

# Workplace technology:

## Employee challenges in Large UK organisations

2024/2025



 **Workspace365**

Everything simplified.

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# Simplifying the digital workplace for enhanced Digital Employee Experiences

As a leading provider of adaptive digital workplaces, we're all about making work simpler for employees across the world. That's why we researched the Digital Employee Experience (DEX), to understand the biggest tech challenges employees face and how these impact productivity.

A great digital workplace should remove complexity, not add to it. **When technology works for people, it frees them up to focus on meaningful tasks.** But when it's too complicated, it becomes a barrier instead of a tool. Our goal is to make technology do the heavy lifting, so employees can focus on their work.

Using a third-party expert for independent results, we surveyed more than **1,000 people working in UK organisations with 250+ employees**, spanning all four nations. This report highlights key challenges facing employees today, offering actionable insights to help businesses evolve and improve their digital workplaces, for everyone's benefit.



# Foreword

By Erik Nicolai, Chief Executive Officer, Workspace 365

Many organisations are under increasing pressure to optimise their investment in IT, people, and other resources, helping them increase productivity and achieve their objectives.

Digitalisation is critical to unlocking productivity. But **for many employees, adding more technology into the mix just complicates their already busy working day, increasing distractions and leaving employees feeling overwhelmed.** When this happens, productivity can decline as employees struggle to manage their responsibilities effectively.

More than 15 years ago, Workspace 365 set out to develop a digital solution to address the lack of focus caused by complex systems. **Our goal was to simplify technology so employees could work more efficiently, with greater focus and satisfaction.**

Greater productivity is vital for modern organisations across all sectors. Whether in private enterprise, the public sector, or non-profits, there is no room for waste. Every decision, action, and investment must align with organisational goals, making effective technology selection essential.

Each industry and job role has unique needs. From healthcare professionals to legal practitioners or marketers, everyone must be able to focus on their tasks without battling complex technology.



Workspace 365 exists to simplify work, ensuring that technology's one and only role is to support human talent. **Our adaptive digital workplace removes the complexity around technology, centralises access, streamlines workflows, and improves internal communications, driving a culture of collaboration and mutual achievement.** Simplifying the digital workplace impacts positively on broader organisational goals too, by fostering a culture of continuous learning and innovation, with powerful, accessible technology that helps every employee achieve their potential while promoting more diversity, equity, and inclusion (DE&I).

**This report reveals that many organisations are still held back by the very technology they invested in to improve productivity.** This major snapshot of business and employee sentiment towards the digital workplace highlights some of the challenges that organisations are facing when using technology. It provides insights for decision-makers and users as they seek solutions that can deliver a more simplified, sustainable, and productive DEX.

# The IT skills shortage:

## How technology can help or hinder

Technology has the power to transform workplaces by speeding up processes and enabling employees to focus on fulfilling, higher-value tasks. This can increase engagement, leading to greater productivity and retention.

However, for many employees, workplace technology has become a barrier instead of a solution. **Complex systems, redundant tools, and frequent sign-ins waste time and leave employees feeling unproductive, unfulfilled, and at risk of burnout.**

Hybrid and remote working offer tremendous opportunities, but only when supported by effective digital tools. Without these, organisations risk losing talent to competitors who prioritise user-friendly technology.

Digitally skilled employees are more crucial than ever as organisations face a significant IT skills shortage. The **digital skills gap is estimated to cost the UK economy £63bn annually**, with Government data from 2023 indicating that **7.5 million, 18% of adults, lack essential workplace digital skills**. For organisations striving to grow and thrive, technologically skilled employees are indispensable to achieving their ambitions.

One way to mitigate the IT skills shortage is to implement well-designed, intuitive, and easy-to-learn technology. By choosing solutions that empower rather than hinder employees, organisations can create a more productive, supportive work environment.

**£63bn**   
Estimated cost of the digital skills gap  
to the UK economy



**18%** Of adults in the UK lack  
essential workplace  
digital skills

# Key findings



## Much of the software and apps employers provide are being wasted

Four in 10 (39%) employees are not using all, or even most of the software and apps available to them in the workplace.



## The digital skills of UK's future workforce could jeopardise productivity

Only half (51%) of employees aged over 55, the fastest growing age group in employment, use all of the available technology, compared to 67% of 25-34 and 35-44 year olds.



## Workplace technology is not easy to master

Almost one-quarter (23%) of employees want more training to enable them to use it more effectively.



## Employees are overwhelmed by complexity

65% of workers in the largest businesses (>5000 employees) want more simplified technology in the workplace.



## Organisations are being exposed to cyber risk

38% of 24-35-year-old employees are using their own technology in the workplace.



## Technology does not fit the specific needs of many sectors

29% of legal professionals say many features are not relevant to their jobs, with only 57% using all or most of the software available in the workplace.



## Employees are wasting time switching between systems

More than half (56%) of healthcare professionals want to be able to access everything they need in one central location, as their time should be dedicated to patients.



## Unprepared employers are driving talent away

Six out of 10 (59%) respondents tell us they would, or might quit, if internal IT systems were too complex.



## Employees are dissatisfied with workplace technology

63% of employees are unhappy with their workplace technology, rising to 72% among younger employees (18-24) who expect simpler, more productive tools.

# INSIGHT 01

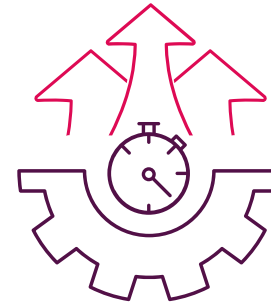
## Simplicity is key when investing in workplace technology

Technology can help people do their jobs more efficiently, accelerating processes, and taking away some of the 'slog' of repetitive, low-value tasks. This frees them to focus on higher value tasks and helps employees to shine. It also means they can gain more fulfilment from their work, which matters to organisations both for the purposes of retaining talent, and for helping them attain their own business objectives.

Our research reveals that **59% of respondents believe their organisation's investment focus should be on simplifying the digital workplace** to improve productivity, a figure that rises to 65% for those in organisations with more than 5,000 employees.



Overly complex systems slow people down and create a sense of overwhelm.



# 59%

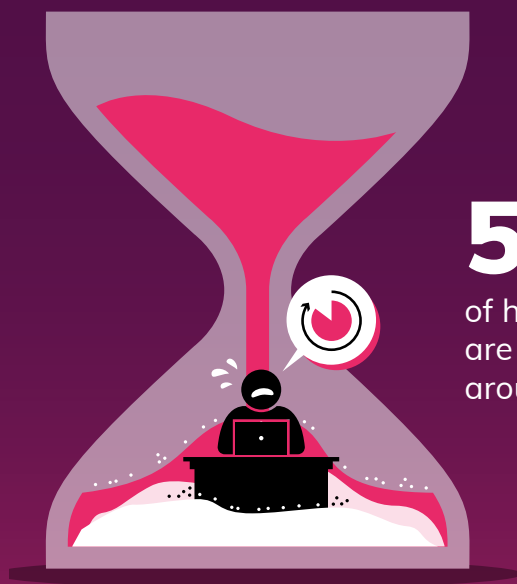
want simpler systems that can help increase productivity

Possibly the bigger the organisation, the more likely it is to have merged different legacy systems over time and be running similar, but separate solutions in different locations. This is particularly true for enterprises with offices in different countries. Organisations have an opportunity to streamline their technology for all employees, replacing multiple systems with duplicated functions with one single, effective platform. This will fix many of the existing issues with non-integration, and also simplify the digital experience for users. Organisations will gain by ensuring every employee in every location has the tools to be as productive as possible.

Overly complex systems slow people down and create a sense of overwhelm. Indeed, our findings show **three-quarters (76%) of HR professionals would like their employer to invest in simplifying the digital workplace** to improve productivity. The majority, **64%, of those working in the legal sector and 60% of those in healthcare, agree.**

## A preference for a single platform

When asked to consider what would make their digital workplace easier to use and more productive, the largest group of respondents (49%) say being able to access all the tools, applications, and documents they need in one central location without switching between different systems. **More than half (56%) of those working in healthcare, and 52% of HR professionals tell us switching around consumes too much valuable time.**



**56%**

of healthcare professionals are wasting time switching around between systems

**41%**



want employers to invest in fit-for-purpose technology

**More than two-fifths (44%) of all respondents** and specifically 55% of healthcare professionals say fewer logins or systems to manage each day would make their digital workplace easier to use, helping productivity.

**One-third (33%) of respondents** would like to automatically receive relevant information or notifications in one place, instead of checking multiple platforms. This preference was top of the wishlist for half (50%) of legal professionals. In the legal profession, time is usually measured in tightly defined increments and every minute counts for billing purposes. Any time spent wrestling with technology is wasted, counted as unbillable time, which impacts negatively on the firm and its individual employees.

**43% of all respondents indicated** their organisation's investment in IT should focus on keeping systems updated with the latest technologies, such as Artificial Intelligence (AI), and automation. These rapidly improving tools can speed up repetitive processes and can help transform productivity.

**Four out of 10 (41%) of the people we surveyed** don't seem to have much faith in their current technology solutions, stating that replacing or overhauling outdated IT systems to make them fit-for-purpose should be the priority for IT investments right now.



## Faster data access

Data is a powerful tool, enabling employees to gain deeper insights that underpin better business decisions. However, data is of little use if it can't be located quickly. **Centralising information is crucial to healthcare professionals, and 36% say this should be the key to investment.** Centralised data for things such as patient records could empower decision-making, reducing risk to patients, and improving health outcomes.

**One-quarter (25%) of respondents would like their organisation to invest in enhancing internal collaboration tools** to make collaboration smoother and more efficient. This is even more important to HR professionals (32%), a business function that spends considerable time working with colleagues in other departments and managing people across their entire organisation.



## Takeaway

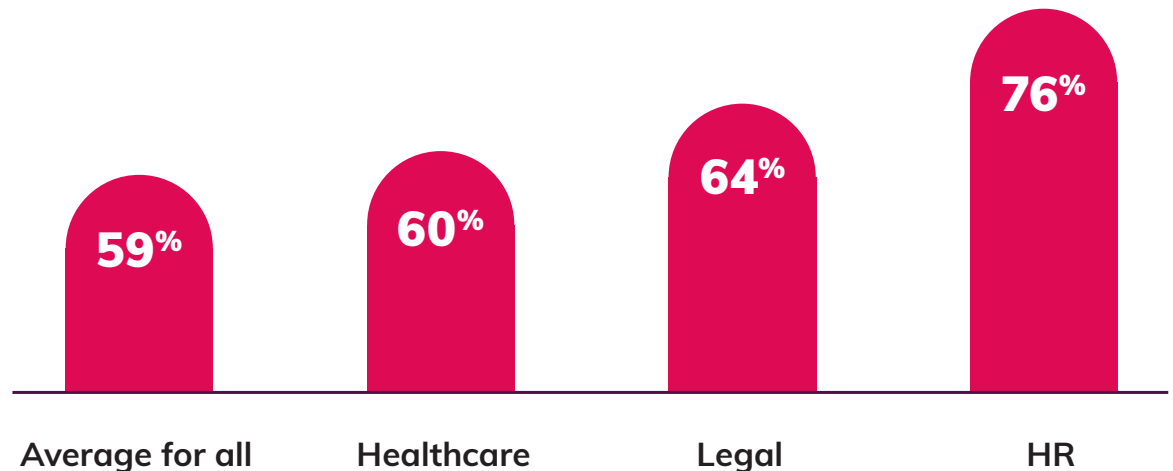
The old saying, 'Keep It Simple & Straightforward, K.I.S.S.' was never more appropriate than when applied to workplace technology. Employees should spend their time focused on meaningful work, not struggling with fragmented systems.



## Action

Implement simple, streamlined and easy-to-use solutions that empower employees to work efficiently and effectively, helping drive productivity.

## Respondents who think their organisation should invest in a more simplified digital workplace (by sector)



# INSIGHT 02

## The right technology helps attract and retain valuable talent

In the current talent shortage, organisations need to engage a sufficient number of skilled employees to achieve productivity and meet their business goals. The same factors that attract talent will also influence decisions to stay with an employer.

Employee retention is a critical metric for success. High employee turnover, or “churn”, creates additional costs and strain on resources. Losing valued employees disrupts established teams, reduces productivity, and can harm relationships with customers, partners, and suppliers.

Our survey highlights a significant risk: 24% of respondents said they would quit if internal IT systems were too complex, with an additional 35% saying they might. This amounts to **59% of employees willing to leave an employer over inefficient technology.**

The pressure on remaining employees to absorb the additional workload can lead to burnout and further resignations. The financial and operational costs of advertising, recruiting, and onboarding replacements make a strong case for retention strategies centred on effective technology.

59%

might potentially quit because of overly-complex internal IT solutions

Simplified workplace technology is key to reducing the risk of employees leaving due to frustration with complex systems. This risk is especially high for younger employees.

### People who would consider quitting because of overly-complex workplace technology

27%

of employees aged 18–34

20%

of employees aged 45–54

22%

of employees aged 55+

Variations also exist across sectors. 50% of legal professionals said they would quit, and 36% answered “maybe”, totalling **86% of legal roles at risk of being vacant because of overly-complex workplace technology.** Employers who fail to act risk losing talent to competitors with more user-friendly solutions.

Many have already shifted towards a ‘digital-first’ approach both for clients and for their employees. **The firms most likely to win out in the race for talent will be the ones that have invested in the best technology that makes working life easier,** and drives high productivity and profitability, boosting the finances of the firm.

While some industries, such as healthcare, report lower resignation rates due to technology, this is may be because employees are accustomed to working with outdated systems. However, private healthcare providers are increasingly using superior technology as a competitive advantage, attracting experienced talent from less advanced organisations.



## Takeaway

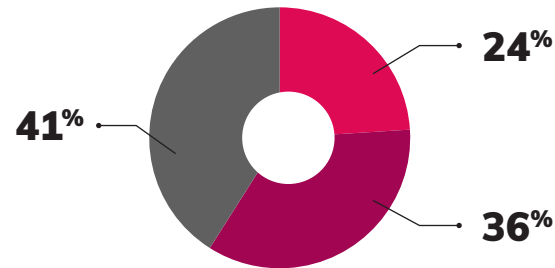
Organisations that retain legacy software with overly complicated systems that don't integrate effectively will lose out on talent to the competition. Employees expect, and deserve, simple, intuitive, easy-to-use technology so they can do their jobs effectively.



## Action

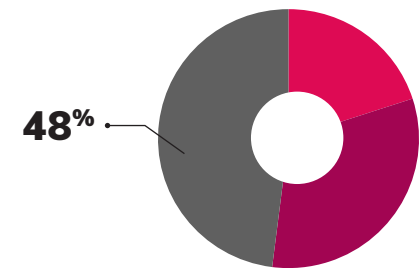
Seek simple, intuitive platforms and solutions that employees can quickly get up to speed with, as well as providing full training and regular 'refreshers' to maintain a digitally accomplished workforce.

### People who would consider quitting because of overly-complex workplace technology



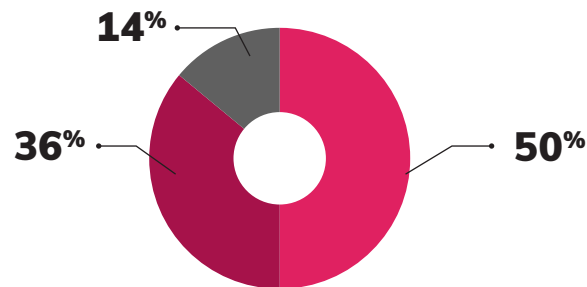
Average for all

● Yes ● Maybe ● No



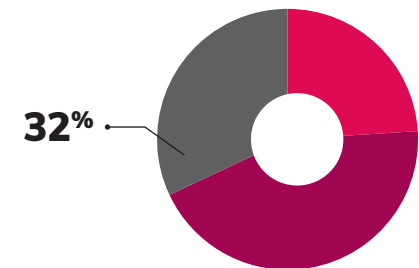
Healthcare

● Yes ● Maybe ● No



Legal

● Yes ● Maybe ● No



HR

● Yes ● Maybe ● No

## INSIGHT 03

### Improved training and implementing more user-centric IT can help unlock employee potential and productivity

Our survey has highlighted a number of concerns around lack of effective training and other issues such as cybersecurity. It also shows that when people are using complicated systems they can end up feeling overwhelmed, which also impacts negatively on productivity.

While many respondents are confident using the technology provided by their employer, one-quarter (26%) admit they are less than confident doing so. This means they are not getting all of the potential benefits from software and systems, for themselves or for their employers.

The issue is more pronounced among older employees, with **39% of those aged 55+ reporting low confidence in using workplace technology**. As experienced professionals and mentors to younger employees, their proficiency with technology is crucial for fostering a productive and collaborative workplace.

The ageing UK workforce further underscores the importance of targeted training. According to government figures for 2024, **7.3 million people aged 55 and older were still working in full or part time roles**, and 1.5 million employees were aged 65 and older.



**53%**

of respondents believe their organisation should focus on providing better technology training



**39%**

over the age of 55 report low confidence in using workplace technology



**2.9m**

workers whose potential is not fully realised because they struggle to use technology

## Putting the user first

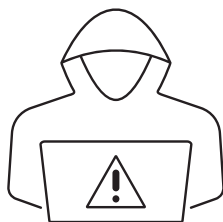
Training is an essential element when implementing new technology in the workplace, but digital proficiency can be achieved more quickly and easily if the systems being implemented have been designed with the end-user in mind. The most intuitive solutions can reduce the need for employees to commit to time-consuming training sessions, enabling them to get on with their core business functions.

Overall, a significant **63% of respondents are unhappy with their workplace technology, and even more (72%) of the youngest cohort say this: their workplace technology should simplify tasks and enhance productivity.**

This may explain why the younger cohorts, with one-third (33%) of those aged 18-24 years, and 38% of 24-34-year-olds are more likely than senior colleagues (just 11% of those aged 55+) to use their own technology at work. There are numerous free-to-use tools at anyone's disposal, from project management programmes like Trello, or generative AI such as ChatGPT which can be used to dilute burdensome tasks, including email responses.

We can speculate that some younger workers may be more comfortable with familiar technology that they can use for both their personal and work activities. Older employees, particularly in the more senior positions, may be more mindful of governance and risk issues, unwilling to break the rules around corporate policy.

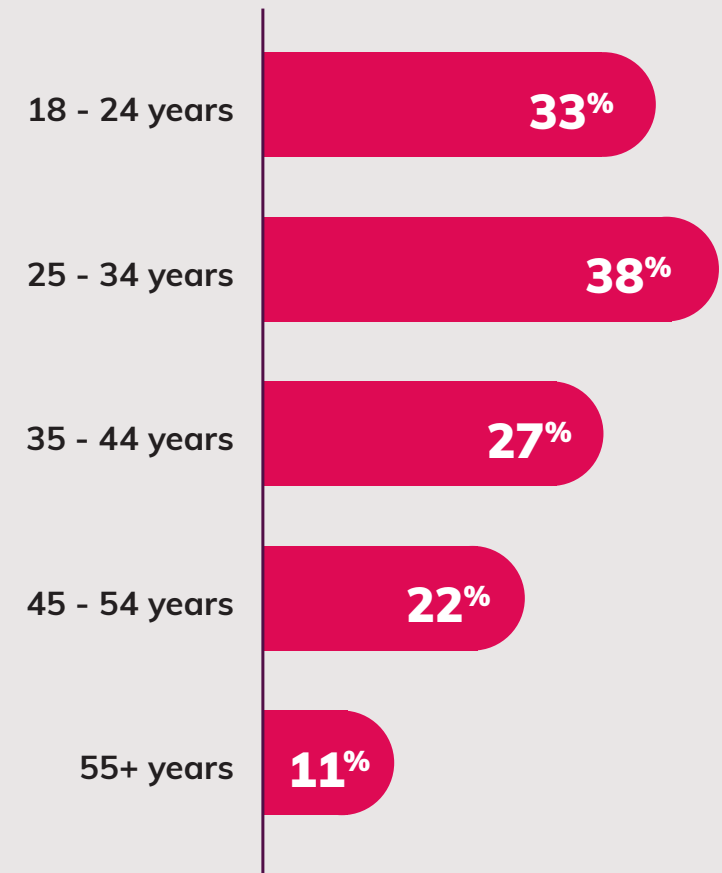
Certainly, introducing their own technology can attract risk to an organisation, as without adequate security and encryptions, it could provide a route into sensitive data and systems for cybercriminals. A recent Verizon survey found **68% of security breaches involved a non-malicious human element**, often employees unaware of cybersecurity vulnerabilities. This highlights the need for effective training in cybersecurity best practices with regular 'refreshers' as well as implementation of secure and centralised workplace solutions.



**38%**

of 24-34 year-olds are using their own technology in the workplace, potentially introducing risk into their organisations

## Employees who use their own technology at work, by age group



## The generational divide

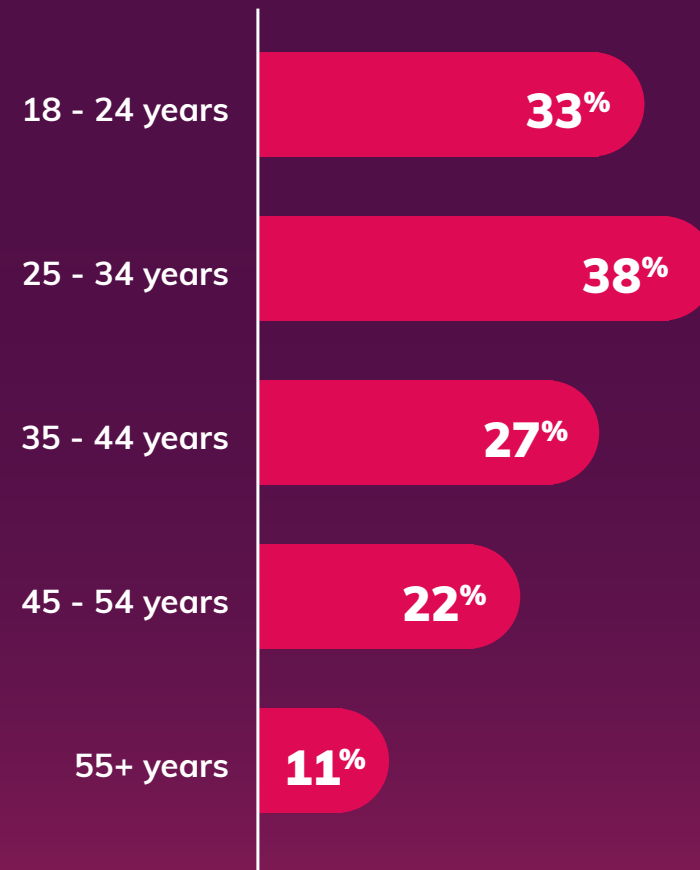
In some instances, complex technology is having a negative impact on productivity. While this is true for just 10% of users across all sectors, twice that number, 21% of legal professionals and 20% of HR professionals say **complex systems make them feel overwhelmed and less productive**.

Our findings show some correlation between employee age and the rate of complex technology causing reduced productivity, as the rate drops as employee age increases. 13% of 18-24-year-old workers feel overcomplexity is affecting their productivity, compared to just 7% of the 55+ age group.

It is possible that more senior workers have learned better coping strategies, having developed resilience in stressful workplace situations, and so when they struggle with technology it has less of a negative impact on their experience. It may also be that these older workers – 61% of whom say they are less confident using their workplace tech than their youngest colleagues (75%), may simply rely less on the technology and are comfortable resorting to some of the traditional, manual processes they have always used. This would mean they may feel less overwhelmed when they have issues using the tech.

On the flipside, younger colleagues may feel the pressure to live up to their 'digital native' label and demonstrate innate skills with technology that they do not actually possess. In either case, the **55+ age group is the fastest growing cohort in the workplace**, so it is imperative that organisations ensure they are getting the most out the digital solutions provided to them.

## Correlation between confidence with workplace technology and tendency to use own tech at work





# 27%

express the desire to upskill, with or without their employers' support

It is worrying that when employees ask their employers for help in understanding how to use their technology, many organisations are falling short, leaving employees to take this into their own hands. **More than one-quarter (27%) saying they plan to upskill**, with or without their employer's support. The desire to upskill themselves decreases with the size of the organisation: from 32% of employees in organisations with fewer than 750 staff, down to 23% for those with 5,000+ employees.

We could conclude that larger organisations may be better resourced to provide training and implement user-centric solutions. Indeed, some may be able to offer a choice of apps and software, so that people can choose to use what they're most comfortable with, reducing the need for training in some areas.



## Takeaway

To unlock the full potential of their workforce, organisations must provide structured training programmes tailored to all employee needs. Reciprocal mentoring can help bridge generational gaps, enabling younger employees to share technology skills while learning from the experience of their senior colleagues.



## Action

Conduct a skills audit to identify gaps in digital proficiency and implement a comprehensive, ongoing training programme, alongside solutions that are easier to learn and use. Emphasise user-friendly technology that accommodates employees of all ages and job functions, ensuring everyone has the tools they need to succeed.

# INSIGHT 04

## Hybrid working is popular, but often challenging

According to the Office for National Statistics, more than one-quarter (28%) of all employees are now working with a hybrid model. Taking into account the numerous job roles that cannot accommodate employees working off-site, that includes frontline workers in healthcare, social care, education, hospitality, and retail, as well as other key roles in manufacturing, distribution, logistics, and more - the actual percentage of the remaining traditionally office and site-based workforce will be much higher than 28%. Our own survey finds **82% of respondents say they work from home for some, or all of the time.**

Unsurprisingly, these employees are seeking technology that enables more effective remote and hybrid working. **More than one third (34%) would like their organisation's IT investment to focus on better equipping remote/hybrid workers** to ensure productivity and well-being.

Despite some well-publicised demands for a full return to the office by certain organisations, hybrid working is here to stay. The option for flexible working where practical is being proposed in the new Employment Rights Bill in the UK, but any remote, hybrid, or flexible model can only be successful if the appropriate digital tools are in place to enable it.

50%

of law professionals struggle with too many tools and apps

## Challenges of hybrid working

Hybrid employees face several obstacles, with the most significant being reliance on too many apps and software tools. According to our survey:

- 32% of respondents identified the complexity of **juggling multiple tools as their top challenge.**
- This issue is **particularly acute in the legal sector, where 50% of employees struggle with excessive tools and apps.** Recent research into the working practices of law firms shows these companies have mostly embraced the concept of hybrid working, sanctioned by around 88% of firms, despite a high-profile few starting to demand a return to full-time office working. But even in cases where hybrid working is discouraged, many legal professionals will find themselves required to work remotely from court, from a client's office, and when putting in extra hours from home.

**The second-largest challenge is inefficient communication and collaboration.**

- **31% of employees found it difficult to connect effectively** with colleagues using disparate platforms. From switching between emails and chat apps to joining video calls, juggling technology arguably requires more concentration than sitting with colleagues in a meeting room, and we might assume that older employees would struggle with this the most.
- **Younger employees (18–24 years old) are most affected,** with 37% citing communication inefficiencies, compared to 22% of those aged 45–54.

## Sector specific insights

Navigating different platforms is a particular challenge for HR professionals (44%) and considerably less so for those working in the public sector (27%). The kicker here might be the size of public sector organisations versus HR teams, reflecting the general ability to navigate large, complex organisations resulting in a greater ability to transfer this skill to the online workplace.

**Both office and remote workers can find themselves distracted, losing precious work time and negatively impacting productivity. According to a 2024 study:**



of employees report being distracted during work.



working in the office lose up to 30 minutes daily, often due to chatty colleagues.



at home report being distracted for up to an hour daily, with personal devices being the primary cause.

This aligns with our findings, where **24% of hybrid workers struggle with excessive notifications and distractions** from multiple apps or platforms. The issue is less pronounced among older employees, with 19% of those aged 55+ reporting distractions compared to the average 22% across all age groups.



## of legal professionals reporting loneliness when working remotely

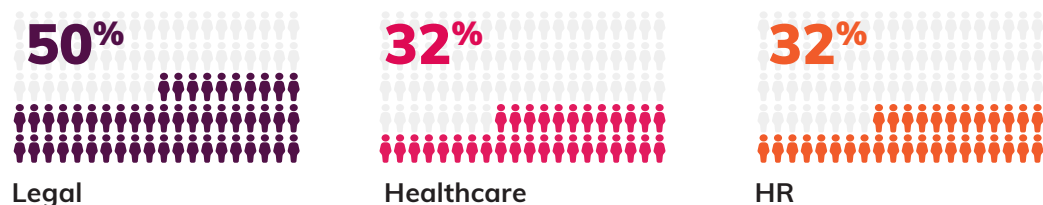
Legal professionals are particularly affected, ranking notifications and distractions (57%) as their top remote working challenge. This is followed closely by difficulty managing multiple apps and systems (50%).

**The legal sector also faces unique difficulties:**

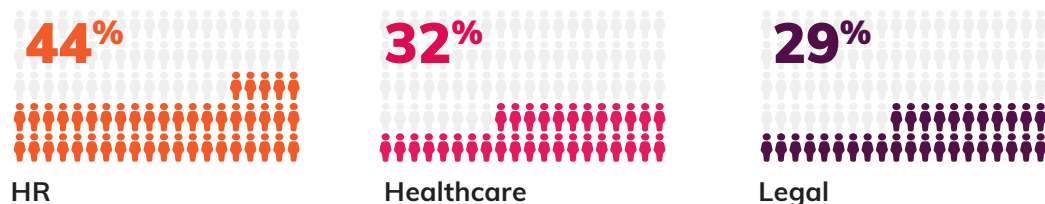
- **43% of legal professionals struggle to unplug from work** when working remotely, significantly higher than the 20% average for all respondents.
- The sector's historically long-hours culture, where evenings and weekends are often dedicated to work, contributes to these struggles.
- Feelings of isolation are also more prevalent, with **21% of legal professionals reporting loneliness when working remotely**, compared to just 9% of healthcare respondents.

These findings highlight the disproportionate impact of digital workplace challenges on certain sectors, with legal professionals experiencing heightened difficulties in managing technology and maintaining work-life balance.

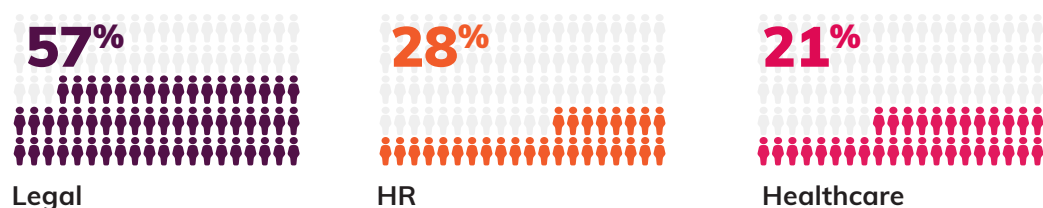
## Using too many apps/programmes for different activities



## Multiple platforms hamper collaboration/communication with colleagues



## Too many notifications, alerts, and distractions



### Takeaway

While many employees believe they are at least as productive, or even more productive, when working remotely compared to the office, it appears that the technology is letting some of them down. People often choose to work from home to get away from the distractions in the workplace, but this is being undermined by systems based on different platforms, and by having to switch constantly between different apps and software.



### Action

Invest in integrated digital workplace solutions (one place for everything), that simplify hybrid working. These platforms should provide a single interface for essential applications and tools, reducing the stress and inefficiency of switching between systems.

# INSIGHT 05

## Some sectors are struggling more with underperforming technology

The use and effectiveness of workplace technology vary significantly across sectors. Four out of five (80%) HR professionals report they are using all, or most of the available workplace technology, compared to just 57% who do so in the legal sector. It may be that the software and applications chosen by HR teams are better aligned with their needs, while legal professionals are using less sector-focused solutions that were developed for wider application.

Or perhaps HR professionals overall are a little more adept at dealing with technological change and have been able to stay proficient with new developments more easily than legal professionals.

### Too many features, not enough relevance

A significant 29% of legal professionals state that many features in their workplace technology are irrelevant to their roles, compared to just 4% of HR practitioners. Additionally, 21% of legal professionals feel overwhelmed by excessive features, more than double the average across sectors (9%). These findings suggest that **underperforming or overly generic tools in the legal sector hinder productivity rather than enhance it.**

**29%** ? ?  
of legal professionals  
say their workplace  
technology has many  
irrelevant features

## Digital transformation in the legal sector

The legal industry is undergoing a significant digital transformation, with larger firms adopting advanced tools such as:

- Document and case management systems
- Time and billing software
- Improved client communication channels

The Big Four consultancy firms (Deloitte, EY, KPMG, and PwC) have spearheaded these changes, leveraging technology for both legal and accountancy operations. However, smaller legal firms often struggle to keep up due to limited budgets and fragmented solutions. The lack of integration between tools combined with reliance on manual processes can create productivity bottlenecks, leaving employees frustrated with inefficient workflows.

## Other sectors face similar challenges

Other verticals are also striving to get up to speed with digitalisation. In healthcare for example, the UK Government recognises the need to harness digital technology to drive productivity in the NHS, **promising to invest £2bn in technology and digital solutions.**

It will be more difficult for organisations across all sectors that have not transitioned to modern, digital systems to remain effective or competitive while those around them pivot to being 'digital first.' Even so, bringing employees on board with the day to day implementation of new technology can be a challenge. Across our survey we found many employees aren't using all of the features that their workplace technology can deliver. Almost two-fifths (39%) of all respondents are not using all or most of the software and apps available to them in the workplace, suggesting that some employers are **wasting their valuable IT spend on features that are not actually helpful or relevant to their workforce**, or to certain job functions.



**39%**

are not using all, or even most of the software and apps available to them in the workplace

## Generational differences in technology adoption

**Younger employees are more likely to use the full range of available workplace tools:**

**67%**

of employees aged 25–44 use most or all of the technology provided.

**51%**

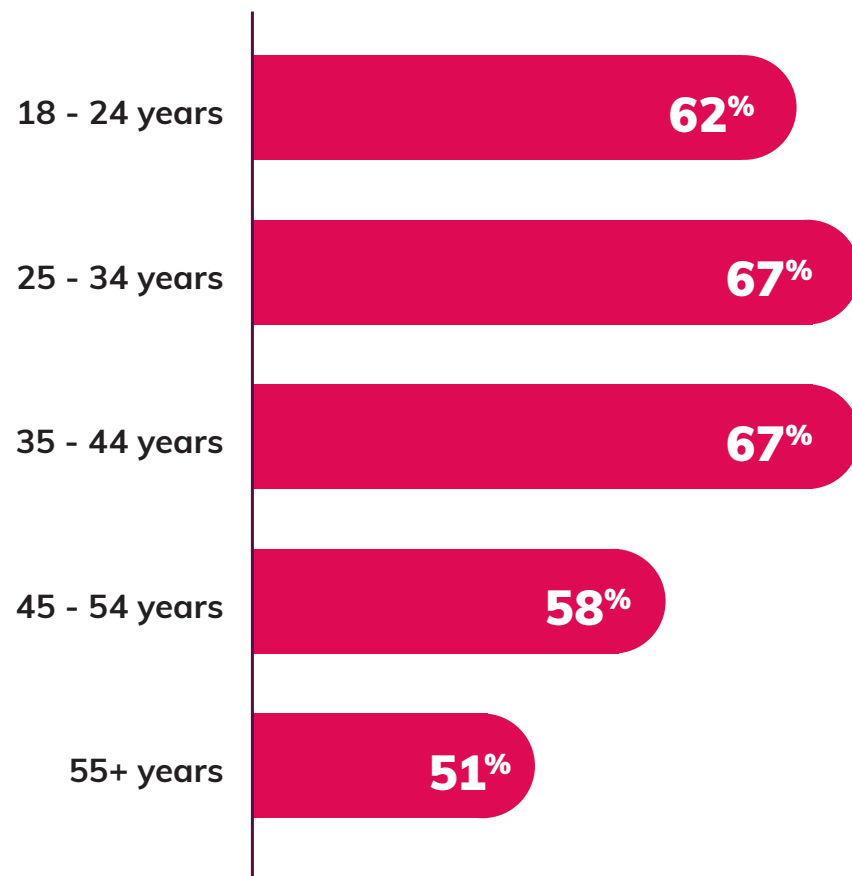
of employees aged 55+ use most or all technology, suggesting a skills gap or role differences.

**62%**

of employees aged 18-24 use most workplace technology, likely due to junior positions requiring fewer tools.

This generational divide highlights the importance of designing solutions that are both intuitive and tailored to the specific needs of employees at all levels.

I use all/most of the software and apps available to me in the workplace



## Takeaway

Technology should be the enabler, helping employees work more effectively and subsequently, achieving higher productivity. If workplace systems are causing frustration or inefficiency, they are failing to deliver on their purpose.



## Action

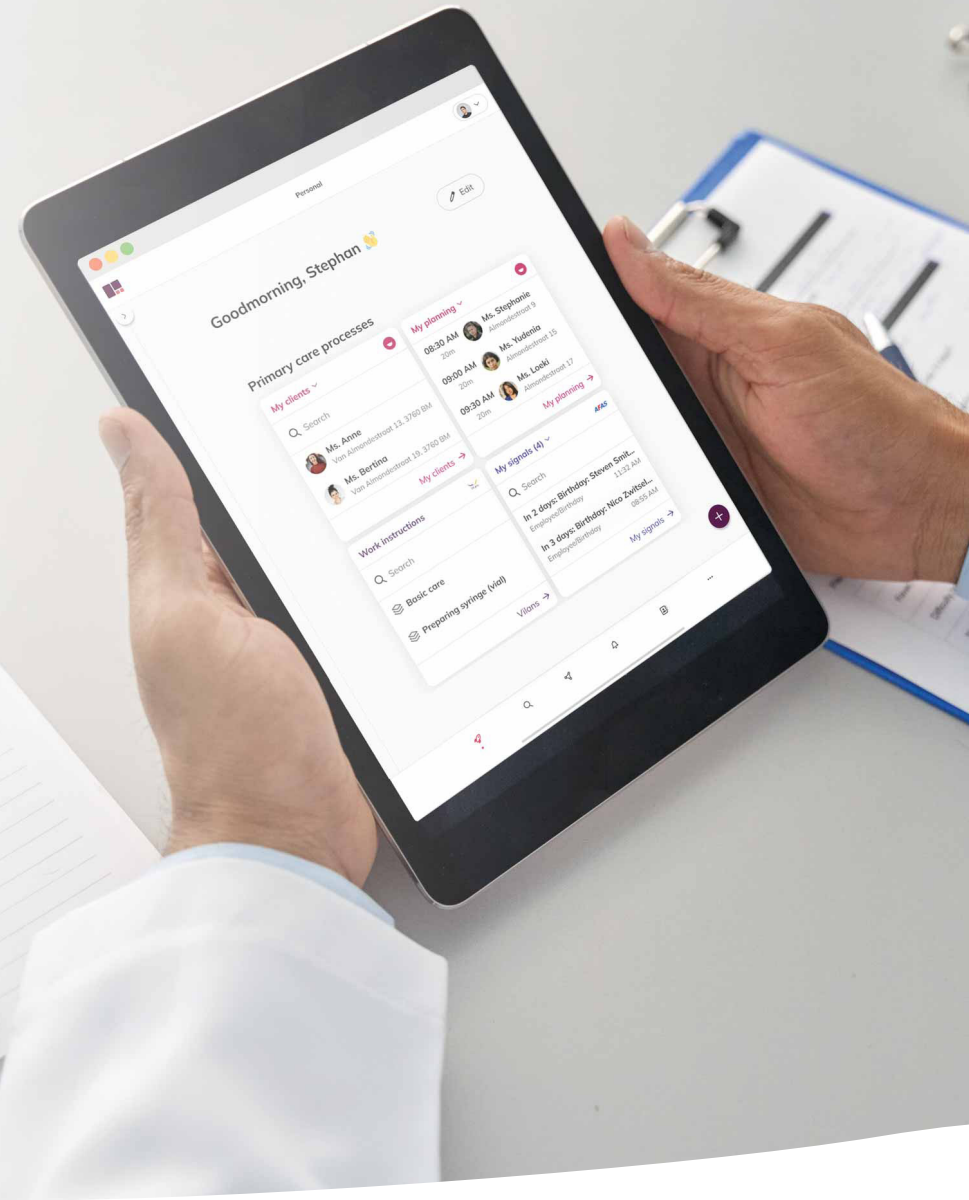
Organisations should invest in technology tailored to their sector and specific job functions. These tools should prioritise a personalised Digital Employee Experience, enabling employees to perform at their best. Without the right tools, organisations risk seeing their technology investments fail to yield their full potential.

# Putting insights into practice

## Healthcare focus - saving precious time in Dutch healthcare

The Dutch and UK national healthcare systems differ significantly in how they are funded. In the UK, the NHS is funded by the government through taxation and National Insurance contributions, providing free treatment at the point of delivery. Conversely, the Netherlands operates a universal healthcare system where all residents and workers are required to hold basic medical insurance to cover treatment costs. Despite these differences, healthcare workers in both countries face similar challenges in improving productivity and dedicating more time to patient care. Both nations are grappling with ageing populations that have complex, multifaceted needs, making efficiency and productivity critical priorities.

Research by Workspace 365 reveals that healthcare workers in the Netherlands spend **up to 40% of their working hours on administrative tasks**, time that could be better spent on patient care. While some administrative duties, such as updating records and writing referrals, are unavoidable, unnecessary complexities—such as switching between disconnected systems, hamper workflows and reduce patient-facing time. Similar challenges are evident in the UK, where **55% of healthcare professionals want to reduce the number of logins and systems they manage daily**.



In response to these inefficiencies, the Dutch government passed a law in July 2023 to promote digital information exchange in healthcare. However, slow implementation prompted the adoption of alternative IT providers. One such provider, Open Line, implemented a Workspace 365 solution that is now saving healthcare workers an average of five to 15 minutes per day, amounting to up to **1,000 hours saved daily for a workforce of over 4,000 employees.**

Workspace 365's adaptive digital workplace centralises apps, documents, and platforms into a single, user-friendly interface. This streamlining allows healthcare workers to spend more time focused on patients rather than navigating cumbersome systems. Similarly, **56% of UK healthcare professionals expressed a desire for a centralised digital workplace**, emphasising its potential to improve efficiency and patient care.

In the Netherlands, this solution also facilitates secure, centralised exchanges of patient information between hospitals and specialisations, creating a unified system for collaboration and decision-making. The success of this model offers an instructive example for the UK, where **36% of healthcare professionals believe centralising information should be the focus of IT investment.** A simplified digital workplace could not only boost employee satisfaction but also lead to better patient outcomes.

The NHS, often perceived as lagging behind in digitalisation, stands to benefit significantly from adopting similar approaches. Streamlined systems and integrated solutions have the potential to free up healthcare professionals' time, ensuring their primary focus remains on delivering exceptional patient care.



healthcare workers  
are saving up to  
**1000 hrs**  
per day

## Technology that really works, helping people work better

Workplace technology exists to enhance employees' lives, making their roles easier, more productive, and more fulfilling. It should empower people to:

- Collaborate better across teams
- Deliver higher-quality outputs
- Engage more effectively with customers, suppliers, and stakeholders
- Leverage data for insightful, data-driven decision-making

Simplification of systems is key to ensuring users are empowered by their workplace technology and can be more productive, delivering the best work. **Technology must serve as a seamless enabler, not a distraction. By focusing on intuitive, centralised platforms that simplify tasks and reduce complexity, organisations can help employees avoid the frustration of navigating disconnected tools and platforms. This allows employees to remain focused on their work, dedicating their time and energy to meaningful, high-value tasks that drive organisational success.**

Streamlined, user-focused digital solutions also strengthen communication and collaboration across teams, with benefits extending to customers, suppliers, and broader stakeholders. Simplified technology creates a foundation for more effective data-driven decision-making, enabling organisations to achieve their strategic goals without unnecessary distractions.

Organisations that invest in these solutions will not only improve productivity but also attract and retain their greatest asset, their people. Employees supported by effective tools are more engaged, more motivated, and better equipped to deliver their best work, fostering a thriving and successful workplace.

## About Workspace 365

Workspace 365's adaptive digital workplace centralises all essential tools, documents, and social intranet features into a single, intuitive interface, reducing complexity and improving productivity. Trusted by over 2,300 organisations globally, our platform streamlines IT processes and minimises distraction allowing people to unlock their ultimate digital work focus.

## Methodology

The research was carried out independently on behalf of Workspace 365 online by Research Without Barriers (RWB), with all surveys conducted between 25th September 2024 and 24th October 2024.

The sample comprised 1,006 respondents employed in organisations with 250+ employees.

All of the research conducted to compile this report adheres to the UK Market Research Society (MRS) code of conduct (2023). Research Without Barriers (RWB) is registered with the Information Commissioner's Office and is fully compliant with the General Data Protection Regulation (GDPR) and the Data Protection Act (2018).



Everything simplified.

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