

Accelerating Digital Transformation in the Next Normal

COVID-19 changed us. There's no going back.

But we can move forward, together.

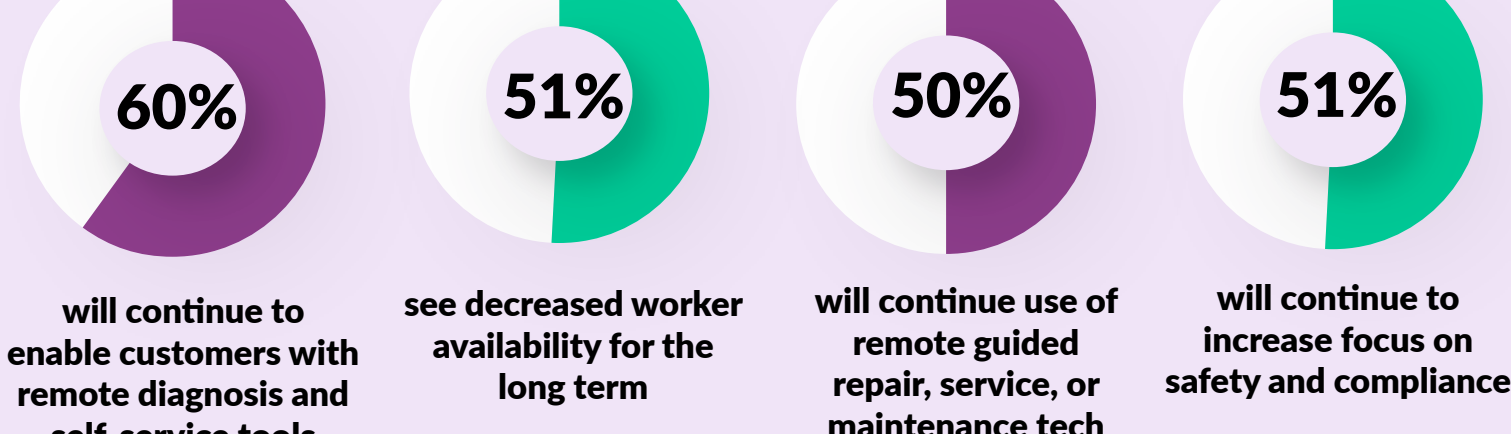
It's been a long couple of years. Enterprises and societies as a whole are starting to figure out what the next normal looks like. We recently surveyed 128 operational leaders to determine how they will be moving forward and supporting enterprises. Three key themes emerged:

1. We're shifting from steadying the ship to future focus
2. Remote work is here to stay
3. There is a strategic advantage to adopting experiential technology

1 Key Priorities for 2022

Many of the trends that began during the pandemic will continue well into the future. Touchstones include the phrases "contactless", "remote", and "health & safety".

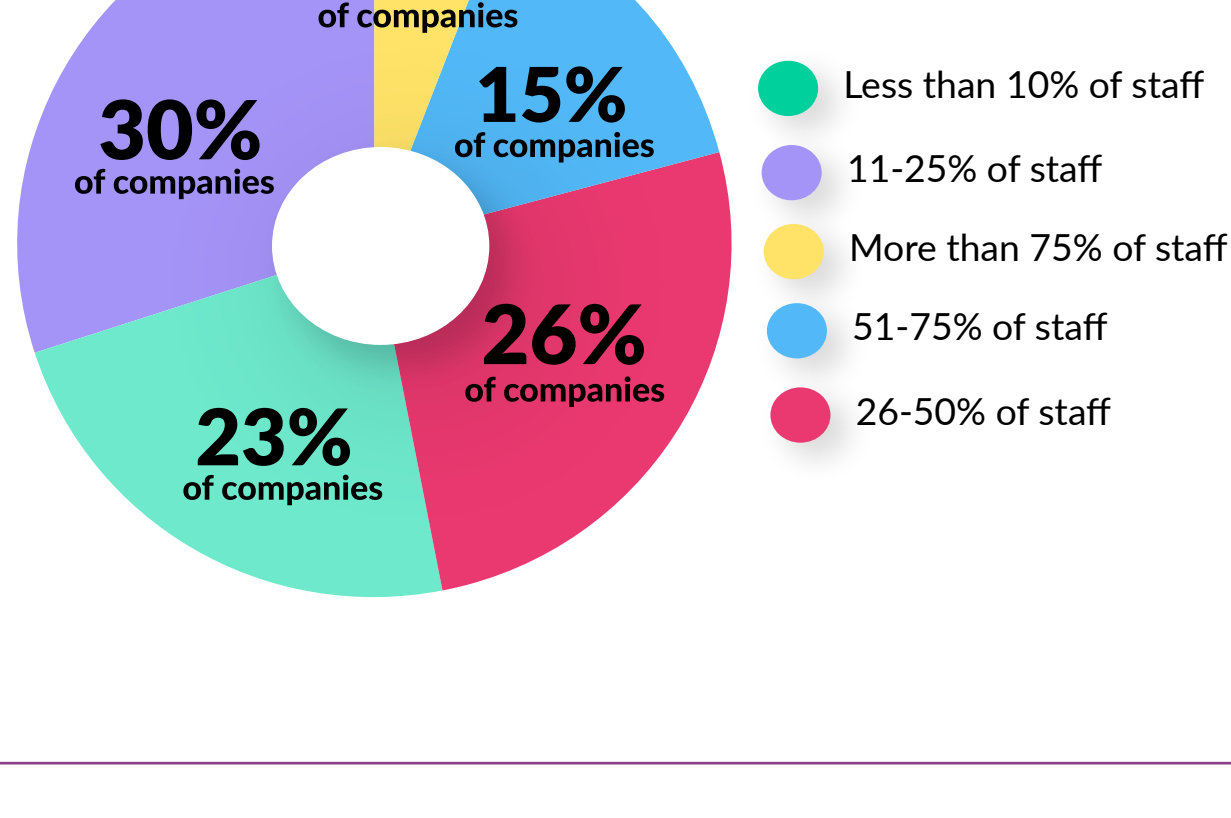
Two years into the pandemic, we have solid predictions from leaders on what the new normal in field service will be:



2 Remote work continues for a large percentage of the operational workforce

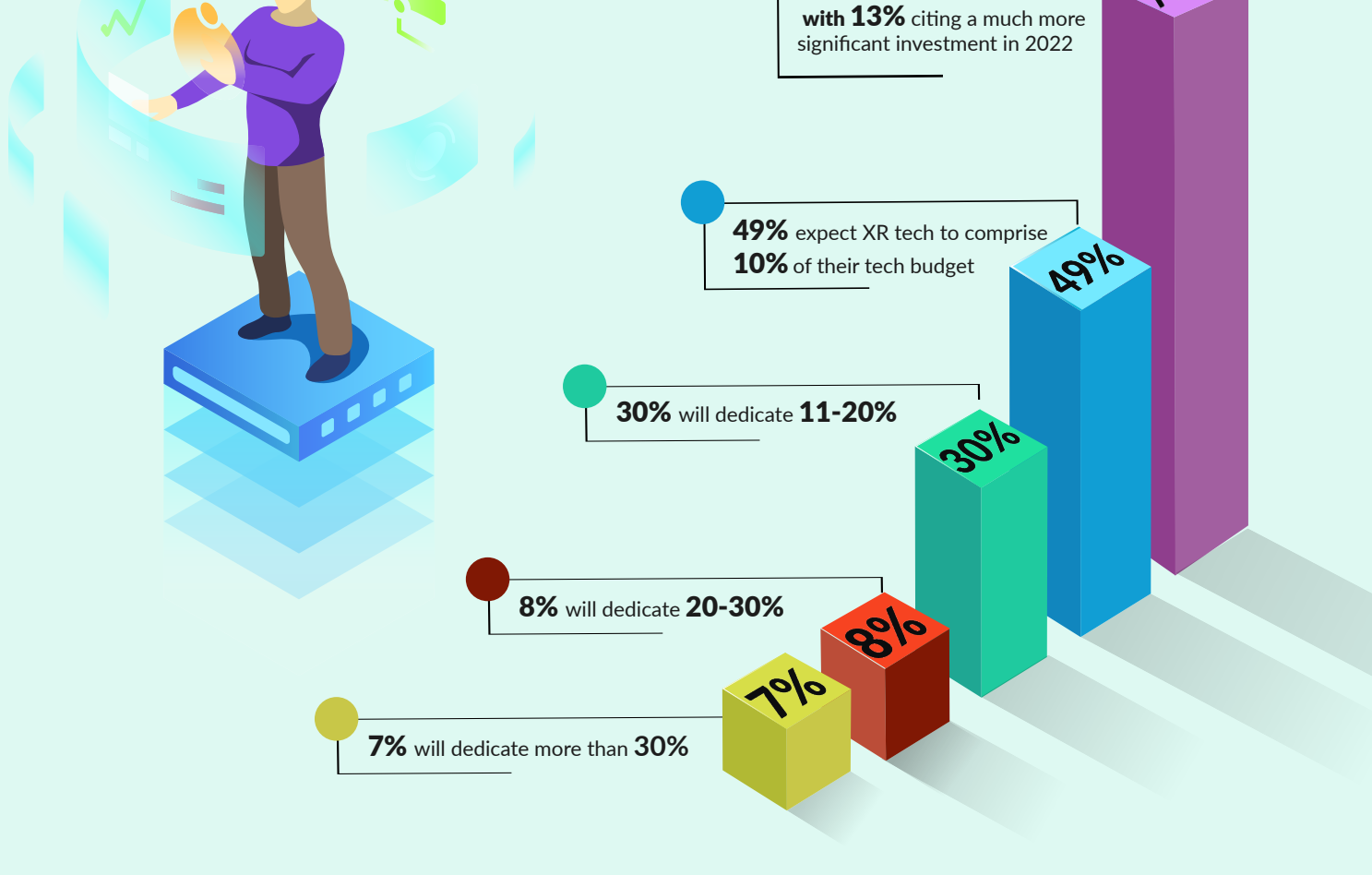
47% expect that more than a quarter of their staff will continue to work remote.

Percentage of staff expected to remain remote



3 Mixed Reality Smooths the Transition

Innovative enterprises are finding creative ways to navigate the transition into the next normal, and advanced technologies like XR are key tools in their belts. Mixed Reality is solving unique problems for remote workforces and in contactless customer support scenarios by spatially connecting us across geographic distances.



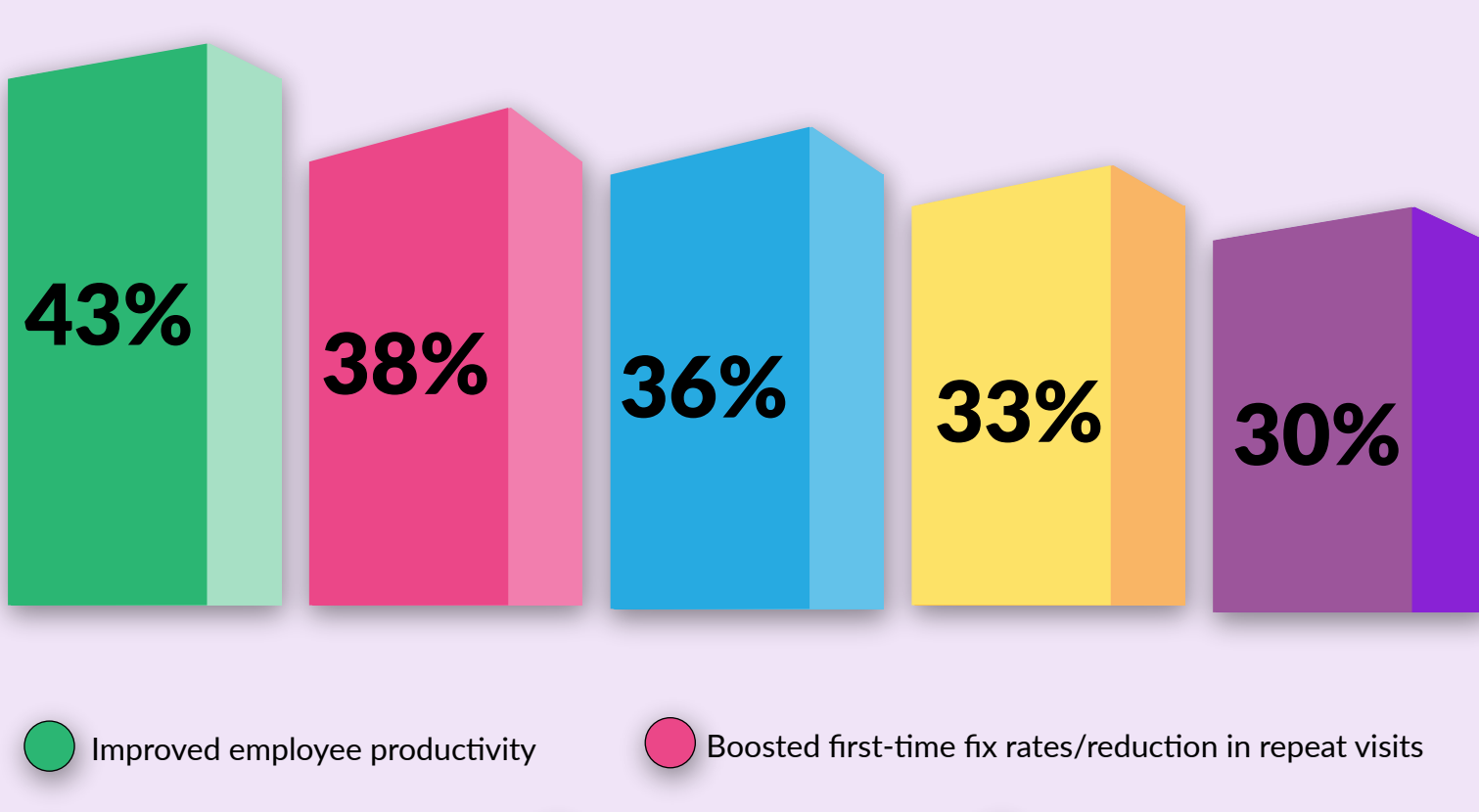
4 Top Use Cases for Extended Reality

When we asked how these leaders plan to put this technology to work, a clear picture emerged. Enterprises are leveraging XR to overcome many challenges brought on by the next normal, while



5 Post-Implementation benefits of AR/MR in 2022

When we asked how these leaders plan to put this technology to work, a clear picture emerged. Enterprises are leveraging XR to overcome many challenges brought on by the next normal, while also continuing on themes like better data usage.



Looking for more ways to support your enterprise as we embrace a new way of working, interacting, shopping and living?

XR/MR tools can future-proof your organization and empower your people, processes and products for the next normal.

Find out more in our full report, Accelerating Digital Transformation in the Next Normal: Strategic Insights for Operational Leadership.

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