Workplace 2025: Utilities

How are business and technology leaders in the utilities sector laying the foundations for the future digital workplace?

A REVOLUTION IS COMING TO THE WORKPLACE

The utilities sector faces a major challenge in reinventing the workplace environment to meet the rapidly changing demands of the business and employees. By 2025, millennials will represent more than 50% of the workforce, and will redefine corporate culture around flexible working, a more open approach to collaboration, and a focus on data as the lifeblood of the business.

To better understand how organizations are preparing for these future changes, PAC partnered with Fujitsu to interview 1,278 senior decision makers at commercial and public sector organizations in Europe, ANZ and the US. This report highlights key findings from the **utilities** section of the study[1] and provides insight into how CXOs in the sector are planning to bridge the gap between their current workplace environment and a strategy that will support the demands of the business in 2025.

TODAY'S WORKPLACE IS FALLING SHORT

Utilities admit that their current workplace approach is failing to deliver in many areas. An overwhelming **82%** state that their current working hours and practices are not flexible enough, and **81%** admit that staff attrition is a challenge to productivity. One challenge is that the current workplace set-up is not delivering a sufficiently compelling experience, with **18%** stating that their current workplace approach has a negative impact on staff recruitment and retention. Cybersecurity is slowing the workforce down with **61%** admitting that their current identity and access management processes and technology is acting as a handbrake on productivity.

82%

of utilities state their current working hours and practices are not flexible enough

81%

view staff attrition as a challenge to productivity

61%

admit that their current approach to cybersecurity is a barrier to productivity

[1] The utilities survey is based on CATI responses from senior decision-makers at 192 large and medium-sized organizations, with respondents split equally between business and IT leaders.

LAYING THE FOUNDATIONS FOR THE FUTURE

Utilities are responding to current workplace challenges and preparing for the future by making some important changes to processes, policies and technology. Almost three quarters (**73%**) are implementing new policies to improve the work/life balance for employees, while two thirds (**68%**) are aiming to deliver a more agile and compelling workplace experience. This will be underpinned by investment in technology such as social enterprise platforms (**65%**) and utilities also lead the way in terms of planned investment in smart building connectivity (**35%**). Some **85%** are looking for help from external partners in creating a better workplace experience.

Current approaches to identity and access management are slowing workers down, so utilities companies are taking a new approach. The majority have either implemented or plan to roll-out biometric, contextual analytics and single sign-on technology, and it is the most aggressive sector in planning to implement behavioral analytics tools during the next 12 months (**39%**). However, the utilities sector has historically trailed other industries in the adoption of new technology, and it remains behind the curve in harnessing the potential of robotic process automation and crowdsourcing/open innovation and hackathons.

73%	62%	35%
are implementing new policies to improve the work/life balance for employees	have deployed or plan to invest in biometric, contextual analysis and single sign-on technology	plan to invest in smart buildings connectivity solutions in the next 12 months

THE REVOLUTION STARTS NOW

The study identified many shortcomings in utilities' current workplace strategies that urgently need to be addressed. They are not set up to support flexible working, which is something that needs to be tackled at once given that staff attrition is already seen as a problem. Cybersecurity is clearly a challenge to productivity today but it is encouraging that so many are channeling investment into areas that will help to deliver a more seamless experience. Many utilities companies remain dependent on ageing systems to support areas such as customer care and billing, which continue to hold back their ability to innovate and adapt. The study found that this sector was the least aggressive in adopting cloud delivery platforms, and this needs to be addressed if organizations are going to be able to effectively support more flexible working models. The **long-term survival of the business is at stake**, and the future needs to be addressed now before the pace of change becomes unmanageable.

For the full results of the study, and recommendations on how to get your workplace future-ready, please visit: https://digitalworkplace.global.fujitsu.com/workplace-2025-cxo-view/