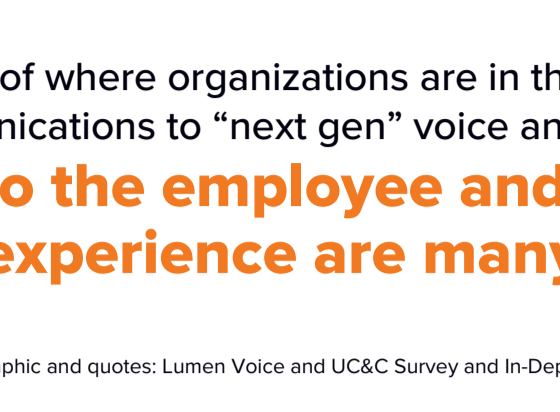




UC&C Cloud Migration: A Journey Worth Embracing

Hybrid work arrangements are rapidly becoming the norm for a majority of employees across industries.



How employees and customers communicate and collaborate is changing.

Regardless of where organizations are in their migration from legacy communications to "next gen" voice and UC&C in the cloud, **benefits to the employee and customer experience are many.**

Source for all data in the infographic and quotes: Lumen Voice and UC&C Survey and In-Depth Interviews, IDC, February 2022

Planning to Support Office-Based or Remote Work? Think About Both.

Across industries, management faces a lasting change in both where and how people work.

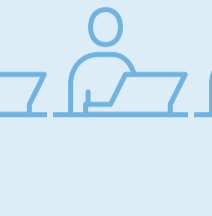
"...an essential part [is] not only a remote workforce, [but] how people work"

Head of IT, Financial Services Technology Co.



42%

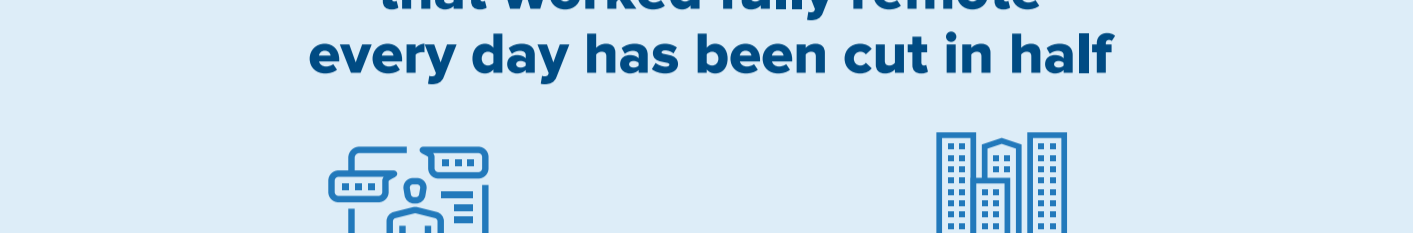
of organizations say that remote and hybrid work models will be an integral part of their work practices this year



Employees are 1.5x more likely

to have a hybrid work arrangement this year than last year

Flexibility remains, but so does the office in the future.



This year, nearly half (47%) of employees

have the flexibility to work a combination of in-office and remotely,

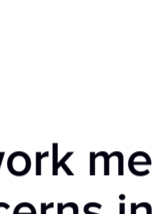
whereas last year **only 33%** had this arrangement

The percent of employees that worked fully remote every day has been cut in half



Only 16%

of employees today work 100% of their time remotely vs. 33% last year



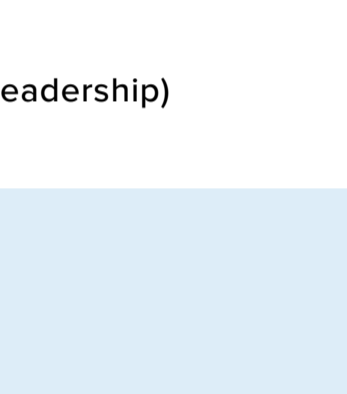
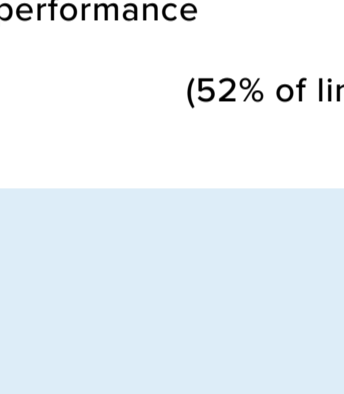
84%

of employees will work at least some of the time in an office setting in 2022

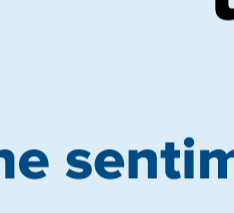
The Many and Varied Challenges of Hybrid Work

Organizations are optimistic about hybrid work yielding improved employee productivity and customer experiences, yet they acknowledge challenges.

IT leaders reflect on what hybrid work means for teams in their organizations. Concerns include:



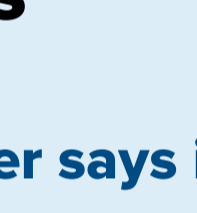
Business leaders reflect on employee challenges. Concerns include:



Employee performance



Retention



Efficient work

(52% of line of business leadership)

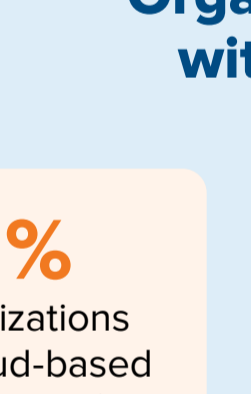
Cloud-based Communications: Identifying and Solving the Challenges

One sentiment from an IT leader says it all:

"I want to get out of the datacenter. I want to fully be on the cloud, because five years ago, we [had] a discussion about having remote workforce...."

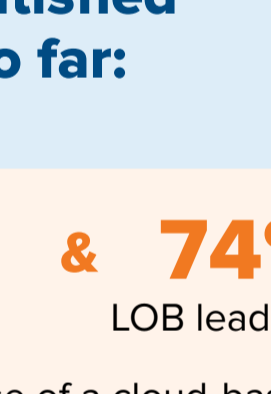
Head of IT, Financial Services Technology Co.

Organizations have begun the journey to flexible, cloud-based communications:



36%

of organizations describe their technological connectivity as extensive with heavy use of cloud, open data models, data sharing



55%

organizations have begun to use some connectivity tools that make data sharing and communications easier for hybrid work

IT leaders say it best:

"The hybrid workforce is going to stay. There is no other way than using this kind of cloud-based unified communication system. It's a need, you don't need to term as a benefit or anything, it's a need."

Director, IT, Water & Sewer Co.



Organizations are satisfied with the journey so far:

81%

of organizations using cloud-based UC&C are satisfied with the solution overall

76% & 74%

IT leadership & LOB leadership agree that the use of a cloud-based UC&C has had a positive impact on their agility and responsiveness to business demand

Moving Communications to the Cloud Is a Continuous Journey That Delivers Benefits Along the Way

To get the benefits of UC&C in the cloud does not mean waiting until an extensive and complete migration has been completed.



Organizations using cloud-based UC&C with minimal/limited technological connectivity across their organization report savings and cost optimizations, such as:



65% - 90%

of organizations Ability to meet business support new IT/business initiatives



60%+

of organizations IT staff time savings due to more efficient business operations



They also report operational efficiencies, such as:



Improved agility to meet business demands

70% - 90% of organizations



Improved ability to adapt to the unexpected

65%+ of organizations



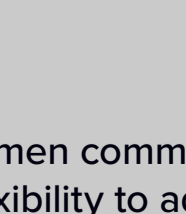
Benefits to the time/staff resources needed to deploy new communications technologies

65%+ of organizations

When Employee and Customer Experiences Matter the Most, Embracing the Cloud Delivers

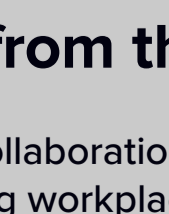
Among those who use cloud-based UC&C and are extensively connected across their organization, positive impacts are broadly experienced.

Benefits include:



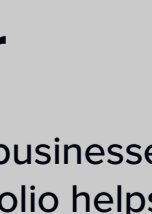
Employee satisfaction and morale

86% of organizations



Remote/hybrid worker productivity

91% of organizations



Quality of customer engagement

83% of organizations

Don't let hybrid work impact your employee and customer experience. These areas are your top business priorities:



Message from the Sponsor

Lumen communications and collaboration solutions offer businesses the flexibility to adapt to a changing workplace. Lumen's portfolio helps your company stay competitive as your voice and collaboration services evolve. We are there at every point of the journey, helping ensure your digital transformation has a smooth transition to the new environment.

See how we partner together to provide innovative solutions for your UC&C needs