



CASE STUDY:
Unisys - Putting Workforce Mobility into Practice

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What is Workforce Mobility?

“The ability of a workforce to effectively deliver the outcomes and objectives of the organisation in a manner that best suits the financial, operational, customer, employee and environmental needs of the business, its customers and its staff.”

Other terms:

- Teleworking
- Telecommuting
- Cyberworking
- Flexible Work Practices

Workforce Mobility – a Business Variable



Numerous benefits

- Financial
- Operational
- Employee
- Client
- Environment

What's Changed?

BEFORE

- 9 to 5 office hours
- Land lines
- Desktops
- Set desk allocation
- 1 desk : 1 person
- Hard copy storage
- Banks closed at 4pm
- Supermarkets closed at 6pm

NOW

- Flexibility in office hours
- Mobile phones & PDAs
- Laptops
- Wireless networks
- Instant messaging
- Video/Audio conferencing
- Online document storage
- Security
- VoIP
- 24 hour everything!

Holistic Approach

Successful workforce mobility

- Needs more than technology
- Requires planning
- Requires commitment
- Requires cultural change

***Unisys New Zealand
case study***



What Does Your Business Need to be Successful?



- What type of work?
- Need to be in the office?
- Need to be face-to-face?
- What sort of team?
- Do the hours matter?
- Measure performance?

What culture do you want?

Unisys New Zealand Flexible Work Options

Formalised program 3yrs ago to:

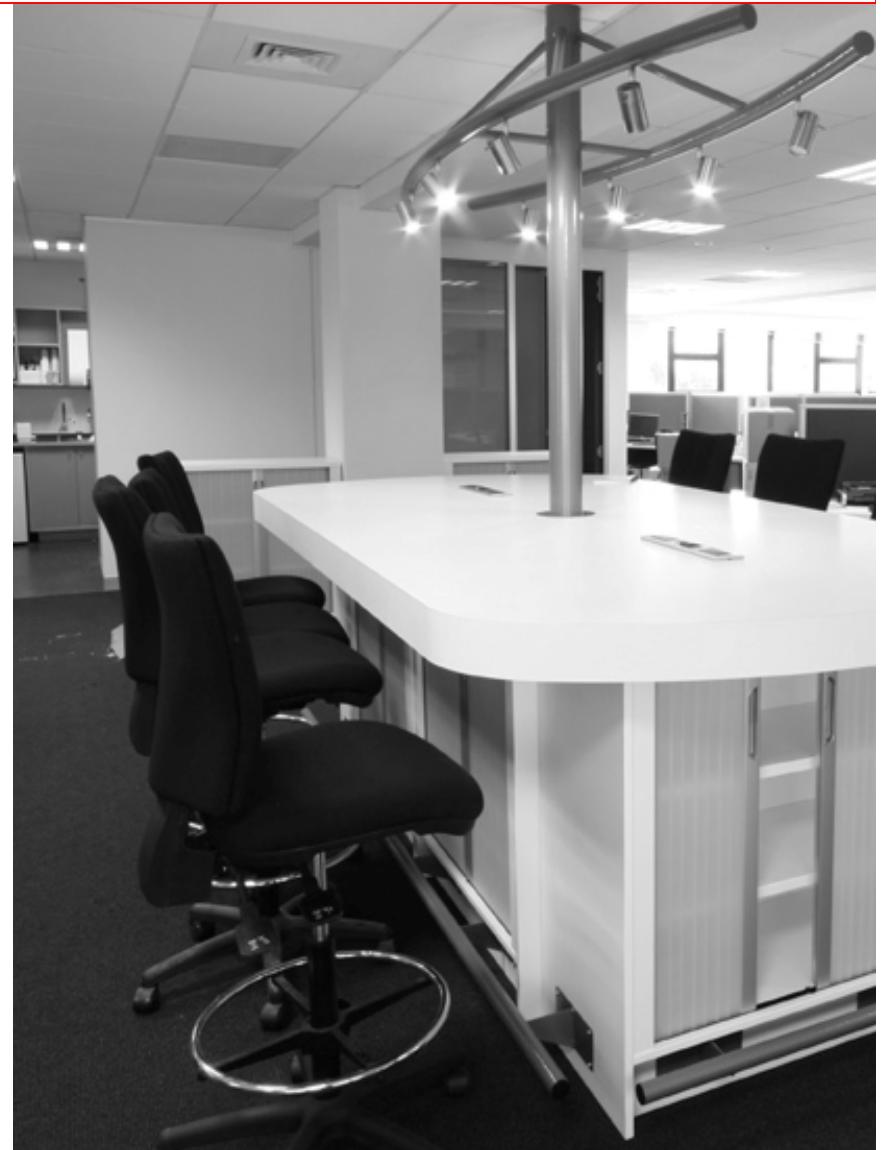
- Attract & retain staff
- Improve performance & service delivery

Assessed work styles:

- Homers, Roamers & Zoners

Strong results:

- Staff engagement up 7%
- Productivity improved
- Staff stay – even return!



The People Factor



Employees need:

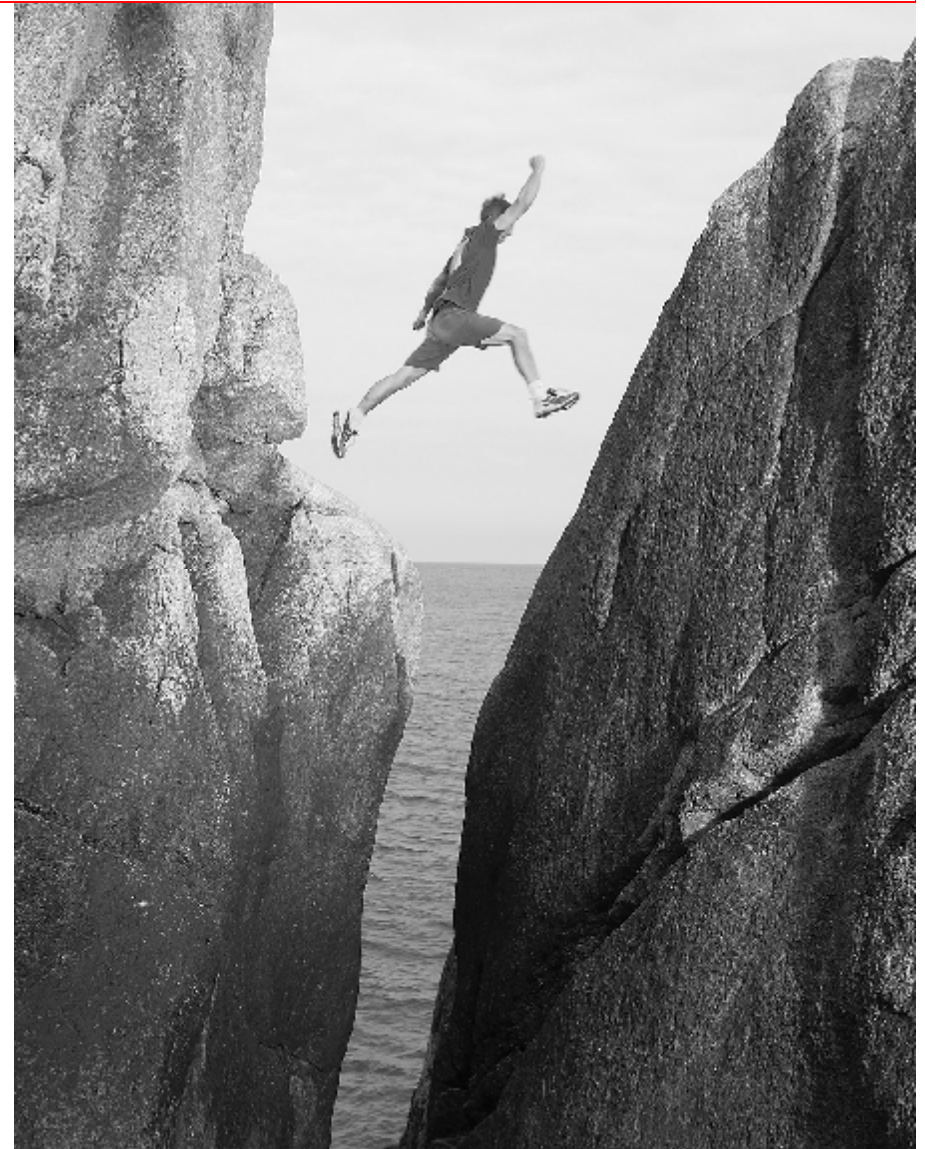
- Drive & self motivation
- Suitable space
- Technology and tools

Differentiates employers

Management Culture Change

New management style:

- Trust
- Outcome focused
- Set metrics
- Treat as new management skill
- Selection criteria



Flexibility vs Structure

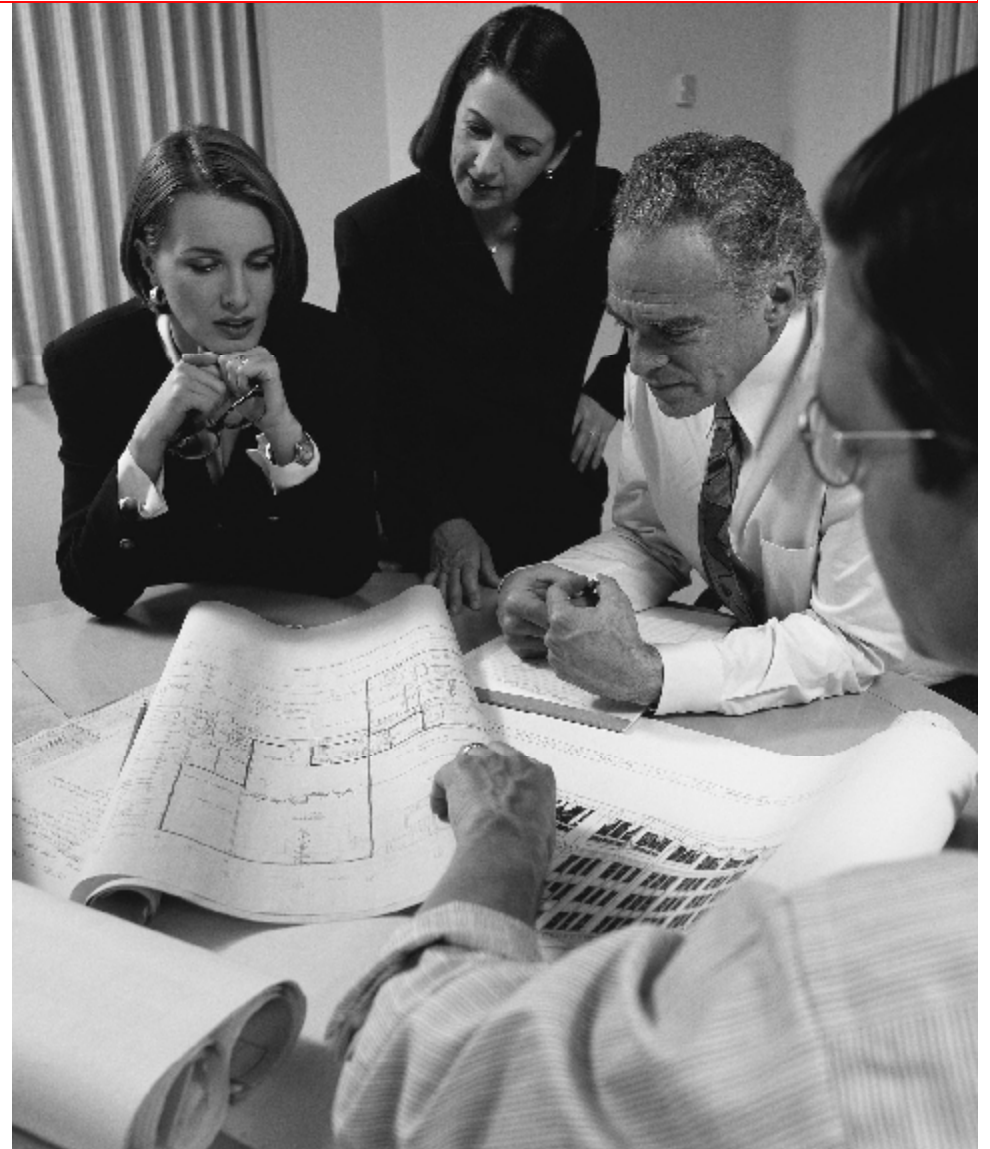


- Define the flexible work policy
- Set ground rules for when to be in the office
- Set boundaries – does not mean staff now work 24x7
- Match boundaries and rules to what is needed by the function/group

Sense of Community

Actively create it

- Collaboration tools
- Instant Messaging
- Webcams
- Video conferencing
- Presentation replays
- Pick up the phone!
- Book regular days in office



Workforce Mobility Success



- Envision culture
- Choose appropriate roles
- Identify training
- Track performance
- Technology & support
- Use your office space wisely

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imagine it. done.