



# Rethink

Adapt and transform your business productivity and processes.



## Reimagine your business potential

We are in the midst of a digital revolution; technology is shaping our personal and working lives to an unimaginable degree. As the 4th Industrial Revolution develops, it brings with it a need for change, a change that will shift towards a more innovative, connected way of working. Businesses that are digitally savvy lead the way and are growing exponentially.

At Advanced, we believe that every business has the potential to reimagine their organisation. We help our customers reimagine their businesses and benefit from digital solutions to realise untapped potential, embracing digital technology to transform productivity, intelligence and innovation to drive value in every part of the organisation.



## 1 Rethink

**Give yourself, and your business, time to review processes and culture to ultimately boost productivity and performance.**

The first step on the journey of transformation is to rethink. Discover how seeing your workplace processes from a new perspective can increase efficiency across your business.

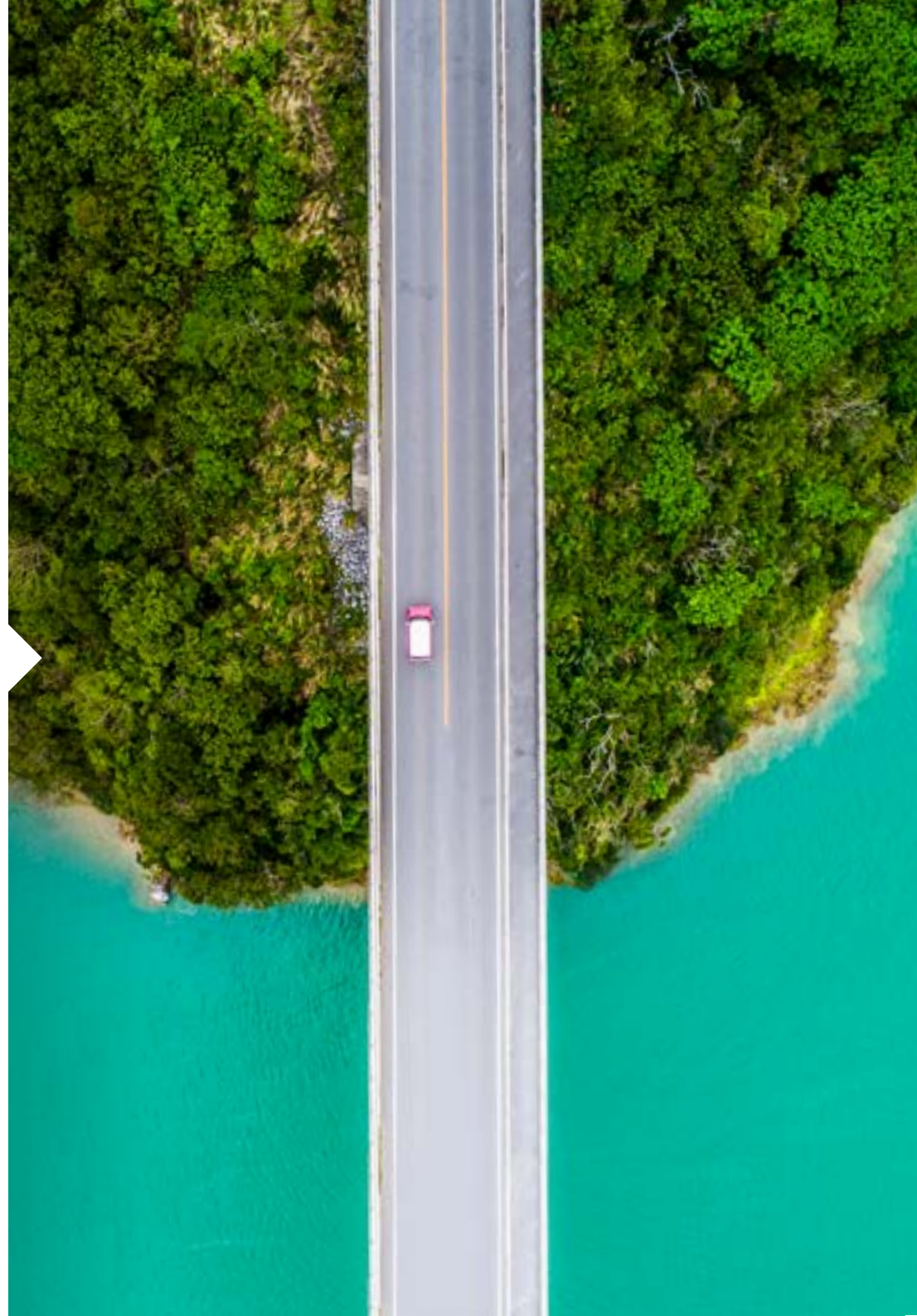
We help organisations review their digital foundations before embarking on transformation programmes - starting with compliance and security.

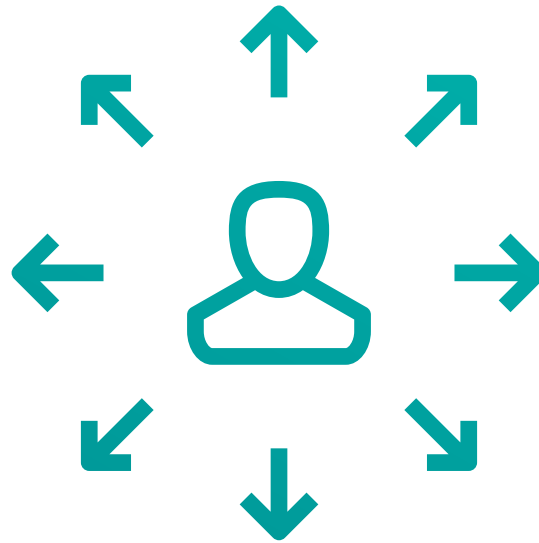
## 2 Recharge

**Recharge your business intellect by creating a culture based on fact and insight from powerful analytics.**

## 3 Reshape

**Reshape your entire business ecosystem with innovation and technology.**





## Adapt and transform your business productivity and processes.

We are in a business crisis. Freneticism is taking over our offices, giving way to overworked and under-effective employees. Over the years, a business culture of 'doing more with less' and seeing multitasking as a great talent has become admirable.

In attempts to save time and money, UK companies are putting excessive pressure on themselves, pressure that in many instances does not actually increase effectiveness. Despite what many may assume, multitasking has been found to significantly reduce productivity - meaning we are over-working ourselves and realising no actual benefit.



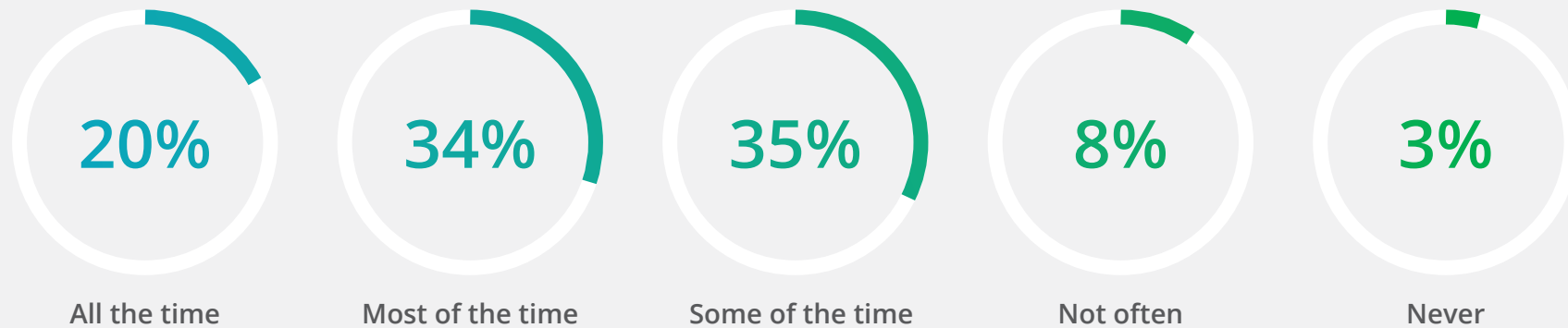
An aerial photograph of a vibrant turquoise lake surrounded by a dense, lush green forest. The water is crystal clear, reflecting the surrounding greenery. A small boat is visible in the center of the lake, leaving a white wake. The forest is thick and covers the entire land area surrounding the water.

It is time to see things  
from a new perspective!



How are organisations expected to consider business-wide change if they are so consumed by everyday tasks? Many leaders, and their employees, spend so much time immersed in the business that they have little time to think about the development of the business itself.

We surveyed 500 UK business owners and senior decision makers to gauge workplace pressures and how often they are felt.



The results show us that one in five have admitted to feeling under pressure all the time and that 54% of business leaders feel under pressure most or all the time while at work. These staggering figures display concerning trends within organisations that staff are feeling frequent pressure to complete tasks and manage an excessive workload.

## Is now the time to rethink your approach?

Alleviating stress and pressure within the workplace is complex and requires a deviation from the norm. Many businesses, under pressure to grow, or do more with less, continue to operate at a hundred miles an hour, reacting to the next challenge in the way they have approached each previous one. Einstein is credited with the fabled phrase 'insanity is repeating the same mistakes and expecting different results', perhaps now is the time to rethink the way your business approaches change.

The UK has in the past been criticised for its long hours work culture<sup>1</sup>, and the risk of a 'Burnout Britain' is still true today. Ultimately, business owners and senior decision makers need to take time out to rethink the way they are doing things.

Taking a step back from traditional working values and understanding the true strategies behind reducing employee pressure from a new perspective is key in order to increase productivity and job satisfaction.

Below are **three top tips** to help guide you towards a rethink of your business culture.

- 1 Consider how your approach to working cascades down the organisation
- 2 Empower your employees to work smarter, not harder
- 3 Take time to understand the role technology can play in supporting your future goals

<sup>1</sup><https://www.tuc.org.uk/news/15-cent-increase-people-working-more-48-hours-week-risks-return-%E2%80%98burnout-britain%E2%80%99-warns-tuc>

It starts with you





## How easy is it to switch off?

Here are five ways to unwind when you're feeling stressed:

- 1 Learn to recognise stress**

Some of the many causes of work-related stress include long hours, heavy workload, job insecurity and conflicts, while symptoms include a drop in work performance, depression, anxiety and sleeping difficulties. It's therefore important for business leaders to recognise work-related stress as a significant health and safety issue and take steps to reduce it.
- 2 Find a stress reliever that works for you**

Leaders cope with high pressure in different ways so find a stress reliever that works for you (and stick to it). From a commitment to taking more time off to scheduling exercise and 'time outs' in your day, when you're 'on' from the moment you wake to the moment you sleep it's important to find things – reading, running, family time – that take you away from the pressure.
- 3 Take a digital detox**

The digital era is making it worse. Switching off is critical and that means taking a proper break to recharge. It's important to try to finish work on time and, on a regular basis, set aside time at home to turn off your mobile phone and laptop.
- 4 Remember your well-being is important**

It might not seem like it when under pressure, but there is more to life than your business. Always put your health first. Listen to your body, it has ways of telling you when you're tired, and recognise the signs that mean you need to take time out.
- 5 Take advice – don't suffer alone when you're under pressure**

Many business leaders are their own worst enemy as they don't like delegating, which can be damaging to both people and business. Divide work obligations and lean on those closest to you.

Management styles have such a large impact on a workforce. The way in which you deal with your workload can affect how your employees see their own. If you begin to rethink your working style, your employees may follow suit.

A study conducted by Deloitte showed that **38%**<sup>2</sup> of people believe they are using their smartphones too much. How much is too much? Typically, more than five hours on their smartphone daily (with one in four spending more than seven hours every day).

Many senior business leaders are glued to their phones in hopes of increased connectivity and effective multitasking. However, if used incorrectly these devices may be causing more harm than good to business productivity and your sense of workplace pressure.

**38%**  
of people believe they are using  
their smartphones too much

<sup>2</sup><https://www2.deloitte.com/uk/en/pages/press-releases/articles/uk-public-glued-to-smartphones.html>

## How easy is it for you to switch off?



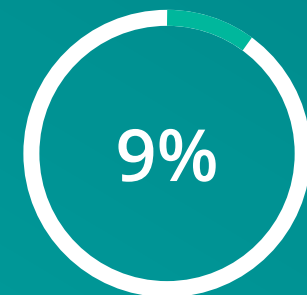
Really struggle to  
switch off at all



Disciplined about  
switching off



Don't mind not being  
able to switch off



Do not  
switch off

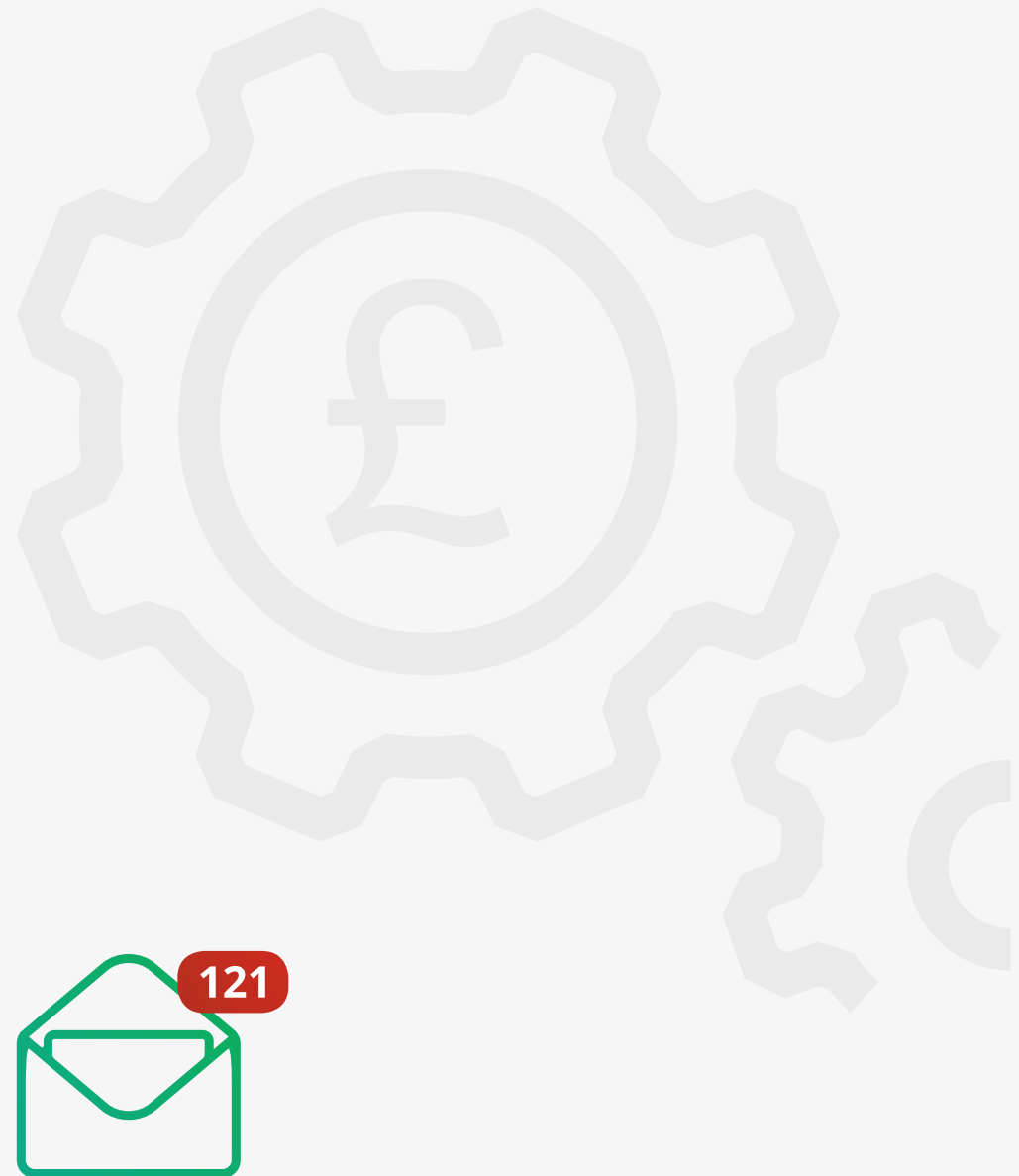
Mobile devices, while a great asset to everyday working for many sectors, can become a hindrance, not allowing you to focus or 'switch off' at the end of the workday. With emails and updates so easily accessible, many managers feel an obligation to continue working outside of traditional work hours. Studies have shown that workplace email is a significant source of stress. With employees receiving on **average 121 work emails a day**<sup>3</sup>, it is easy to see how staff can feel overwhelmed. If staff and management alike are answering emails at home as well as at work, this stressor is likely to have significant implications on employee wellbeing.

Our recent study on workplace stress showed that 65% of people struggle to turn off work mode and take time to recuperate. This can increase stress and contribute towards illness.

Business professors from Stanford University have estimated that workplace stress has added between \$125 and \$190 billion per year to US healthcare costs<sup>4</sup>. As we know, workplace stress results in sick leave, high staff turnover and absenteeism, thereby reducing productivity and increasing cost through hiring and sick cover. This is further demonstrated by the 12.5 million working days across the UK lost due to work-related stress, depression or anxiety. Some business leaders are taking action against this workplace epidemic by reducing time spent on mobiles, particularly outside of work hours.

<sup>3</sup><https://globalnews.ca/news/3395457/this-is-how-much-time-you-spend-on-work-emails-every-day-according-to-a-canadian-survey/>

<sup>4</sup><http://fortune.com/go/the-21st-century-corporation/french-right-to-disconnect-law/>



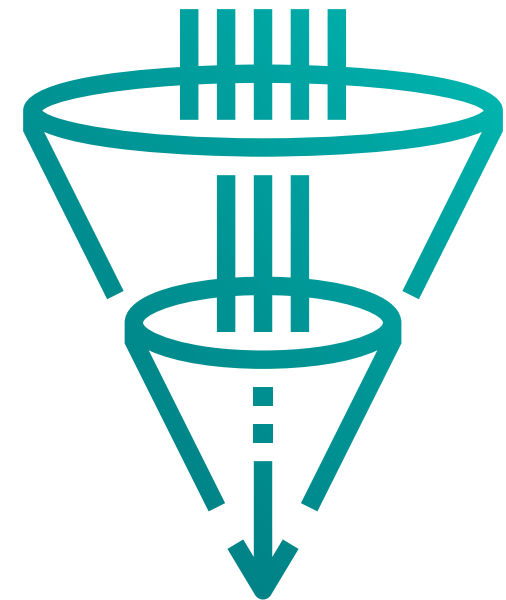
Previous generations have been working in a state of 'do more with less' where multitasking has been seen as a talent employees should possess in order to succeed within their careers and become more attractive to recruiters. However, in recent years research has shown that this is no longer the case. Not only has multitasking been found to increase the production of the stress hormone cortisol, a study at the University of London<sup>5</sup> showed subjects who multitasked experienced significant IQ drops. This study is striking and suggests that while people may feel they are achieving more in less time by multitasking, these tasks are completed to a sub-standard.

For many managers with a constant influx of work, the question then becomes, if multitasking isn't the right solution, what is? The key to being productive is being able to cut through all of the noise and focus on the tasks that truly matter. The Pareto principle (or the 80/20 rule as it is better known) shows that **80% of our time at work is delivering 20% of results**. This, in part, is due to not being able to effectively ignore or reject tasks that are irrelevant to the grand plan of progressing an organisation, thereby highlighting the importance of selective working. Businesses need to begin to work smarter, rather than harder.

<sup>5</sup><https://www.prepare1.com/10-reasons-why-multitasking-is-killing-your-productivity/>

80%

of our time at work  
is spent delivering



20%

of the results

An aerial photograph of a crowded beach with waves crashing in the foreground. The image is overlaid with a semi-transparent teal color. The text "Your workforce" is centered in white.

Your workforce

If managers begin to implement these new strategies for their own working, the rest of the organisation will follow. Showing staff the importance of smarter working above faster working can alleviate many workplace stressors and significantly increase productivity.

Another key driver in producing a productive workforce is ensuring mutual respect and employee satisfaction. It is important to make sure your employees feel as though they are making a difference without feeling forced to work harder. Happy employees have been found to be 12% more productive at work<sup>6</sup>, highlighting the benefits that a positive workforce can bring forth. Many businesses are increasing their benefit options and investments in staff in attempts to improve job satisfaction.

A strong work-life balance can also be a contributing factor to employee productivity through an increase in happiness and overall wellbeing. In France, employees are able to ignore work-related emails after 6pm. Although this may sound trivial, giving staff this time back and making it explicit to them that their evenings are designed for non-work related activities may result in an energised workforce by morning. This is supported as the French have hourly productivity rates that rival many<sup>7</sup>.

Your workforce needs to see that their employer is investing in them and making their jobs easier. For many organisations, this involves showing staff their worth by taking manual tasks away from them, allowing them to focus on more value-add activities.

<sup>6</sup><https://www.headspace.com/blog/2018/02/06/5-ways-to-tell-employees-are-stressed/>

<sup>7</sup><https://www.inc.com/jessica-stillman/new-french-law-gives-workers-the-right-to-ignore-email-after-work.html>



## Technology as an enabler

“Admittedly, our ways of working were becoming outdated and in several areas were struggling to keep pace with rapid growth of the company. A number of our business processes were not fully integrated with each other, requiring the support of manual procedures, making it more difficult for us to monitor and report on production, sales and finance in the timely manner that a growing business requires. We recognised a change was needed if we were to succeed in the ‘new’ digital era, but we knew little about which technologies could help us reimagine our business. The Cloud ERP solution was recommended to us and, when seeing it in action, we were impressed by the features as well as the affordability and customer service that came with them. Moving to the Cloud needn’t have been so daunting after all, and we are confident it will give us a fully integrated system fit for the future.” – Anne German, System Manager, JS Bailey

Making the right technology decisions can create a business platform that embraces an uncertain world and gives organisations choices and new ways of doing business, as well as numerous benefits such as significantly lowering the cost base.

Innovations such as the Cloud are offering workforces a more efficient way of working. As technology progresses, there will be no place in competitive business for those that are not adopting newer technologies to support their organisations. Moving to a connected Cloud strategy is fast becoming the first choice for positive digital disruption. Thousands of British organisations of all sizes have dared to rethink their business and are fast realising the benefits of the Cloud.

“St John’s Buildings is the first barristers’ chambers in the UK to introduce an innovative Cloud-based document sharing and collaboration tool, which could save the firm up to £350,000 per year and dramatically reduce its environmental footprint.”

Chris Ronan, CEO, St Johns Buildings

Once the capabilities of the Cloud are realised, there must be someone to drive business change within an organisation in order to implement technology. Our recent Cloud survey showed that 30% of people say that no one is driving Cloud adoption within their workplace. Moreover, when asked who should be driving Cloud adoption, most stated the MD or CEO of a business should take this responsibility.

“The Cloud and mobile solutions can help barristers adapt to the continued digitisation of the legal system and adhere to regulatory and compliance obligations – while serving our clients ever more efficiently.”

Keith Plowman, Senior Clerk, Ten Old Square







## It's time to gain a new perspective

Organisations need to analyse the way in which they are working and take active steps to rethink their systems and working practices. Digital transformation is the best enabler of increased productivity. Business leaders must begin to think differently if they wish to thrive within this digital era. As digital disruption ensues, there is no place for a technologically insufficient workplace and fully manual workforce.

Businesses must grow along with change and adapt accordingly. Once you are able to rethink your workplace processes, we will discuss how to recharge your organisation with business intelligence and the capabilities of revolutionary technology.

## Where next?

Recharge

