

Flexing around new working practices with IT outsourcing

As the millennial generation become a significant driving presence in our workforce and the role of technology becomes ever more essential to the way we live our daily lives, new working practices have emerged to bridge the gap between work and play. Shifting worker capabilities, a changing economy and ever more empowered and demanding customers have resulted in new working practices that utilise social habits to drive business value.

Social networking and streamlined communication:

Businesses are realising the advantages of social media as an internal business tool to combat the overload of information cluttering up the working day. If staff engage fully with the platform, enterprise social media offers a means to filter and sort the barrage of electronic communication we are overwhelmed with. Instead, employees can attend to information in order of importance, and comment and interact in a way that reflects their working focus. Used effectively, this can reduce the overhead of enterprise communications, and provide valuable insight into the preferred organisational learning and working methods of staff. Outsourcing can ensure security remains robust, intelligence is accurate and tools accessible for fast adoption by staff.

Micro-blogging and knowledge sharing:

Businesses are moving away from traditional corporate knowledge deposits – intranets or portals that under pressure from other tasks quickly become neglected, static and irrelevant. Instead, collaborative, interactive and adaptive alternatives are being explored as a means of giving workers ownership of their knowledge-sharing platforms, ensuring relevance and dynamism.

Micro-blogging and Wiki platforms are proving engaging, accessible and self-sustaining. Crucially, they provide a many-to-many sharing platform, leveraging inexpensive communication and providing broad access to specialist knowledge across the business, which can often be missed through indiscriminate emailing lists. Such collaborative platforms can revolutionise the way businesses leverage the value of their internal expertise and engage their workforce. They provide a cross-departmental bridge to eliminate organisational knowledge silos, and bridge the gap between technical experts and business decision-makers.

Mobile working:

As the ubiquity of mobile devices drives both client and employee expectations of accessibility and efficiency in day-to-day life, businesses must adapt their working methods accordingly to support the same levels of mobility in the working day. Clients and workers alike expect communication to be real-time, information accessible, and devices efficient and problem free. IT outsourcing experts can manage the move into mobile devices for your business, ensuring that as the business becomes mobile, security remains rigorous, and business continuity robust.

Transparency and collaborative decision-making:

An engaged and empowered workforce need to know that they can contribute to their business in a real way. In a new age of collaboration and openness, transparency throughout the organisational structure is ever more important to the millennial generation. The merging of Business Intelligence platforms and Web 2.0 technologies can address this through a new form of Social and Collaborative Business Intelligence – a type of collaborative

decision-making (CDM) platform. Such an advance provides a solution to the continued failure of many businesses to really utilise the BI they have invested in, use reporting and analytics effectively and make strong strategic decisions. It bridges insight and action, and, using a mechanism such as voting or polling, creates a collective means of deciding the best course of action in a transparent process. Expert IT outsourcers can quickly implement such collaborative platforms throughout your business with minimum disruption and expert management.

At Acora we focus on outcomes, not incomes.

Acora delivers outsourced IT services to visionary mid-market business leaders who need strategic agility without the shackles of high-risk IT. We provide the freedom to flex further, and adapt faster – fully supported by an expertly managed, outcomes-focussed IT strategy. Because true service is about flexibility, we meet our clients' ever-changing strategic needs with outsourcing services delivered at whatever level feels right for them. When our clients talk, we listen. No error, no confusion. Just singular, dynamic service that drives new business value at every level in a new and uncertain economy.

Further information



E: enquiries@acora.com

T: +44 (0) 1444 232 000

acora.com