It offers high-performance audio and visual technology to make hybrid collaboration a natural part of work. This solution is scalable to any room size and compatible with all the latest conference platforms, including **Microsoft Teams**.

Microsoft Teams

In the hybrid work world, there's no greater driver of productive meetings than **Microsoft Teams**. Empower everyone to share files from the cloud, chat, call, and conference, all from this intuitive platform. Cloud storage ensures that shared files are always available, and data encryption protects sensitive information, giving your hybrid team the freedom to collaborate without hesitation.

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Building a New Team Experience

As employees and students adjust to the hybrid work model, IT teams must design an intentional framework for empowering seamless teamwork.

> "We revamped our onboarding process to make sure people have accounts set up right away, so they can get onto their device first thing in the morning. Part of that's a letter with the laptop [about] logging in for the first time. Then there's a one-hour training session that goes through computer ethics, requesting help, and basic use."
>
> **Michel Mayhew**
> IT Director at Canopy Growth Corporation

More Equitable Meetings

According to a Cisco Canada hybrid work survey[5], **82% of Canadian employees do not actively participate in meetings they attend.** Another survey[6] reports that **67% of U.S. workers are distracted during virtual meetings.** This tells us that, **on average, 74.5% of workers across North America aren't fully present in meetings.**

If these statistics didn't make you raise your eyebrows, read them again.

Now, think about the endless number of big ideas, creative thoughts, and fresh perspectives that are being missed in these meetings. IT teams have an incredible opportunity here to empower all team members, whether in-person or remote, to speak up and be heard. This is where the **Complete Conference Room solution from Lenovo**, paired with the versatility of **Microsoft Teams**, can truly shine. Together, these solutions will ensure the equitable, seamless conferencing that inspires outstanding teamwork.

> "Accounting was difficult [to shift] because [of incoming] paperwork, preparing checks, and invoicing. They didn't have a process to work remotely, so that was challenging. They're starting to get there now, but they're still not where they need to be."
>
> **Chris Beerworth**
> Director IT Operations & Cybersecurity at American Iron & Metal

Equipment for Individual Success

When all team members need different devices and accessories to work effectively, deployment can get tricky. This has inspired some organizations, like Softchoice Corporation, to change their approach to equipment. **Lester Moniz**, IT Director at Softchoice, shared that their organization has internally launched a program called "Work Your Way", which allows employees to create their own work experience and get the job done. The **Lenovo Device as a Service (DaaS)** offers a similar approach with reliable, stable, and fully customized solutions that are easy for IT to deploy and manage.

Easier Remote Learning

Many schools and universities still require occasional hybrid learning, which makes seamless hybrid teamwork essential to the success of the modern student as well. With **Microsoft 365**, students can access everything they need in one place, including essential programs like Microsoft Word, Excel, PowerPoint, and more. The cloud storage and sharing capabilities of **OneDrive** help students collaborate with teachers and peers, and group work sessions can be powered from anywhere with **Microsoft Teams**.

> "We have hired people who have never worked in an office. How do you bring people in for the purpose of collaboration? We have to be intentional with building spaces where people can collaborate."
>
> **Lester Moniz**
> IT Director at Softchoice Corporation

Technology and Customer Experience

The work from anywhere era has converted living rooms into conference rooms, kitchens into classrooms, and coffee shops into cubicles. But it has also transformed websites into storefronts and chatbots into handshakes.

More than ever before, technology plays a key role in customer experience (CX).

CX refers to the holistic interaction a customer has with a brand, from initial interaction to final sale and everything in-between. Ensuring a seamless, fluid, and overall positive CX is essential for business growth and brand perception. But in the hybrid environment, this can be a challenge.

Driving CX with Data

How can organizations create a consistent CX when all customers prefer to interact in different ways? The answer lies in data.

Especially in the hybrid environment, data is key because it provides a complete view of the customer. With the right data tools in place, organizations can analyze customer search habits, buying preferences, favorite products, demographics, and more to deliver an experience personalized to each individual customer's needs and wants.

Data can be used across all areas of an organization to inform key decisions and deliver personalization for employees, customers, and even stakeholders. And when you trust the **Microsoft Cloud** with all your secure data storage needs, you'll be ready to meet the challenges of this rapidly changing world and seize the new growth opportunities it presents.

> "A lot of our business leaders are trying to make decisions based on their feeling of the market situation and [what they think] is going to happen. So, we try to turn them more to an analytical data-driven process. It allows them to make much more informed decisions."
>
> **Chris Beerworth**
> Director IT Operations & Cybersecurity at American Iron & Metal

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Living on the Cloud

Hybrid teams rely on cloud storage and sharing capabilities to power productivity. In fact, 88% of infrastructure decision-makers in Canada and 94% in the U.S. are currently using at least one type of cloud deployment—with a majority being hybrid or multi-cloud.[8] Developing a cloud-first architecture allows organizations to operate completely outside a physical location, which has become a major selling point in the WFA era.

Increase Agility, Productivity, and Sustainability

As hybrid work drives independence from a single physical location, organizations are relying on cloud computing technologies to digitize files and store data. In a recent IBM survey,[7] 73% of organizations said cloud-driven digitization is delivering positive, transformational performance improvements at scale.

Leveraging the cloud not only enables a workforce to share files, but it also empowers organizations to increase data security, save time and money on physical storage space, and even pursue sustainability initiatives.

> "We embarked on a cloud-first model, and by the end of 2022, we will be out of all our physical data centers. We will be 100% cloud and will have no dependency on any physical location. By 2023, we will say we are a fully cloud organization for everything that we do."
>
> **Lester Moniz**
> IT Director at Softchoice Corporation

Lenovo Cloud Solutions for Microsoft 365

Free your organization from a physical location with **Lenovo Cloud Solutions for Microsoft 365**. This solution offers all the Microsoft 365 tools, apps, and data-sharing benefits you need to power a hybrid workforce. With the real-time editing capabilities of **OneDrive** and high-quality video and audio effects of Teams, your team will be equipped to securely share and collaborate from anywhere.

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The Future of Cloud Computing

$1T
$500B
$100B

2020   2025   2030
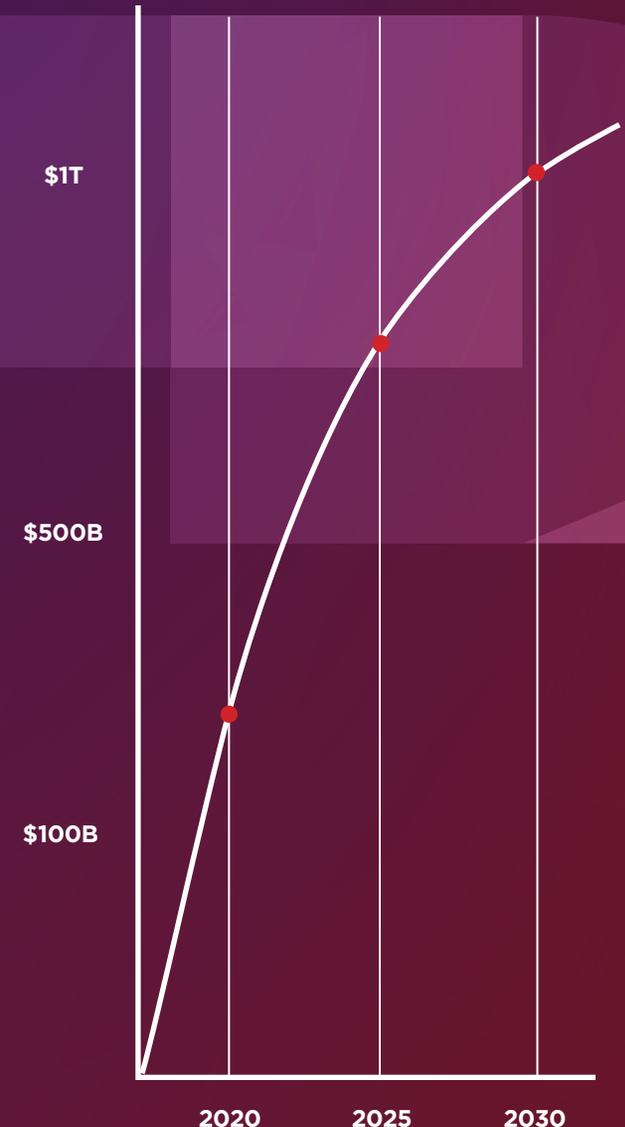
Source: IBM. "Cloud's Next Leap." 2022.

Setting the Trend: Digital Transformation

The pandemic impacted far more than where employees commute to work and how customers make purchases. It also sparked supply chain disruptions, economic distress, and geo-political issues around the world. To counter the effects of these issues, organizations are turning to tech.

North America Goes Digital Post-COVID

North American organizations are leading the charge to digitally transform after the COVID-19 pandemic.
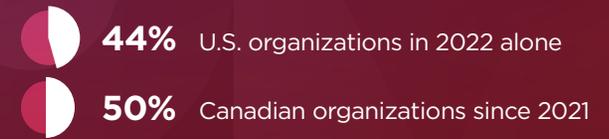
Accelerating Digital Transformation Strategies

53% U.S. organizations in 2022 alone

68% Canadian organizations since 2021

Increasing Digital Transformation Budgets

58% U.S. organizations in 2022 alone

57% Canadian organizations since 2021

Expanding Digital Scope Across the Entire Enterprise

44% U.S. organizations in 2022 alone

50% Canadian organizations since 2021

Wireless Tech Brings Ultimate Connectivity

Wireless tools and solutions have become essential to hybrid productivity. After all, when teams are working everywhere, they need to connect from anywhere. So, desktop computers have been replaced with powerful laptops like the built for hybrid work **Lenovo ThinkSeries.** Bluetooth keyboard and mouse combos have become essential, and portable speakerphones are now flying off shelves.

Our research also revealed exciting opportunities for the future of wireless technology. **Chris Beerworth**, Director IT Operations & Cybersecurity at American Iron & Metal, sees ultimate device connectivity in our near future. Chris suggested that soon, one device will connect to everything—from computers, to phones, televisions, speakers, appliances, and even the lights in our homes.

> "We've been looking to leverage a lot of automation. [We've also been] looking at hardware as a service—moving away from the logistics of managing services [with] a more Netflix-like solution to user equipment, where an employee gets billed at a monthly rate and if they go away, you don't have to worry about dealing with that inventory."
>
> **Michel Mayhew**
> IT Director at Canopy Growth Corporation

Data Drives Informed Business Decisions

Cloud technologies have taken root in the WFA era. Data sharing and storage tools like **Microsoft OneDrive** have become essential for powering team productivity, collaboration, and peace of mind. For organizations, **Microsoft Cloud** has become the most trusted and comprehensive cloud platform that helps maximize data value with the **Microsoft Intelligent Data Platform**. With secure, reliable data at their fingertips, organizations are making informed business decisions and stepping into the future with a more intentional mindset.

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Designing the Office of the Future

Every employee today has a different preferred workstyle. For example, **Michael Schwenk**, IT Support Teams Manager at WB Games Montreal, shared that about 60% of the WB Games workforce wants to work hybrid. About 30% want permanent remote work, 7% want to work exclusively in the office, and 3% are undecided. We see this trend occurring across most business sectors. Employee preferences are divided, putting leaders in a tough position as they decide how to move forward.

The Office of The Future Should Inspire

- Safety
- Productivity
- Community
- Flexibility

Source: Chartered Professional Accountants. "Envisioning the Post-Pandemic Workspace." 2022.

Creating Intentional Workspaces

The office of the future must be intentionally designed to accommodate all team workstyles. For most organizations, this will require restructuring meeting spaces for hybrid collaboration with reliable speakers and microphones, high-quality cameras, and intuitive monitors. But this intentional design may also require rethinking the office floorplan.

For instance, rows of single cubicles could be turned into pods for smaller teams to meet and collaborate. Or maybe your workforce wants to follow the lead of WB Games Montreal and create a desk reservation system which allows team members to reserve a space for in-office workdays. The possibilities for IT to innovate in the office of the future are endless.

> "Our physical security department is doing some pretty cool things. We have launchable drones replacing security guards. We've even got robotic guard dogs walking around with a 360 camera on top that is being watched remotely by a data center."
>
> **Chris Beerworth**
> Director IT Operations & Cybersecurity at American Iron & Metal

You must design workplaces with enough flexibility to support every employee. A mix of quiet places, collaboration areas, and touchdown locations helps ensure everyone can be connected, engaged, and productive.

Michael Ford
CVP of Global Workplace Services

Powering Security, Anywhere and Everywhere

Wherever technology is being used, security threats follow. Recent cybersecurity studies across North America revealed that even with basic security measures in place, cybersecurity breaches are still common.

Cybersecurity is a Game of Chess

Phishing and ransomware attacks continue to plague organizations—with costly consequences. **Chris Beerworth**, Director IT Operations & Cybersecurity at American Iron & Metal, told us some of these attacks have led to companies being completely shut down and held for ransom. So, how are IT teams tackling these threats and building up security in the WFA era?

They're playing a game of chess—protecting the organization from multiple angles.

Deploying VPNs. Training teams to identify phishing attacks. Implementing multi-factor authentication (MFA) across programs and devices. Embracing Zero Trust security. IT teams are doing it all to secure their dispersed workforce.

> "When anybody outside of the office with a corporate asset [boots up, the VPN] does a machine login to the network, creates a secure tunnel, and then the user can login and authenticate against the domain controller. So, the experience for them is that the computer thinks it's at the office."
>
> **Michael Schwenk**
> IT Support Teams Manager at WB Games Montreal

> "One of the biggest things that we have implemented is the MFA for our staff. We're at a point where that's not optional. We're also doing phishing awareness training and Zero Trust is being embraced as much as possible."
>
> **Justin Vickers**
> IT Director at Grande Prairie Public School Division

Enhance Security with Microsoft Zero Trust

The **Microsoft Security model** of **Zero Trust** is a proactive framework designed to protect people, devices, apps, and data in the hybrid workplace. It assumes breach, and verifies each request as if it originated from an open network. Pair this "never trust, always verify" framework with **Microsoft 365** multi-factor authentication to power security across your entire organization.

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Cybersecurity Incidents by Type, Region, and Source

Incidents by Type

Canada
55% Ransomware
24% Malware/Other
17% Business Email Compromise (BEC)
4% - Financial Fraud (Excluding BEC)

United States
45% Malware/Other
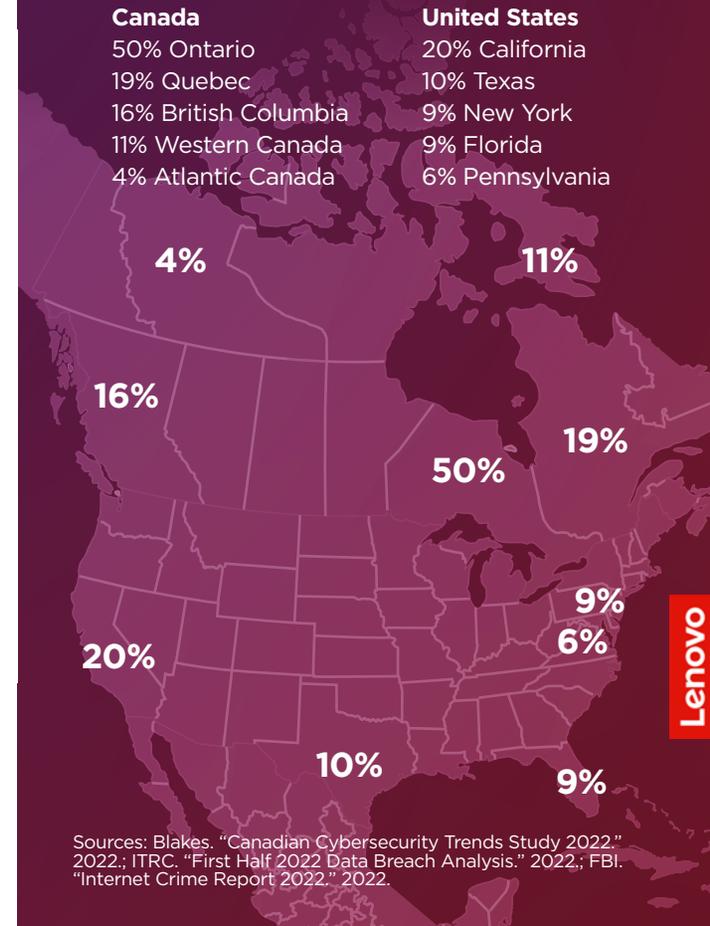22% Ransomware
33% Business Email Compromise (BEC)

Incidents by Region

Canada	United States
50% Ontario	20% California
19% Quebec	10% Texas
16% British Columbia	9% New York
11% Western Canada	9% Florida
4% Atlantic Canada	6% Pennsylvania

4%
11%
16%
19%
50%
20%
9%
6%
10%
9%

Sources: Blakes. "Canadian Cybersecurity Trends Study 2022." 2022.; ITRC. "First Half 2022 Data Breach Analysis." 2022.; FBI. "Internet Crime Report 2022." 2022.

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Investing in the Future

> "If the hybrid model becomes commonplace, there's going to be a major shift in where energy needs to be put in the global industry overall. I'm talking about an end-to-end reinvent of computational capabilities across the globe."
>
> **Michael Schwenk**
> IT Support Teams Manager at WB Games Montreal

Trusting Tech to Survive

When COVID-19 hit, organizations had two choices: use technology to keep business moving, or risk shutting down. Despite looming obstacles and perceived challenges, most chose tech and never looked back.

In fact, our research suggests that North American organizations plan to use their pandemic-driven technologies as a steppingstone to greater digital transformation.

The Future of Tech in Business

Since 2020, North American business owners have embraced technology as an essential tool for business growth. And they plan to keep it that way.

53% anticipate tech spending to increase year-over-year

31% increase in IT budgets is expected across these businesses

54% more priority will be placed on IT projects

Source: SWZD. "Onward and Upward: Revenue and Tech Spending Growth in 2022." 2022.

Using Tech to Thrive

Moving forward in the hybrid world will require organizations to build a solid technical foundation. With this foundation established, IT teams can start to build out an entire hybrid work infrastructure that empowers collaboration, productivity, and security.

For example, Grande Prairie Public School Division has begun modernizing classrooms with high-end televisions, microphones, and webcams to ensure every space is ready for hybrid learning. **Justin Vickers**, IT Director, pushed for this innovation to future-proof classrooms and make any sudden shift to remote learning far less challenging.

What's Next for the Hybrid World?

Trusting technology to help businesses and students grow.

Our relationship with technology has come a long way in a short time. As this relationship continues to evolve, we'll see new technologies enter the world of business and education.

Take KF Aero/Kelowna Flightcraft Air Charter for example. **Luda Maykun**, IS Operations Manager for the organization, shared that they recently began developing virtual training as a first step for their military pilot students. Through a virtual headset, students can tackle their basic training of memorizing the layout and buttons in the cockpit without traveling to the physical aircraft. This saves time and improves efficiency for both student and instructor.

At WB Games Montreal, IT Support Teams Manager **Michael Schwenk** is preparing for the future of the video game industry by hooking up 4K HDR televisions to super computers equipped with RTX 3080 graphics. "And that works, no problem," Michael stated, "Now you're going to have half your team in the conference room for a build review and the other half sitting at home. So, we have to figure out a way to give these people the same experience."

Maybe the question should be—what *isn't* next for the hybrid world? Because with powerful technology, reliable security, and versatile solutions at our fingertips, the possibilities are endless.

Here's What We've Learned

Our research revealed many challenges and opportunities involved with hybrid work. However, there are three key insights we've gained from talking with this community:

1. Hybrid work is here to stay.

2. Designing intentional, collaborative spaces is critical to workplace success.

3. The opportunities for IT innovation are limitless.

This is an exciting time for IT professionals because technology impacts everything, from student success to employee productivity, customer experience, and business growth. IT teams are being empowered to think bigger, innovate faster, and affect change across all aspects of work, school, and play. These opportunities will only grow, as the WFA era has sparked an IT evolution—elevating tech leaders to *hybrid experience champions*.

Power Hybrid Work with Microsoft

Discover integrated solutions built for the modern workforce.

With hybrid work solutions from Microsoft, you can power productivity, collaboration, and security across your entire organization. Microsoft offers the holistic approach to people, places, and processes your organization needs to thrive in a hybrid environment.

A New Operating Model

People   **Places**   **Processes**

Source: Jason Brommet, Head of Modern Work and Security Business for Microsoft

Collaborate with Microsoft Teams

Make sure your workforce can collaborate seamlessly, from anywhere, with **Microsoft Teams**. This versatile conferencing platform helps people stay connected to learn, plan, and innovate.

- Improve meeting focus with screen share, background blur, and one-click mic management
- Make and receive calls directly in Teams for easy communication
- Find, share, and edit files together in real-time for faster revisions
- Let personalities shine through chats enabled with GIFs, stickers, and emojis

Share and Store with Microsoft 365

Share content across your entire organization with **Microsoft 365**, optimized with everyone's favorite Microsoft apps, tools, and programs for a positive hybrid experience from anywhere.

- Keep all devices, apps, data, and users protected with built-in security
- Back up documents, spreadsheets, presentations, and more to the cloud with OneDrive
- Streamline IT setup, management, and more with this single productivity solution
- Integrate Teams and Outlook to start meetings with one click

Secure with Microsoft Zero Trust

Adapt your security processes for the modern work environment with **Microsoft**. The **Zero Trust** model embraces the hybrid workplace by protecting people, devices, and apps wherever they are.

- Assume breach and verify each request for ultimate security
- Authenticate, authorize, and encrypt all access requests for better peace of mind
- Detect and respond to anomalies in real-time for maximum control
- Adjust in-app permissions and monitor user actions to protect company data

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Help Your Hybrid Workforce Thrive with Lenovo and Microsoft

Empower your organization for hybrid success with the power of Lenovo and versatility of Microsoft.

Connect with your Lenovo representative to get started.

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