



IN CONJUNCTION with  451 Research®



Deep Work in the Era of Real-time Communications



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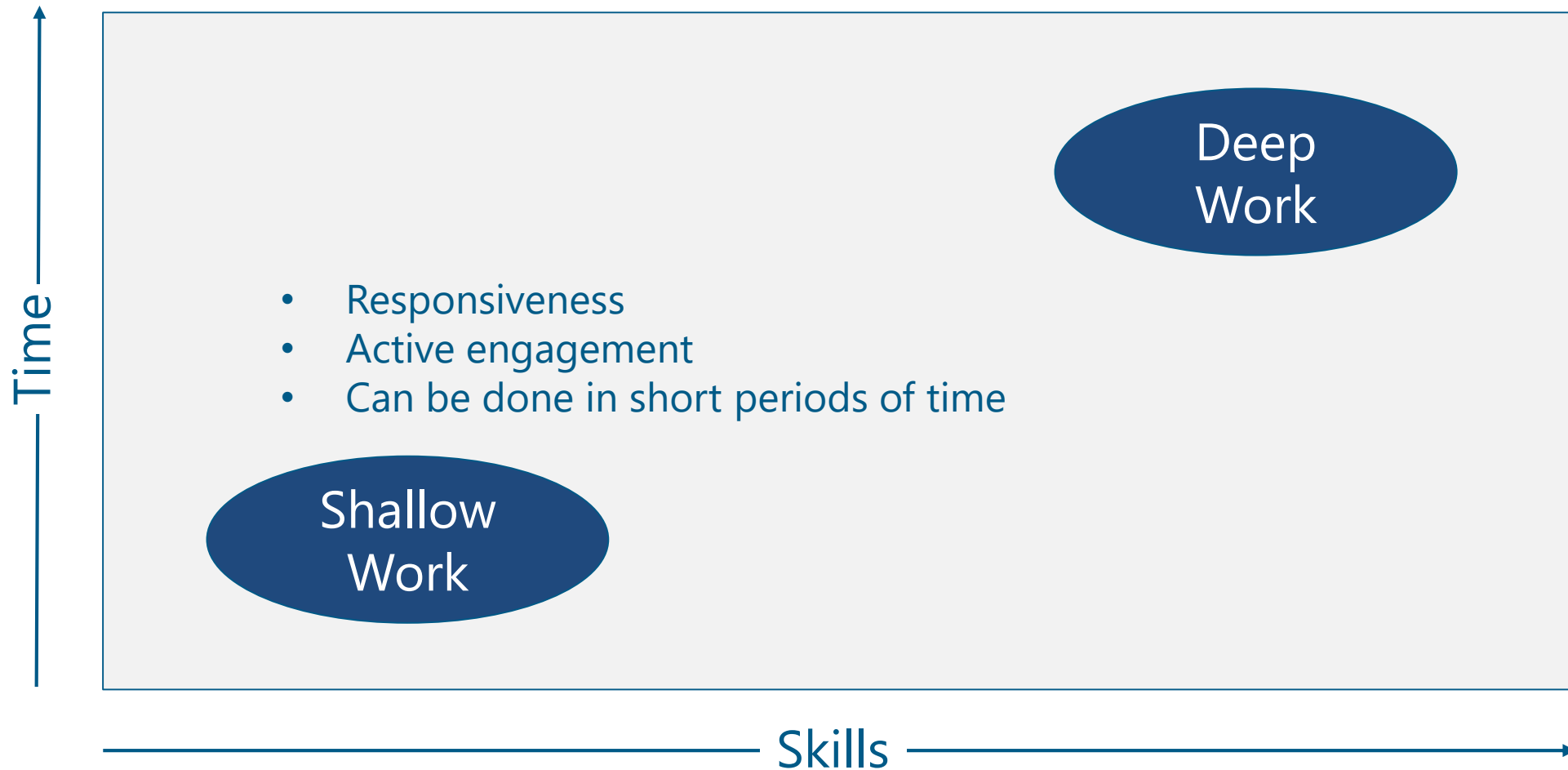
Agenda

1. What is 'deep work'?
2. Information overload
3. Key trends shaping the future of work
 - Real-time communications
 - The 'liquid enterprise'
4. Key takeaways



“**Deep work** is the ability to **focus without distraction** on a cognitively demanding task.”

Cal Newport, “Deep Work: Rules for Focused Success in a Distracted World”



Information overload is growing increasingly challenging for knowledge workers

Are you on the way?

I'll be there in 20 minutes.

The meeting has been Changed to 9:45 am. Can you make it?

Information overload

74% of respondents currently have **more than five apps open at once** while 16 percent have fifteen or more apps open simultaneously

9.4 average number of apps used by respondents

50% of respondents look at their **email inbox five times per hour** or more

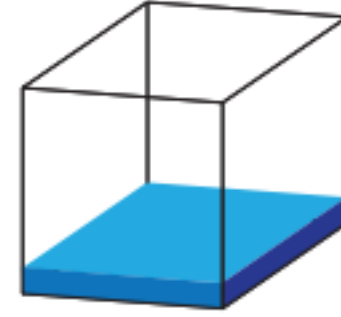
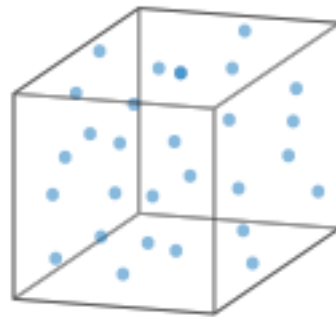
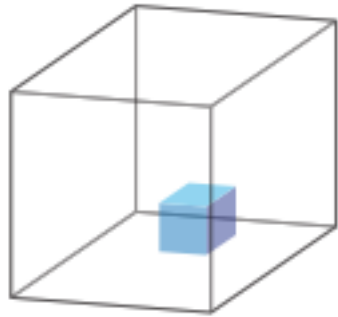
Source: "The False Promise of the App Economy", harmon.ie industry survey 2017

Key trends shaping the future of work

“ Employees are increasingly relying on a flexible set of modalities – including messaging, voice and video – to get their work done
... real-time communications
will be increasingly integrated into workflows and business applications.

Source: 451 Research “2018 Trends in Workforce Productivity & Compliance”

Key trends shaping the future of work



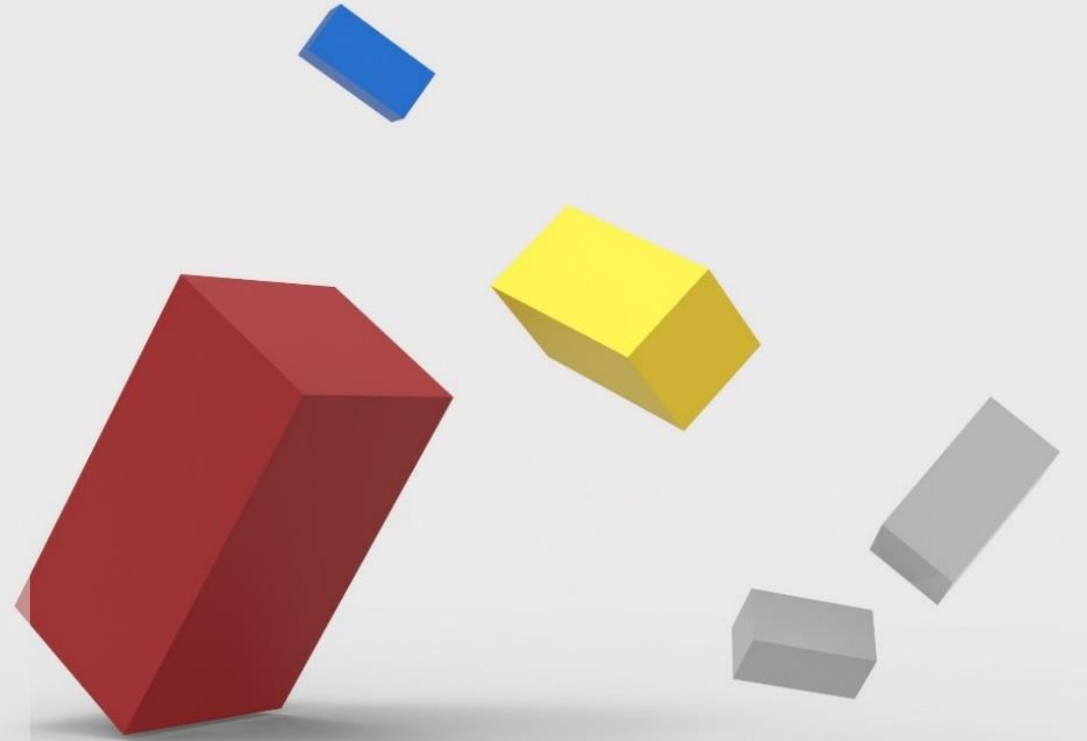
	Centralized Work	Decentralized Work	“Liquid” Work
<i>Company priority</i>	Control	Local autonomy	Aligned execution
<i>Organizational design</i>	Rigid	Inconsistent	Fluid
<i>Processes</i>	Siloed	Disjointed	Adaptable
<i>Trade-offs</i>	Easy to understand but slow	Fast but uncoordinated	Fast, clear, hard to copy but needs new tools

Source: 451 Research “2018 Trends in Workforce Productivity & Compliance”



The always-on mentality reinforces misconceptions about productivity

**Distractions
prompted by
shallow tasks
lead to 'attention
fragmentation'**



Key takeaways

- Real-time communications and ubiquitous access to applications are key trends defining the future of work.
- A key challenge for knowledge workers will be dealing with attention fragmentation.
- New approaches are needed to manage the flow of information.
- Evaluation of productivity and collaboration tools should factor in attention fragmentation.

Hard to focus
on what is
really important



Too Many Apps





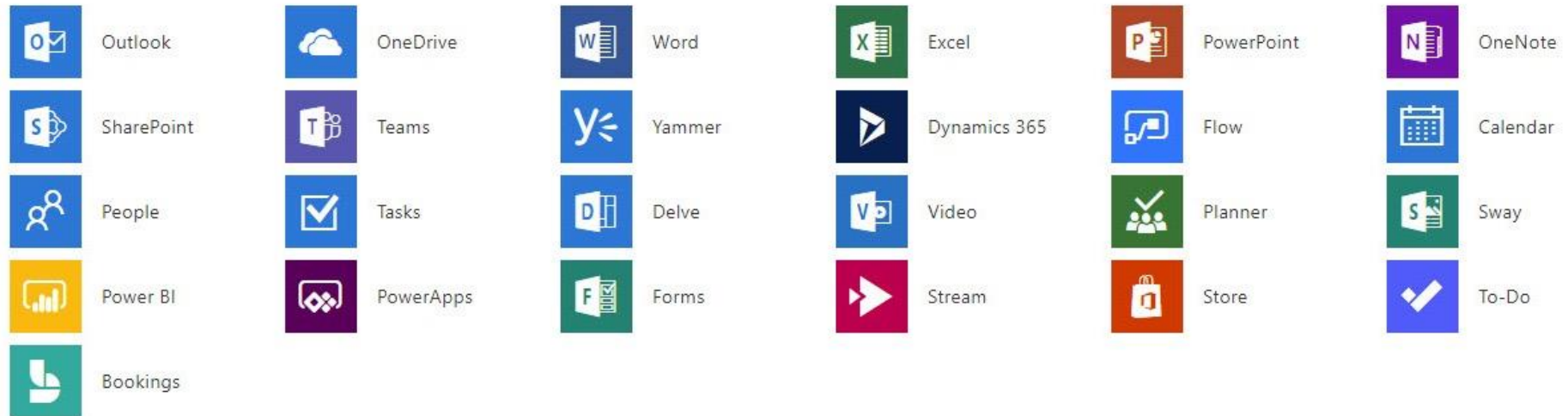
Doesn't Office 365
Solve this Problem?




























The Office 365 User Experience



My apps

A grid of 25 application icons arranged in six columns. Each icon is a colored square with a white symbol, followed by the application name in a sans-serif font.

 Outlook	 OneDrive	 Word	 Excel	 PowerPoint	 OneNote
 SharePoint	 Teams	 Yammer	 Dynamics 365	 Flow	 Calendar
 People	 Tasks	 Delve	 Video	 Planner	 Sway
 Power BI	 PowerApps	 Forms	 Stream	 Store	 To-Do
 Bookings					





A New Approach

Work from where you spend your worktime

SharePoint and Office 365... in Outlook

Organize information the way you think

Work with topics instead of apps

Demo



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Managing Cases with SharePoint

The Challenge

SharePoint lets users store all case information, including email, in one place. Yet getting people to use SharePoint is challenging, because workers spend their worktime in Outlook. The constant toggling between apps creates confusion and leads to costly errors.

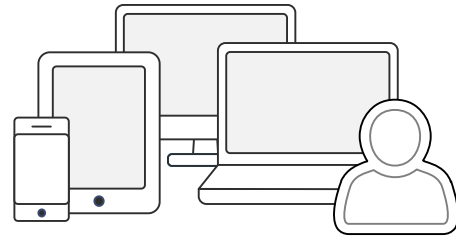
harmon.ie Solution

harmon.ie connects all your SharePoint case information directly into your Outlook window. Connect to SharePoint sites, lists, and libraries, for SharePoint on-premises and SharePoint Online, without leaving Outlook.

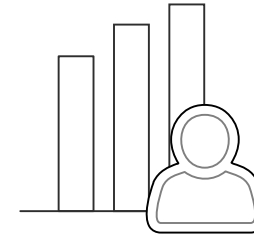
Here's how it works:



harmon.ie Highlights



**Over 1,000
Enterprise Customers**



1.8M Users



Join harmon.ie 10 Early Access Program

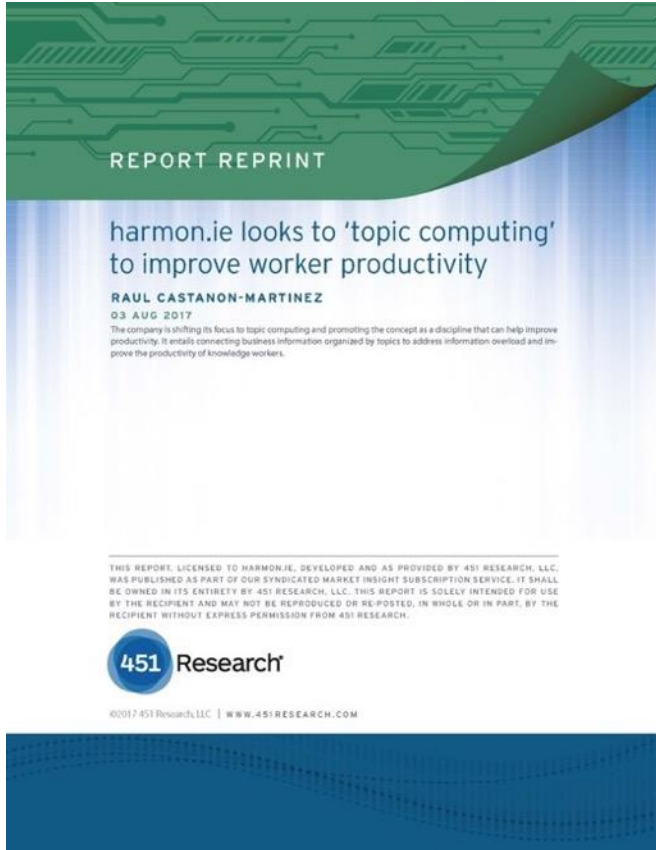
<https://harmon.ie/early-access>



Try harmon.ie

<http://harmon.ie/try>





harmon.ie Enables Deep Work

“A key differentiation for harmon.ie is its focus is on enabling ‘deep work,’ which we define as the ability to focus without distraction on a cognitively demanding task.”



Thank You!



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