

THE FUTURE OF WORK IS HYBRID

Improved retention. Increased
productivity. Reduced costs.
The future of the workplace is here.

G12
communications



COVID-19 IRREVERSIBLY CHANGED THE WORKPLACE



The number of full-time telecommuters is expected to double by the end of 2021

■ ■ When the coronavirus pandemic erupted, companies had to change. Many business-as-usual approaches to serving customers, working with suppliers, and collaborating with colleagues—or just getting anything done—would have failed. ■ ■

— McKinsey



Prior to COVID, **54%** of people did not have a home office

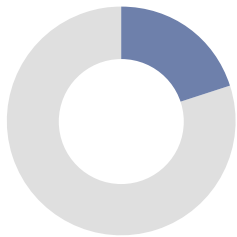
The percentage of remote staff increased from **20%** to **71%** in 2020

US organizations willing to hire full-time remote staff increased from **12%** to **36%** in 2020

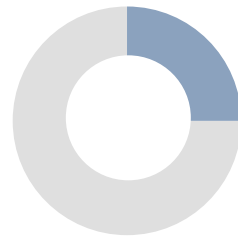
... AND THAT'S NOT A BAD THING



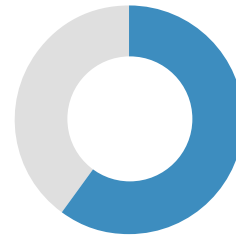
Not only do employers save an average of **\$11,000/year** per half-time remote employee, but....



Over **20%** of the workforce could work remotely **3-5 days per week**



Over **25%** of employees would take a **pay cut to work remotely**



60% of businesses accessed a **larger talent pool** and reduced hiring time during COVID



69% of millennials would **give up other benefits** for more flexible work

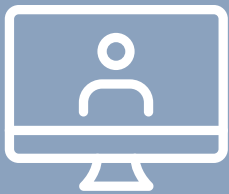
■ [We now live in] a world in which employees are more productive, organizations are more resilient, and workplaces are more equitable. ■

— **Fast Company**

Remote Employees Are...

- Happier with their job
- Less stressed
- Less likely to suffer from burnout
- More engaged
- More productive
- More loyal

THE OFFICE ISN'T GOING ANYWHERE



40% of employees would consider **quitting** if remote work were off the table



67% of people want to see their colleagues **in-person more often**



97% of employees **don't want a full-time return** to the office



83% of employees want to spend at least **some time in the workplace**

■ ■ But there is still huge value to be had from a dedicated office space: the company culture, accessible communication and personal support, just to name a few. ■ ■

— Forbes Magazine

REMOTE VS. IN-OFFICE



Organizations will combine remote and on-site work post-COVID

90%

Employees want flexible work options after the pandemic

73%

Businesses are considering an office redesign to adapt to hybrid work

66%

High-growth companies use hybrid work models

63%

Fewer than **1 in 5** executives want to return to the office as it existed pre-pandemic

3 of 5 UK business leaders believe hybrid work is more profitable

Roughly **half** of workers feel more productive at home, half in the workplace

■ Few are prepared to completely abandon the office...[Hybrid work] embraces the flexibility that most employees crave after working from home for months. ■

— PriceWaterhouse Coopers

Clamping Down on Digital Overload

- Weekly meeting time increased by **148%** in 2021, and is still climbing
- **49%** of professionals feel exhausted from too many video calls
- **40.6 billion** more emails were sent in 2021 than in 2020
- **38%** of workers may quit their jobs due to email fatigue
- Microsoft Teams users sent **45%** more chats per-person in 2021
- Inboxes are the worst part of remote work for **89%** of workers

TIPS TO IMPLEMENT A HYBRID WORKPLACE SUCCESSFULLY



Give your employees a choice



Promote virtual/hybrid team-building



Regularly touch base with remote staff



Invest in virtual communication & collaboration



Incorporate SSO authentication



Build a culture that promotes self-direction and accountability

HOW G12 CAN SUPPORT A HYBRID WORKPLACE

Connect to Teams

Direct Routing

- Lower Costs Compared to MS Dial Plans
- Headache-Free & Intuitive Management Portal
- “We Got You” US-Based Support Every Step of the Way*

Connect to Teams

Cloud PBX

- Unlock New Levels of Productivity
- Feature Rich & Easy to Use Management Portal
- “We Got You” US-Based Support Every Step of the Way*

Cloud Contact Center

- Create a Best-in-Class Customer Experience
- Communicate From Anywhere (Text, Email, Call, & Social)
- “We Got You” US-Based Support Every Step of the Way*

*We take your service personally and go above and beyond.

MAKE THE SWITCH TO THE HYBRID WORKPLACE TODAY

Unlock employee **happiness, loyalty, and productivity** with our custom-tailored hybrid work solutions. Create a winning customer experience, generate more revenue, and lower your operating costs by giving your teams the tools they need to work from anywhere.

Don't take our word for it, see how other companies benefit by working with G12.

ICWG Success Story



Smile Doctors Success Story



Evergreen Health Success Story



START YOUR FREE 14-DAY TRIAL NOW

Schedule a meeting and experience Cloud PBX, Teams Direct Routing, & Contact Center Connect **FREE** for 14 days.

What's Included?

- **6 MONTH Double Guarantee** (Get out of your contract with no termination liability if you are not 100% satisfied with the roll-out, support, or service period)
- Experience the G12 difference with **no risk to you**
- **Discover how easy** we make it to transition to the hybrid workplace

Ready to upgrade your customer experience?

Book a meeting with our hybrid workplace specialists today!

hello@g12com.com

