The intelligent digital workspace is where people, data, content, community, and context meet with the technological solutions workers need to do their jobs. The workspace is personalized for the user and provides the specific resources that worker needs for the task at hand.

Every vertical industry and use case can benefit from an intelligent digital workspace.

Breaking it Down

The Intelligent Workspace

- Workers’ personalized tasks, data, workgroups and communities
- Ability to configure the workspace
- Intelligent technologies differentiate this workspace from other workspaces
- Security of the overall workspace, including beyond physical

Workers use an average of 7.6 software applications and 7.5 content types to accomplish their day-to-day work activities.

Respondents say that the operational challenges that they encounter when trying to accomplish their day-to-day work activities:

- 57% Time spent switching between applications
- 57% Finding the documents that they need
- 57% Finding the data that they need

Why this matters: Workers need to access so many applications and content types to get their jobs done. There is a lot of context switching which hinders productivity and degrades worker experience.

Source: US FoW Worker Survey, IDC, November, 2019; N=30

Why this matters: Respondents say that these operational challenges degrade efficiency and experience.

The intelligent digital workspace delivers an ideal employee experience, protects what matters most to an organization’s security, and frees up employees to contribute to new business value and overall business success.

Identify and tackle the biggest work transformation challenges with this IDC blog

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