

The employee experience (EX) factor

Four ways to put people first in the hybrid healthcare workplace

“It’s all connected. If we can attain the ultimate employee experience, then we are well on our way to the ultimate patient experience. You can’t have one without the other.”

EUGENE SCIOSCIA, MD
CHIEF EXPERIENCE OFFICER, ALLEGHENY HEALTH NETWORK

9 out of 10

organizations say EX is a strategic differentiator...
... but only 4 are very satisfied with their EX capability.¹

Here’s how to create experiences that support and motivate your workforce.



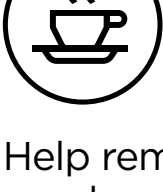
1

Prioritize workforce well-being

HOW



Step up employee assistance programs (EAP)



Help remote employees set work-life boundaries



Enable social connections

Among remote workers surveyed,

74%

say mental health issues since COVID-19 impact their performance.²

45%

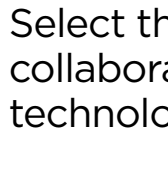
miss social interactions.³



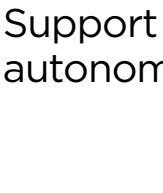
2

Create a collaborative culture

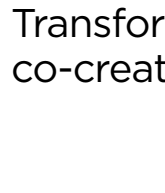
HOW



Select the right collaboration technology platform



Support team autonomy



Transform offices into co-creation spaces

44%

of organizations are reviewing office design to align with new needs.¹



3

Train managers to succeed in the hybrid workplace

HOW



Engender trust



Empower people at all levels



Encourage cross-functional collaboration: CIO + CHRO + CSO

Managers account for 70% of the variance in their teams’ engagement.⁴



4

Deliver technology users want and IT needs with the Intel® Evo™ vPro® platform

HOW



Provide user-centric devices and software



Support work from anywhere, anytime



Enable easy connections and productivity

82%

of employees believe company tech isn’t keeping up with needs.⁵

70%

have purchased tech to work from home.⁵

23%

of IT budget will be for EX by 2022.⁶

5x

RETURN ON EX INVESTMENTS⁶

RETURN ON

Productivity

Organizational agility

Customer satisfaction

Deploying Microsoft Teams-certified devices like Lenovo’s ThinkSmart collaboration portfolio

Over 3 years:⁷

273% ROI

\$10.3M

in productive employee time freed up by improved meeting connectivity

Collaboration is linked to everything from productivity to job satisfaction to competitive advantage.

Choose modern Lenovo collaboration solutions running Microsoft Windows 11 Pro designed on the Intel® Evo™ vPro® platform.

Contact your Lenovo Account Representative or local Business Partner.

Visit www.lenovo.com/Health

Sources

1 NTT, “2020 Intelligent Workplace Report: Shaping Employee Experiences for a World Transformed,” April 2020

2 Aetna International, “Global Employee Health Study Data,” November 2020

3 Twingate, “What Employees Miss,” October 2020

4 Gallup, “How Your Manager Experience Shapes Your Employee Experience,” July 2019

5 Lenovo research report, “Technology and the Evolving World of Work,” July 2020

6 Forrester for Lenovo and Intel, “Invest in Employee Experience (EX), Drive Your Bottom Line Growth,” October 2020

7 Forrester, “The Total Economic Impact™ of Microsoft Teams Devices,” January 2021



An Evo™ Design



Smarter technology for all

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