

## Enabling Virtual Collaboration

A client's work environment needed to better support the organization's goal of enabling colleagues to work remotely and collaboratively, while increasing overall productivity

### Challenge

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The Business Technology division of a major pharmaceutical organization needed a more effective work environment that would enable colleagues to work remotely, collaboratively, and improve their quality of life. The existing technology and facilities infrastructure did not effectively support the division's project-based activities or its cultural characteristics of being highly collaborative and global in nature. Key issues included:

- Facilities were not properly designed to support collaboration, smart working practices, and the needs of a mobile workforce
- No formal policy existed to support a remote work environment
- The potential benefits of mobile technology investments were not being realized
- The client needed to develop a formal business case around remote work enablement and facilities redesign.

### Collaborative Approach

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Acquis collaborated with multiple business units, including Facilities, Business Technology, and Human Resources, to understand the current state issues, define future state goals and objectives, and detail an approach to change that factored in technology, facilities, policy, and change management impacts. Acquis assimilated this information to:

- Articulate multiple remote work solution options
- Detail solution characteristics, requirements, benefits, and risks
- Identify cost estimates, assumptions, and constraints
- Define KPI's
- Design a phased approach and timeline

### Drive Change

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The business case illustrated the value of a two-fold approach: technology advances to allow for remote work enablement combined with the design and implementation of flexible workspaces to drive team performance.

- The Business Technology group became recognized by Global Operations as early innovators and thought leaders in alternative workspace concepts and strategies. They, will partner together in implementing the emerging strategy for facilities and workspaces.

#### About Acquis

Acquis is a consulting firm specializing in strategy and implementation. We help ambitious organizations solve business challenges that enable sustainable growth and healthy efficiency. We do this by not just designing strategies but also putting them to work.

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