The Workplace Reimagined

Workplace

Unlocking Seamless Productivity in the Digital Era

Reimagined

Forward-thinking organizations are reimagining the workplace to drive innovation and efficiency. How can they create digital environments that empower their workforce?

From one-tap payments to uninterrupted streaming services, consumers expect everyday tech to work seamlessly. This rising standard has created an opportunity for businesses to deploy the same level of digital excellence in the workplace.

"Companies all around the world are making enormous efforts to elevate their digital workplace capabilities. The organizations that succeed are creating high-performance environments that are both secure and convenient for their workforce."
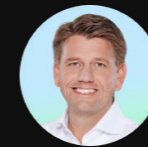
Oliver Steil
CEO and Chairman, TeamViewer

01

Building the foundation for digital excellence

Where are we on the journey to creating workplaces fit for the future? Digital Employee Experience (DEX) has emerged as a vehicle for next-generation organizations to create value through productivity and innovation. Proprietary research conducted by TeamViewer and Bloomberg Media reveals that 76% of businesses have significantly increased their budget allocated to digital transformation initiatives over the past two-to-three years, yet budget allocation to data security lags all other initiatives despite acknowledgment of its importance.

What is

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Accessing>>

automate/
remediate.//
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DEX?

Digital Employee Experience (DEX) refers to all digital interactions that employees have with their organization. DEX encompasses every touchpoint that staff engage with—from logging into systems and accessing applications to collaborating with colleagues and completing workflows.

At its core, DEX focuses on optimizing technology to work for people, not the other way around. A strong DEX strategy ensures that digital tools enhance workplace productivity rather than hinder it, creating frictionless experiences that mirror the simplicity of consumer technology.

" The struggle with digital friction is silently undermining the workplace, eroding productivity, and frustrating employees."

Source: Springworks, 2024

DEX Defined:

Logging Into Systems	Completing Workflows	Network Performance	Collaborating With Colleagues	Issue Resolution	Accessing Applications
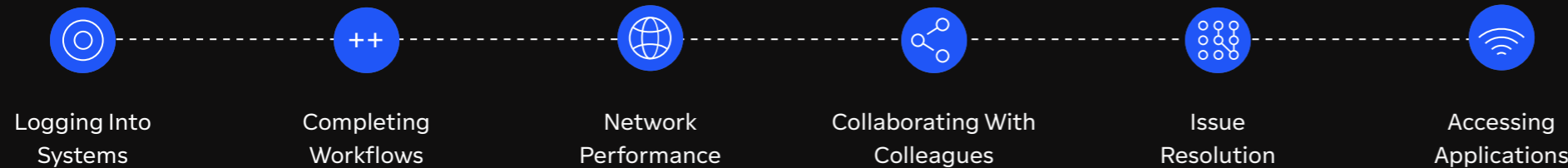
Curious how your peers' digital experience stacks up?

02

The business case for digital transformation

An organization's approach to DEX has the potential to impact across its entire operation. Here are three real-life examples of the effect of digital transformation on business.
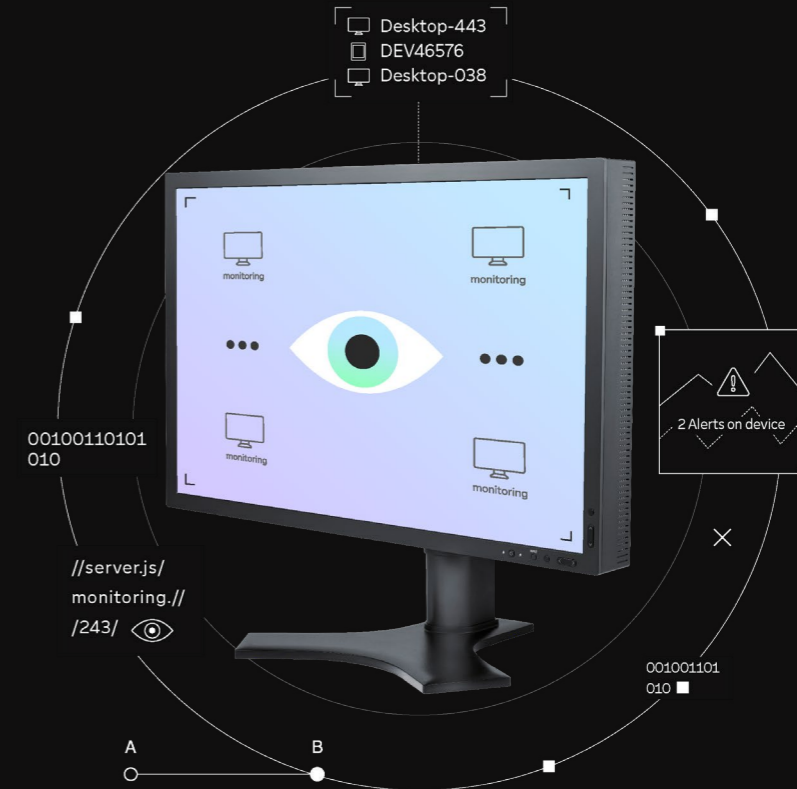
Insurance | Manufacturing | Retail

Proactive solutions: Anticipating needs before they arise

US specialty insurer RLI Insurance was among the businesses struggling with a reactive approach to IT problems. Limited endpoint visibility obscured digital issues, while employees hesitated to report problems.

By implementing a DEX platform with AI-powered monitoring capabilities, RLI gained real-time visibility into the performance of every device and application across their organization.

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DEV46576
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monitoring
monitoring
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2 Alerts on device

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A   B

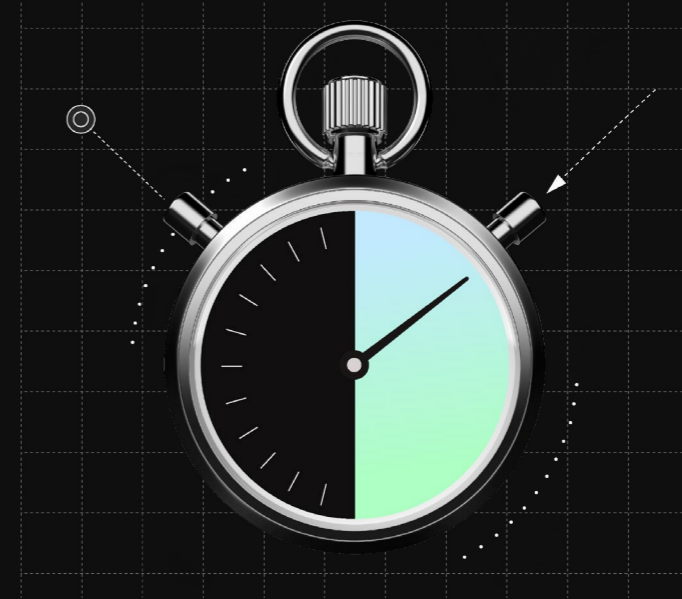**Insurance** | Manufacturing | Retail

This proactive approach not only enhances productivity but also improves employee satisfaction with workplace technology.

The sophisticated monitoring system continuously performs micro-transactions to test different functions of each device, enabling IT teams to evolve from troubleshooters to strategic partners in the business. This shift represents a fundamental change in how organizations approach workplace technology and also reflects what leaders want to see from their evolving digital workplace; "improved innovation" is cited as the top ranked benefit by survey respondents.

"

We didn't have to get
a call, we detected it."

Jeremy Roberts
IT Manager, RLI Insurance

30 minutes

By leveraging TeamViewer's platform, RLI was able to reduce its troubleshooting time by 30 minutes per interaction.
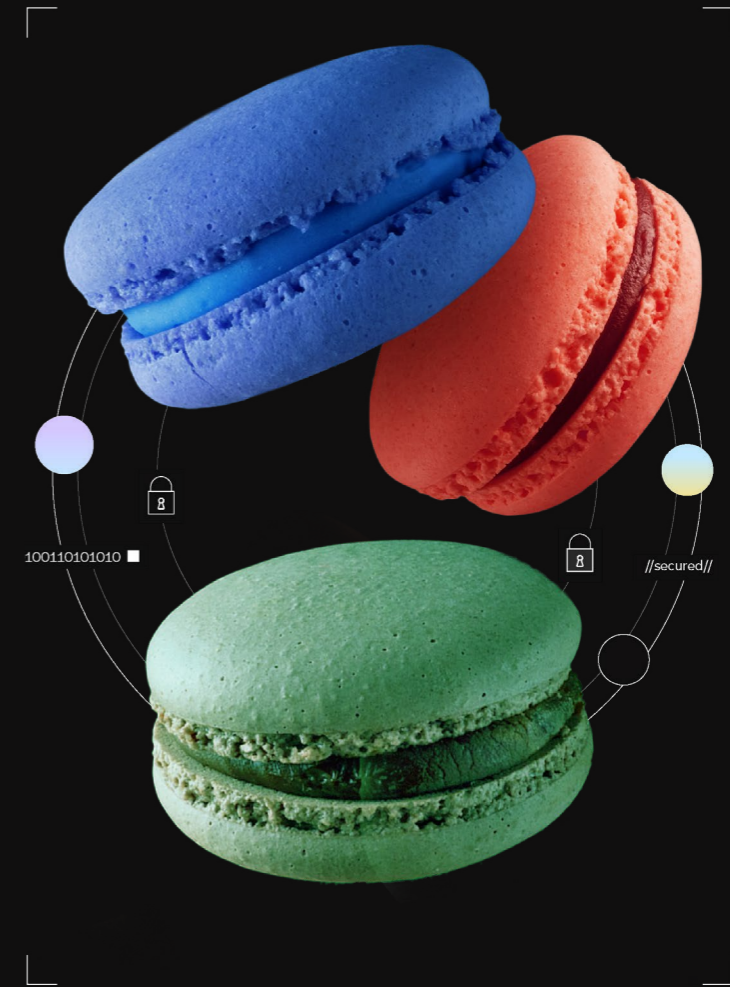
Insurance   **Manufacturing**   Retail

Securing the connected workplace

As digital transformation accelerates, creating secure connections becomes increasingly crucial. Swiss food plant equipment manufacturer Bühler Group exemplifies how organizations can support clients worldwide while maintaining robust security protocols.

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Insurance   **Manufacturing**   **Retail**

Like many manufacturers, Bühler needs to ensure protection against cyber threats when connecting machine equipment. Through TeamViewer's management console, the group has established clear access rules for its 1,000 support experts, allowing for centralized control of all remote connections. This approach reduces silos—a hindrance noted by 71% of our survey respondents—while maintaining the security integrity essential in today's business environment.

2028
$21.6B

2023
$12.75B
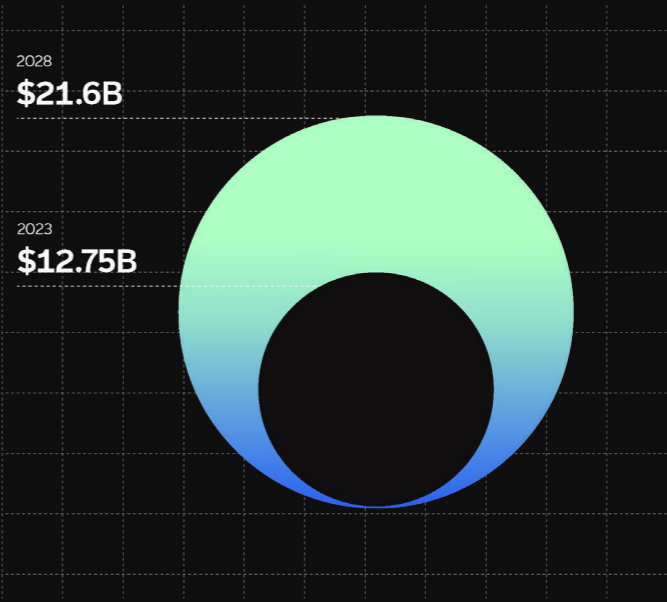
$21.6B

Spending on operational technology (OT) cybersecurity is projected to grow significantly, reaching $21.6 billion globally by 2028.

Source: ABI Research

Insurance | Manufacturing | **Retail**

Transforming challenges into opportunities

The ability to predict and neutralize potential disruptions is a key advantage of the digital workplace. A major UK retailer discovered this following a costly point-of-sale outage that resulted in an estimated $1 million in lost sales during a single lunchtime period.

"That impact went beyond customer frustration—there was a material loss to the company," says Mark Banfield, TeamViewer's Chief Commercial Officer. The retailer subsequently implemented TeamViewer's DEX platform.

Insurance   **Manufacturing**   **Retail**

This preventive approach transforms potential problems into opportunities to build resilience. "If your employees are getting excellent digital service, that has a direct positive impact on customer experience and on your business outcomes," adds Banfield.

" Now, employees are able to identify how they would anticipate and remediate these issues before they happen."

Mark Banfield
Chief Commercial Officer, TeamViewer

2040

2025

$28B

The amount digital transformation is expected to add to the UK retail sector by 2040.

Source: CEBR
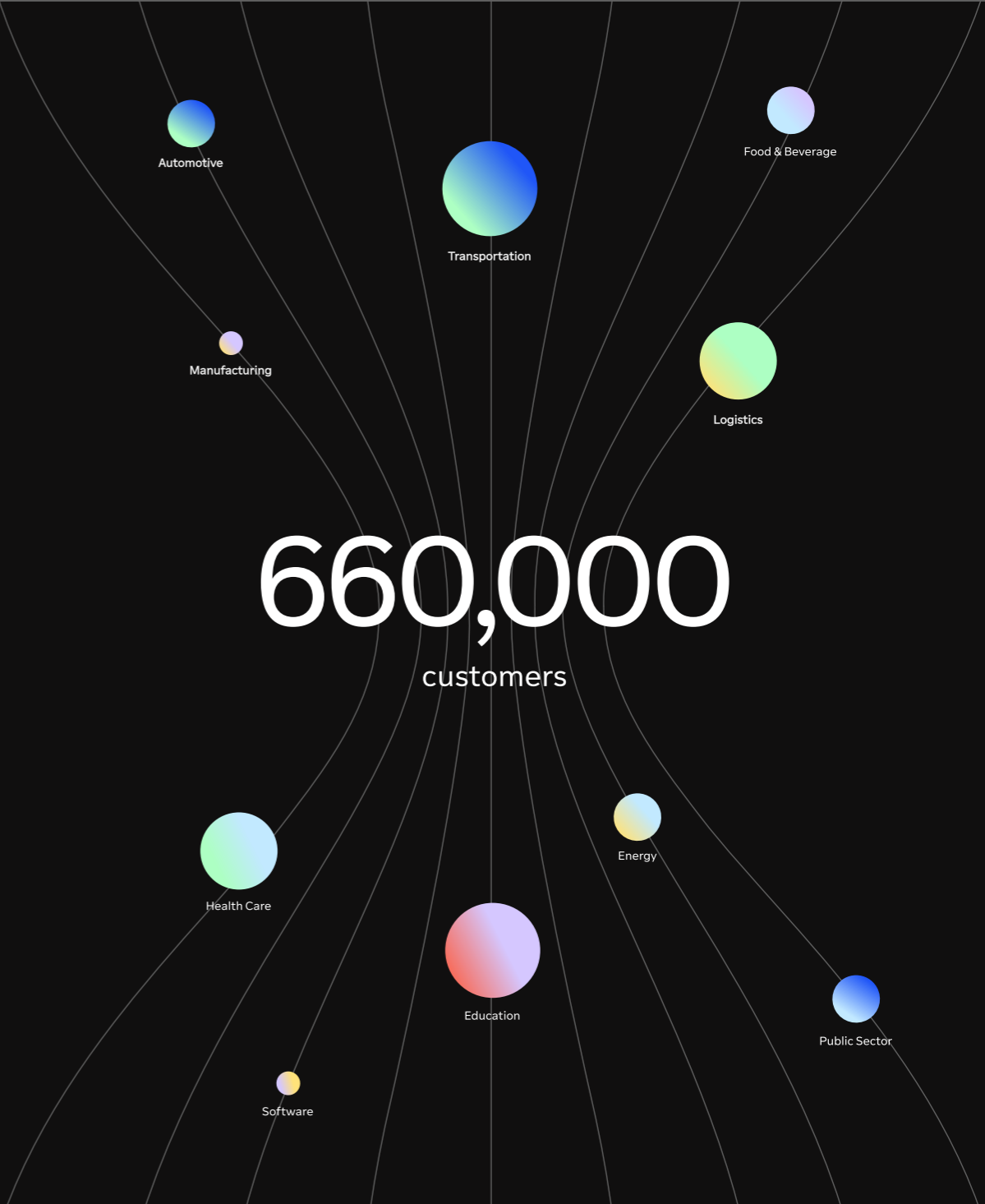
03

The power of collective intelligence

With 660,000 organizations using its solutions, TeamViewer benefits from a vast customer network that provides valuable insights to continually refine its offering.

By reimagining the workplace with a focus on seamless digital experiences, organizations can unlock new levels of productivity, employee satisfaction, and business performance—creating sustainable advantages in an increasingly competitive landscape.

"Where we see the most impressive progress is in organizations with clear company-wide initiatives and executive sponsorship. Success comes when there is strategic priority, adequate funding, and visible support from leadership."

Oliver Steil
CEO and Chairman, TeamViewer

Automotive

Food & Beverage

Transportation

Manufacturing

Logistics

660,000
customers

Health Care

Energy

Education

Public Sector

Public Sector

Software

04

How future-ready is your organization?

TeamViewer and Bloomberg Media conducted research to discover how prepared business owners and senior leaders are when it comes to digital transformation.

The results revealed the biggest business opportunities, challenges and barriers to digital transformation. View the results, then go online and use our diagnostic tool to assess your organization's progress toward digital transformation, and see how it compares to other businesses unlocking smarter ways of working.

609

Senior business leaders
at enterprises with
+$100M turnover

6

Business sectors

3

Countries
Germany, UK, US

Find out how your company compares to the competition

Research results

What is the main benefit of investing in digital transformation?

1. Improved innovation

2. Real-time monitoring of equipment and processes

3. Improved operational performance through data analytics

4. Improved employee experience, efficiency and productivity

5. Increased efficiency in handling customer inquiries

👁 Insight

If you chose innovation, you're part of the majority (38%) who view it as the biggest benefit of digital transformation. Improving financial performance and cost savings did not make into the top 10.

What are the biggest barriers to investing in digital transformation?

1. Challenging economic climate

2. Scalability

3. Political change/instability

4. Cybersecurity/data privacy concerns

5. Data issues (e.g. incompatibility, siloed data)

👁 Insight

External factors (38%) are seen as the biggest barriers to investing in digital transformation. Neither lack of a C-suite support, nor budget/resource constraints made the top 10.

What is the biggest challenge to accelerating your organization's digital transformation?

1. Cybersecurity/data privacy concerns

2. Scalability

3. Lack of internal experience/skills

4. Data issues (e.g. incompatibility, siloed data)

5. Inadequate observability tools

👁 Insight

25.8% of business leaders believe cybersecurity is the biggest challenge for digital transformation. C-suite buy-in (9%) was one of the lowest, representing the universal recognition of its importance.

Research results

How has your organization's budget allocation to these four priorities changed in the last 2-3 years?

Improving operational efficiency

Increased slighty

Digital transformation

Increased slighty

Investing in smart/connected technologies

Increased slighty

Ensuring data security in operations and virtual work environment

Increased slighty

◎ Insight

Despite data security being viewed as a significant barrier to digital transformation and 69% of business leaders reporting it received investment in the last two-to-three years, it was the least popular option.

What is the most important step your organization needs to take to progress its digital transformation?

1 Upskill internally or recruit new expertise

2 Address cybersecurity/data privacy concerns

3 Creating a strategy for tech integration

4 Evaluation of employee experience and productivity

5 Modernise existing IT systems

◎ Insight

Business leaders (31.4%) believe that people are the most important aspect of digital transformation. Upskilling staff or recruiting external expertise are the most important steps in deploying a digital strategy.

Which area would your organization prioritize if its digital workplace capabilities improved?

1 Smart technologies

2 Operational efficiency

3 Customer satisfaction/retention

4 Profitability

5 Digital transformation

◎ Insight

Business leaders are prioritizing smart tech (32%) operational efficiency (31.7%) and customers (30.2%) over profitability (29.2%), when is comes to the |digital workplace.

TeamViewer

Learn how to accelerate your digital workplace and make work work better.