



# The workplace of the future

In many ways the workforce of tomorrow is with us today. It is made up of several generations of employees working together.

These include Baby Boomers who remember the first PCs appearing on desks in the office, through Generation X and down to Generation Y, so-called Millennials who were born with a mobile phone in one hand and a laptop in the other, comfortable with social media and the cloud. And keep in mind Generation Z – true digital natives – are just about to enter the workforce.

Then consider how these generations all operate – around the clock and often in different locations on a given day. For them work truly is a thing they do, not a place they go. This is the era of anywhere, anytime working.

Business technology no longer exists in a vacuum and all staff – from the board to graduate intake – are likely to be using the latest devices, demanding business applications deliver the interfaces and ease of use they're used to getting from the apps they download for free from Apple's or Google's app stores or the as-a-service applications they sign up for with the corporate credit card. Embracing this can lead to attracting new talent and sharing expertise from older to new generations.

These workforce megatrends must be embraced by IT leadership if they are to deliver digital transformation. The 'fast' side of the bimodal equation is about being disruptive and scaling quickly. Make no mistake, the rest of the C-suite is by now well aware of the benefits of cloud, Big Data/analytics, mobile and social ways of working. They have watched well-known upstarts seamlessly scale from one to 100 million or more customers, demolishing bigger businesses with a new way of working. Seemingly every business leader wants to 'do an Amazon Web Services' or apply new models from the sharing economy or elsewhere. But few are able to with their current legacy systems.

While they demand this change of you and you must help deliver on what customers want, you also know that just as today, tomorrow's savvy IT leaders deliver while reducing risk for everyone – staff, partners, customers and suppliers as well as brand. Just as you increase productivity while keeping costs low, no one achievement is enough on its own. That's the challenge.



# The case for Windows 10 in digital transformation

# Let's take a deeper look at the technology and how it meets today's challenges.

A move to Windows 10 isn't the silver bullet for digital transformation. But it will be a key way to address needs we have identified so far. As Gartner said in its October 2015 white paper Windows 10 Impacts the Digital Workplace: "It is a bit odd to think that an operating system will impact digital workplace strategies but Windows 10 significantly redefines the nature of an operating system."

This redefinition of the operating system, including the new functionality Windows 10 delivers now – and will deliver in the future as an 'evergreen' OS, as we go on to explain – is why Fujitsu is recommending it be part of your business' digital transformation.

You'll have heard a lot about Windows 10 from Microsoft and others by now but here are some aspects we'd highlight as transformational:

#### Security

Windows 10 has advanced security built in. Yet this differs from previous versions in that the security is delivered from boot-up. Biometrics are introduced and passwords and PINs are consistent across devices. And this is an inclusive approach – this OS uses any additional security features built into those devices.

End users are enabled by security in Windows 10 rather than shackled. They can access corporate data seamlessly both outside and inside the business on a wide range of devices. Biometrics, face recognition, PINs and multifactor authentication solutions are all used to replace easily-forgotten passwords, to reduce service desk costs and avoid data loss through social engineering and lost or stolen devices.

#### Evergreen

Windows 10 is also the first 'evergreen' Windows operating system. All updates, including patches, are delivered automatically over the internet. This frees up internal IT resources and mindspace for other things. In practice this means migration will still be a major project but after that there will be no further major versions of Windows to install.

This shift to Windows as a Service will require a new approach. Gartner, in its white paper **Ten Things You Need to Know About Windows 10 for a Successful PC Deployment**, says that while many of the changes coming with Windows 10 are optional and don't need to be addressed immediately, the evergreen servicing model does and requires "some evaluation and rework of internal processes related to testing and deploying software".

Also keep in mind how legacy applications will work with automatic changes to the OS, which can be delayed for only a short time. And, just as with older consumer hardware, keep in mind there comes a time when enterprise devices have to be upgraded to handle the latest OS features.

## Productivity

Windows 10 is mobile yet familiar, whether you're a Generation Y worker who plays Xbox in your spare time, a Generation X manager who has always used a PC in countless other use cases. This makes Windows 10 a game-changer in productivity terms and is allied to new features and functionality such as:

**Continuum** – context awareness to make you as productive as possible, from wherever you're working.

**Cortana** – using a natural interface – voice – to control devices and automate tasks, for example through combining Cortana Triggers and IFTTT.

# Achieving digital workplace transformation

As we've shown, there are a number of reasons why a move to Windows 10 is an opportunity for the kind of digital transformation strategy boards are counting on. But how should you approach the move – as a single leap into Windows 10 or a series of shorter hops?

For many IT teams who experienced migrating to Windows 7 the good news is that the move to Windows 10 will mean fewer compatibility issues.

However, this doesn't mean businesses can sit back. Fujitsu recommends organisations should start on a move to Windows 10 as soon as possible but, as Gartner confirms, where you move to first depends on your current situation. Organisations thinking of a move to Windows 8.1 from Windows 7 should cancel those plans and instead concentrate on a move to Windows 10. Those already on Windows 8 should move to Windows 8.1 first.

Organisations should be purchasing new machines with Windows 10 now. However, until they start to make the full move to Windows 10 they should use downgrade rights to continue running Windows 7.

Action
Move to 8.1
Stay with 8.1, but plan for Windows 10
Hold if possible, and switch to Windows 10
Move to Windows 7
Plan for migration to Windows 10





When you do decide to move forward, Fujitsu recommends you look to an agile, 'fail fast' approach to a Windows 10 transformation programme rather than a normal, staged waterfall approach. The advantages of 'fail fast' are you can quickly measure successes, identify problems and modify your targets, ultimately getting your digital transformation done faster.

A typical move to Windows 10 will include a discovery phase. This phase takes a deep dive into the way the business functions, defines success with measurable objectives and audits the current state of the organisation's businesses-facing and external applications. It asks whether the business is ready to move to Windows 10 and, if not, what work needs to be done to enable the move.

This discovery phase will also test the readiness for the move to Windows 10. Who is using the current applications and for what? Is there the opportunity to update and advance the current applications, especially any at risk of not being compatible with migration? What devices – both business-owned and personal – are currently used, and what versions of Windows are they running? This phase concludes with a detailed look at the business requirements and objectives, both now and into the future, and how Windows 10 can contribute towards those objectives.

This is also the time to look at the security policies and processes currently used by the business. See where new security features in Windows 10 such as biometrics and multi-factor authentication can be used. Build upon and reinforce current security practice.

The business should also consider an audit into shadow IT usage at this point. Recent surveys have shown that businesses could be running around 600 non-business applications, if not higher in some cases.

To read our **Walking the Digital Tightrope** Report:



Click here

# XpressWay to Windows 10

Fujitsu can support your journey to Windows 10 and on to real digital transformation through Fujitsu XpressWay, a flexible, consulting-based framework that incorporates a number of end-to-end services that can help speed the delivery of Windows 10 into your business.

The framework includes the Fujitsu Workplace Assessment service, which includes a detailed overview of the expected impact of Windows 10 on your business, as well as required steps to form a business case for the move to Windows 10.

## Discover phase

This helps understand your business' required outcomes, identifies opportunities as well as dependencies, and creates a business plan. Involves one-to-one meetings, workshops and crowdsourcing.



#### **Prove phase**

The rapid piloting of new services, solutions and approaches to explore the opportunities and prove viability and the value to the business.



## **Apply phase**

Transform and apply the developed plan into a successful production service with an enhanced user experience, under full service and support.



## **Evolve phase**

Services go through multiple iterations and incorporate changes driven by user needs, market changes and technology developments.



At Fujitsu, we believe that businesses need to change the way they work with and handle IT. With Windows 10 Microsoft is shaking off the legacy and embracing a new way of delivering security and continuous improvements to end users and devices, and businesses need to follow this same model with their IT.

To find out more about XpressWay for Windows 10 or book your Discovery workshop email: Windows10@uk.fujitsu.com



# Fujitsu, Microsoft and you

- a different kind of relationship

Fujitsu is a globally recognised **Tier 1**IT services and systems integrator.
We deliver complexity at scale. We operate a world-class technology platform with a long history of working with Microsoft and working with organisations worldwide to roll out new systems, platforms and business development strategies.

The move to a new operating system such as Windows 10 can be a daunting task. While going it alone may seem like the best choice if you're trying to reduce costs, it could be a false economy, especially if you encounter problems or don't have close knowledge of everything the new OS can deliver in terms of business benefits, which is always our focus. This is particularly the case if you are also planning to use Windows 10 migration as proof of concept for a bigger digital transformation of the business.

If you need to move quickly and guarantee an effective delivery, then the best solution is to partner with a business with 20 years of delivering desktop managed services. We live and breathe IT transformation and understand that, while every organisation is unique, all need to prove ROI.

Also consider your relationship with Microsoft. Our close and long-standing partnership enables us to have advanced notice of Windows 10 roadmaps and gives us a detailed level of understanding of how to utilise and get the most out of new features and tools in the new operating system.

We'll help you pick the right and most cost-effective approach to moving to Windows 10 and its associated cloud ecosystems.



Windows 10 | FUITSU

# Conclusion

For the first time, an operating system upgrade can be the foundation of a digital business transformation, bringing tangible benefits in its own right.

One reason for that is that Windows 10 is different to any other operating system. Unlike previous transitions, Windows 10 won't mean complex application upgrades so you should see business results quicker. As a new, cross-device platform, with built-in security and continuously updated 'as-a-service' delivery, its advantages are delivered immediately and forever.

By moving to Windows 10 with an appropriate partner, you can reduce the complexity of your estate's lifecycle management challenges and increase the rate of refresh for your applications, while guaranteeing up-to-date security, increasing productivity, reducing risk, improving user satisfaction and reducing costs.

Ultimately Windows 10 isn't about the technology – it's about making it easier for you to effect change. Fujitsu welcomes the chance to help you do that.

For more information:

Email: Windows10@uk.fujitsu.com

>> Learn more here





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