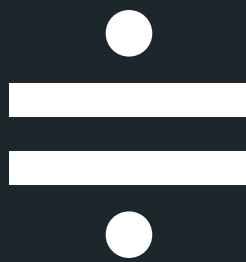


THE HYBRID WORKPLACE



WHITE PAPER WORKING WITHOUT DISTANCE

 Solvinity[®]
Secure Managed IT Services



Inhoud

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Working without distance

Our way of working has changed dramatically in the past decades. The daily journey to the office has made way for a hybrid situation, in which employees can just as easily work at home and in transit as behind the desk at their employer. In this white paper, we will explore the motives and demands behind this trend. We will identify the challenges and possible solutions, in order to ensure that workers are satisfied in this hybrid situation and maximum productivity can be achieved.

Factors that stimulate hybrid working

As far back as 2013, researchers from the University of Sydney confirmed in their [Workspace Satisfaction survey](#) what every office worker had long suspected: the traditional open-plan office is not healthy. The idea that employees automatically communicate more and collaborate better in one open space turned out to be a myth. What's more: the researchers found the most effective employees in offices where each employee had his or her own room. Humans are social animals, but in order to be productive most people need their own spot where they can do their work undisturbed.

People have been searching for a better work-life balance for many years. The share of ['large one-and-a-half-income earners'](#) in the labour market - where one partner works full-time, and the other 20 to 35 hours per week - has increased from 27% in 2003 to 36% in 2018 (CBS). Thanks to active fiscal policy, [the number of dual-income households with children has grown](#) from 69% in 2005 to 76% in 2015. That places pressure on the home situation. It is not ideal for dual-income households if both partners have to be at the office 40 hours per week from 9 to 5.

Greater flexibility in terms of working hours is highly appreciated in any case: a [survey](#) by the International Workplace Group showed that 85% of employees associate greater flexibility with increased productivity - and that 80% would turn down a new job if the employer didn't offer flexible working.

Fortunately, developments in information technology have ensured that employees have to be at the office less and less in order to do their work. In 2017, the number of Dutch households with broadband internet connections and the number of mobile internet users was already [higher than anywhere else in Europe](#). As a result, the Netherlands has been the home-working champion of Europe for many years already according to data from [Eurostat](#). In 2019, 3.5 million Dutch people usually or occasionally worked at home (CBS). That is 39% of all people in work. The website MicroStartups even called the Netherlands the [best European country for 'digital nomads'](#) in 2019, thanks in part to the excellent facilities in this country.

From 'nice for people' to 'necessary for the business'

Hybrid working has clear and demonstrable advantages. It is better for the work-life balance, good for **health and happiness**, and it even appears to be an important condition for keeping on board the **new generation of millennials** who are now entering the job market. A more efficient use of the available square metres of office space also makes it attractive to lots of organisations.

However, the most important argument for making remote working possible came in the form of COVID-19 at the beginning of 2020. Under the influence of the virus, remote working changed from a 'nice to have' to a 'need to have'.

A digital office environment, which can be accessed by employees from any location and at any moment, suddenly proved to be essential in order to guarantee business continuity.

In the year 2020, hybrid working - at home, at the office, or wherever - is no longer an exception, but a necessity. 'Remote working' has become an old-fashioned term: in a modern working environment, distance should no longer make any difference. The whole world is an office. The only question that we now have to answer is what a technical solution, which actually ensures that employees can work anywhere and always in the same pleasant and familiar way, will look like.

"Remote working"

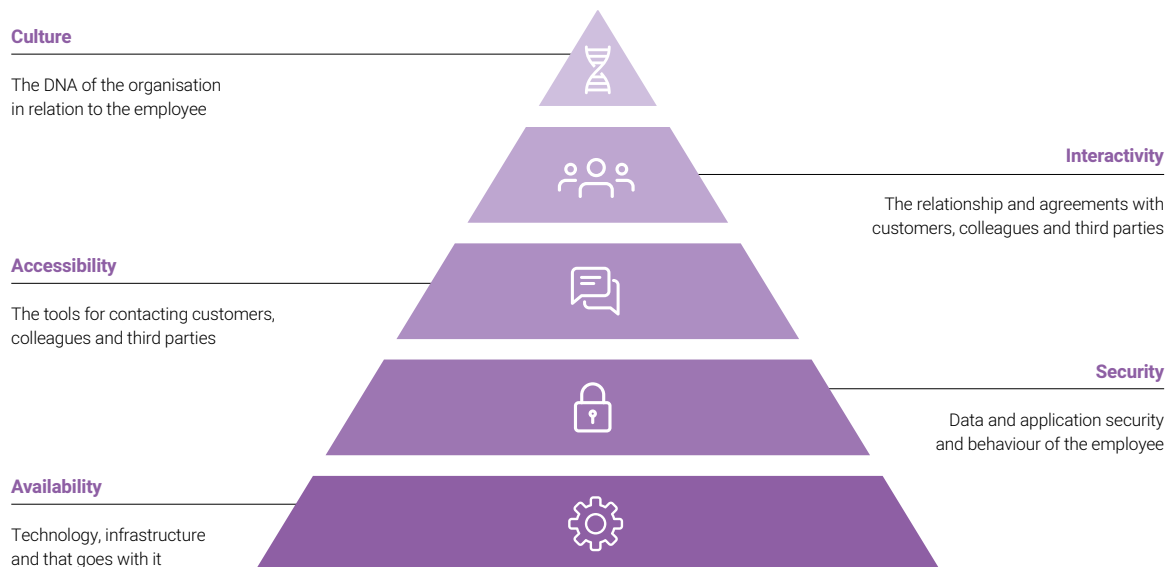
has become an old-fashioned term: in a modern working environment, distance should no longer make any difference.



These are the 5 requirements of an effective digital office environment

The ideal office environment is an environment that motivates employees as much as possible. It is an environment in which complex technology is entirely for the benefit of the employees: an environment that helps employees to get the best out of themselves in a natural way. Solvinity has drawn up five basic

conditions that such an environment must meet in order to allow people to be productive in a pleasant manner, without being tied to the traditional office environment. Each of the five layers in the accompanying illustration is a condition for the following step in the pyramid.



1. Availability

It all starts with availability. A good working environment is accessible anytime and anywhere, regardless of the device that the employee uses, his or her location, or the time at which the employee tries to log in. This digital working environment is accessible anytime and anywhere, and easy to roll out and manage. The organisation can introduce and manage all desired applications and tools centrally: from legacy applications to SaaS.

2. Security

Both the employee and the employer can be confident that a good working environment is secure. Employers can verify the identity of everyone who logs in and on the basis of that identity determine which applications and information will be made available. Employees, clients and partners who log into the network are certain that their (privacy-)sensitive data will be handled carefully. A good digital workspace makes that certainty natural and effortless.

3. Accessibility

A good digital working environment gives employees, and where possible clients and partners, access anytime and anywhere to all information that is needed to be able to do the work, at the office, at home and in transit. At the same time, the working environment arranges which information is available for which user and imposes restrictions if the security situation demands that. A well-structured environment ensures that employees can effortlessly find all the tools and data that they need and are always updated on the information that is relevant to them in a timely manner. A good workspace enables employees to do their work behind their desk during the day and then to effortlessly press ahead in precisely the same environment on their telephone in the train in the evening.

4. Interactivity

Interaction and appreciation is what helps people to surpass themselves. The ideal working environment offers extensive

opportunities for contact, feedback, planning and collaboration. It provides all the tools and media to make communication possible, from simple email to Unified Communications solutions like VoIP and video conferencing.

5. Culture

Company culture is what makes an organisation unique. If the working environment is no longer determined by the office itself, the digital alternative must reflect the company culture in another way. The ideal working environment is more than a collection of technical tools to be able to do the work. It reflects the core values of the organisation through a recognisable design and immediately gives employees the feeling that they are coming 'home' when they log in – whether they are at a flexible workspace, at home in their office or in a hotel in Curaçao.

Working without distance

An effective digital office environment is more than a technological solution. In the pyramid described above, technology constitutes a basic condition: without a sound infrastructure that includes all applications and data, a digital working environment cannot exist. Without security, the hybrid working environment is not viable and access to sensitive company information, for example, is not an option.

However, the pyramid also shows that technology alone is not sufficient. If the hybrid working environment wants to be a fully-fledged alternative to the familiar office, it must at least enable the employees to seek collaboration, to complement and to reinforce each other in the same way. A good working environment enables all employees to make the most of their talent. The best environment ensures that employees in a hybrid situation do not experience any distance from their work, regardless of where they are working at that time.

A cloud-based digital working environment

In order to satisfy the five requirements of the digital working environment, the cloud is the most obvious starting point. A cloud-based workspace solution is the ideal solution, with which all employees always use the latest software versions and have access to the correct information, wherever and whenever they need it, according to verifiable policy rules. It is important, however, that the solution not only provides access to SaaS applications in the cloud, but also offers access to 'traditional' on-premises applications and environments on which the critical business processes rely.

A browser-based desktop is offered to employees from the cloud, where everything is gathered together that is needed to work effectively and efficiently. All the required applications can be found there, but also, for example, an overview of unanswered emails and outstanding tasks, the calendar, and opportunities to directly communicate and collaborate with colleagues, teams and partners. Employees will also find news from the organisation, for example, or the latest tweets from the corporate Twitter account, in the same place.

The look-and-feel of such a working environment can be tailored to the wishes of the organisation, including branding, so that

the portal has its own, recognisable appearance. Users can set up the environment according to their own needs using various widgets, while the organisation maintains control over the applications and information that the different user groups get to see in the portal.

A cloud-based digital working environment has clear advantages for the security of the environment. This is hosted, of course, in a well-secured data centre, and managed centrally, so that the organisation always maintains control over the applications and the data that is made available. Depending on the role of the user, the device that is being used, and even the location where the work is being done, the digital working environment can impose certain restrictions, so that sensitive information is always protected.

Conversely, such a working environment can also be organised in a way that makes security for end users natural and easy. Single Sign-On, for example, ensures that employees only have to log in once to gain access to their entire working environment, including all applications and data that they require. That makes it considerably easier to make use of more secure login methods, such as multi-factor authentication (MFA).



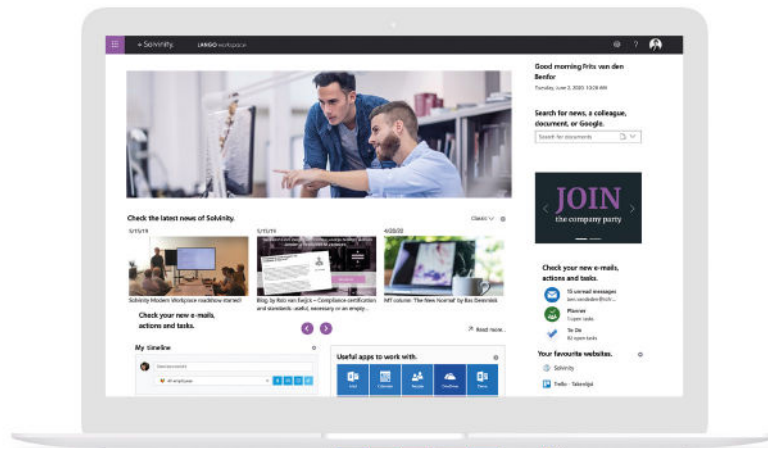
Lango Workspace by Solvinity

Lango Workspace is the framework that Solvinity has provided for working without distance and the concept of the cloud-based hybrid digital working environment. With Lango by Solvinity, maximum efficiency, easy collaboration and business continuity is achieved.

Lango is a user-friendly digital workspace for end users. It offers employees a smooth working experience with all the tools and information needed to be able to work productively, easily accessible from a single, browser-based desktop. The simple security (Single Sign-On) and intuitive, personalised user environment have been specifically designed to be able to

work undisturbed, so that the productive hours during the day are spent as efficiently as possible.

Lango is a workspace solution in the public cloud that can be used straight away by any organisation. It offers maximum security, control and flexibility for the management of users, apps and data. Centralised provisioning and management ensure that employees can always be productive, anywhere, on any device and at any time. The cloud platform is the ideal solution to ensure that all users always use the latest software versions and have access to the correct information, wherever and whenever they need it, according to verifiable policy rules.



Lango Coach

The introduction of a new working environment can be far-reaching. To ensure the transition to the new working environment goes as smoothly as possible, Solvinity is also introducing the Lango Coach along with Lango Workspace. The role of the Lango Coach is improve the quality of the Lango services by having regular contact with both the end user and the IT organisation at the client. This coach enters into discussion

with the end users about their experiences with Lango. The Lango Coach gives practical tips, where necessary, about using Lango Workspace and notifies users, for example, of functionalities in the portal that make working even more efficient. In this way, the Lango Coach helps the employees to embrace the workspace solution quicker and to get the most out of the digital working environment in the shortest possible time.

The advantages of Lango Workspace by Solvinity

For end users:

- A complete workspace on any device, easily accessible anytime and anywhere.
- Fast and secure access to all the tools that your staff need to be productive.
- Intuitive and personalised interface.
- Save time: everything you need in one central location.
- Focus: simple to use, easy to manage.
- Productivity: easy collaboration for swift results.

For organisations:

- A tailor-made solution for simple provisioning and management.
- Workspace-as-a-Service: centralised workspace solution in the public cloud.
- Low learning curve – swift acceptance.
- Quick scaling, easy onboarding, maximum control.
- Pay-per-use: switch from Capex to Opex.
- Always available: 99.9% uptime for all services (including printing).
- Secure by design: built to ISO-norms, ready for compliance audits.
- Single Sign-On for all cloud and on-premises solutions
- Expert support and advice for optimum performance under all circumstances

For more information about Working without Distance
and Lango Workspace, please contact
Solvinity via info@solvinity.com or call **+31 (0)20 364 3600**.

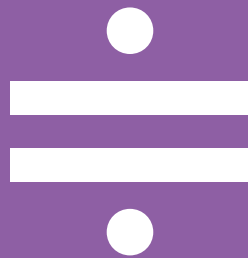
About Solvinity

Solvinity provides Secure Managed IT Services in the public, private and hybrid cloud for organisations with high security requirements. Solvinity's services include innovative cloud solutions, outsourcing, managed hosting and workplace solutions, such as Lango Workspace. For organisations that develop their own software, Solvinity offers solutions such as Integrated Delivery and 'Stretched' DevOps. The organisation has distinguished itself with very high standards for cybersecurity and certifications according to national and international standards such as ISO 27001, ISO 14001, ISO 9001, SOC 1, SOC 2 and NEN 7510. Solvinity provides services to, among others, the government, including the Ministry of Justice and Security, municipalities and leading organisations in financial and business services, such as Trans Link Systems (public transport chip card), TNO, ING, Ahold and ONVZ. Solvinity has more than 250 employees working at its four office locations in Amsterdam, Assen, Amersfoort and Den Bosch. In 2019, the company achieved an annual turnover of 47.8 million euros. For more information, please visit www.solvinity.com, or follow Solvinity on [Twitter](#) and [LinkedIn](#).

Want to know more about Solvinity?

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