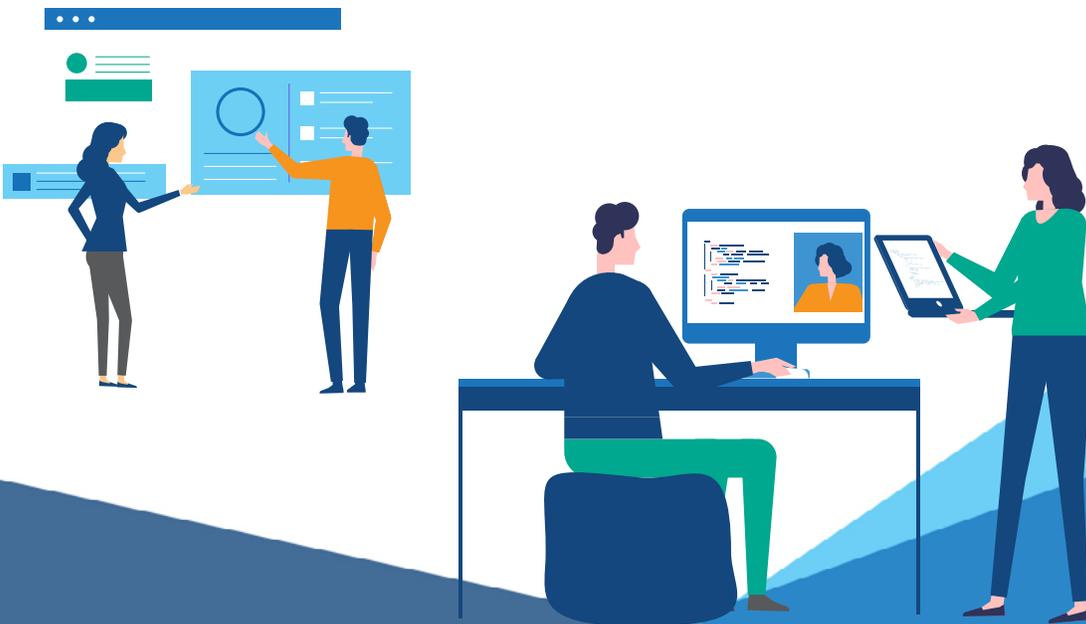


WHITE PAPER

TRANSFORM YOUR OFFICE INTO AN ENVIRONMENT THAT IS FLEXIBLE, COLLABORATIVE AND PRODUCTIVE



EXECUTIVE SUMMARY

IDG recently surveyed a group of decision makers, across multiple industries on the topic of workplace transformation. They answered questions about the process, goals, responsibilities and outcomes of current and upcoming workplace transformation projects. In this brief, we summarize the research findings and provide insight into why organizations are transforming their workspaces, what hurdles they encounter along the way and how they hope the changes will benefit their organizations.

Ninety percent are planning or in progress with one or more workplace transformation projects within the next six to 12 months. The message is clear: Workplace transformation is happening now, and organizations that want to innovate and stay competitive need to consider plans for change.

NINETY PERCENT ARE PLANNING OR IN PROGRESS WITH ONE OR MORE WORKPLACE TRANSFORMATION PROJECTS WITHIN THE NEXT SIX TO 12 MONTHS. THE MESSAGE IS CLEAR: WORKPLACE TRANSFORMATION IS HAPPENING NOW, AND ORGANIZATIONS THAT WANT TO INNOVATE AND STAY COMPETITIVE NEED TO CONSIDER PLANS FOR CHANGE.

WHY ORGANIZATIONS TRANSFORM THEIR SPACES

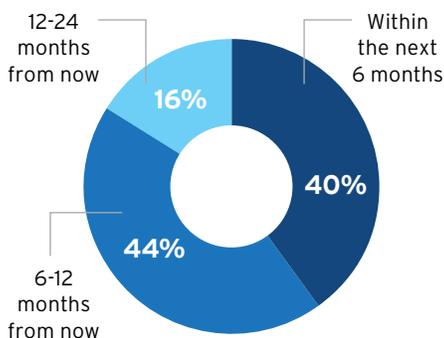
While there are often multiple reasons why an organization moves forward with a workplace transformation project, 92% of the organizations surveyed are focused on improving the employee experience.

In the Society for Human Resource Management's "[2019 State of the Workplace](#)" study, eight out of ten organizations report difficulty

recruiting qualified candidates. Organizations are competing for the best employees and need to invest in a workplace that attracts and retains top talent. Transforming a traditional work environment into a modern, tech-enabled office is a challenge many organizations must address to appeal to potential new employees as well as empower and engage their current workforces.

TIMEFRAME TO BEGIN PLANNED WORKPLACE TRANSFORMATION PROJECTS

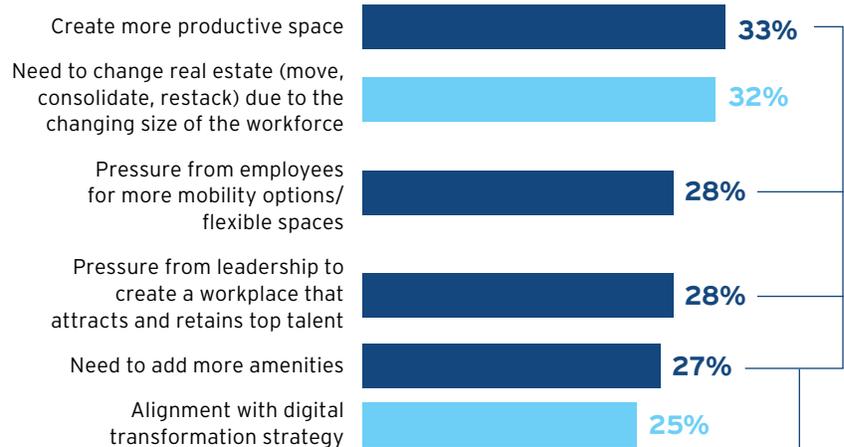
(Among those being planned or under consideration).



Source: IDG

TRIGGERS FOR WORKPLACE TRANSFORMATION

(Select up to three).



92% CITE A TRIGGER FOCUSED ON EMPLOYEE EXPERIENCE (E.G., PRODUCTIVITY, FLEXIBILITY, TALENT ACQUISITION).

TRANSFORMATION GOALS

The detailed goals of workplace transformation projects vary from one organization to the next. The underlying motivation for most, if not all, organizations, however, is to foster innovation in their current workforces and gain a competitive advantage in attracting and retaining high-value talent.

Organizations expect real estate professionals to play a major role in creating a well-designed, modern workspace while managing the cost of their portfolios. The modern knowledge worker wants to work in offices that are tech enabled, amenities rich and mobile ready. Organizations want their workspaces to transform in ways that drive productivity and innovation and help their employees connect.

Successful workplace transformation projects address the competing demands of controlling real estate costs and providing high-value workspaces.

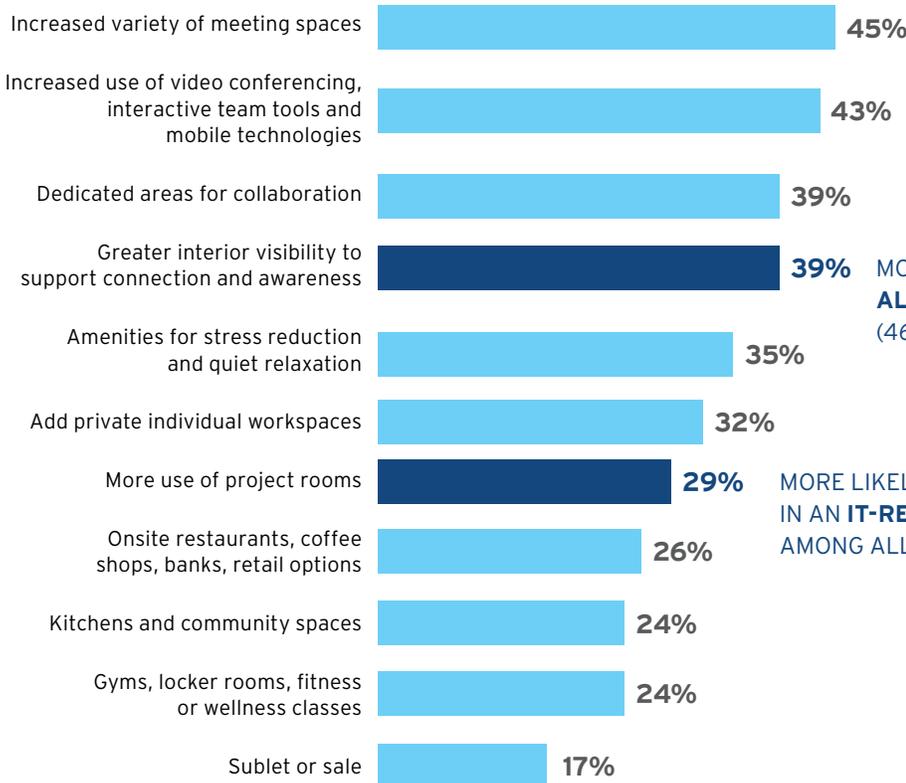
As workspaces change, contract, expand and transform, organizations may be able to reduce their real estate spending. This is particularly true if they use their space more efficiently, allowing them to invest more in the overall employee experience. Integrating new technologies and updated business processes will provide employees with advanced tools that allow them to collaborate and innovate from anywhere.

WORKPLACE TRANSFORMATION MIGHT INCLUDE MOVING TO A NEW LOCATION, RENOVATING AN ENVIRONMENT OR CONSOLIDATING MULTIPLE OFFICES AND RESTACKING (COMBINING MULTIPLE BUSINESS FUNCTIONS THAT WORK TOGETHER IN THE SAME AREA).



WORKPLACE TRANSFORMATION WISH LIST

(Select all that apply).



MORE LIKELY TO BE CITED BY THOSE FURTHER ALONG WITH WORKPLACE TRANSFORMATION (46% VS. 27% AMONG ALL OTHERS).

MORE LIKELY TO BE CITED BY RESPONDENTS IN AN IT-RELATED ROLE (42% VS. 23% AMONG ALL OTHERS).

FROM HERE TO THERE: MOVING FORWARD WITH YOUR TRANSFORMATION

MINIMIZING PAPER IS PARAMOUNT

Workplace transformation projects might include overhauling an existing space or moving to a new one. Although reducing square footage isn't a requirement for all transformation endeavors, managing real estate costs is always important. Therefore, clearing out unproductive space is a crucial first step in any workplace update.

According to our research, office equipment and physical records are organizations' top two priorities when clearing the way for their workplace transformations.

Paper records and paper-based processes are common hurdles on the road to a workplace transformation. Of survey respondents, 90% report keeping paper records onsite, but fewer than half those files are accessed on a regular basis. Those records, and the file cabinets that house them, take up significant space.

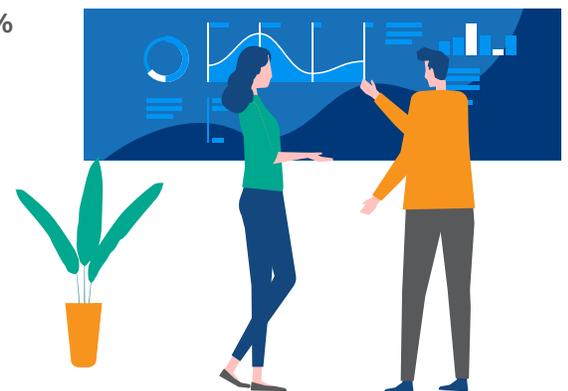
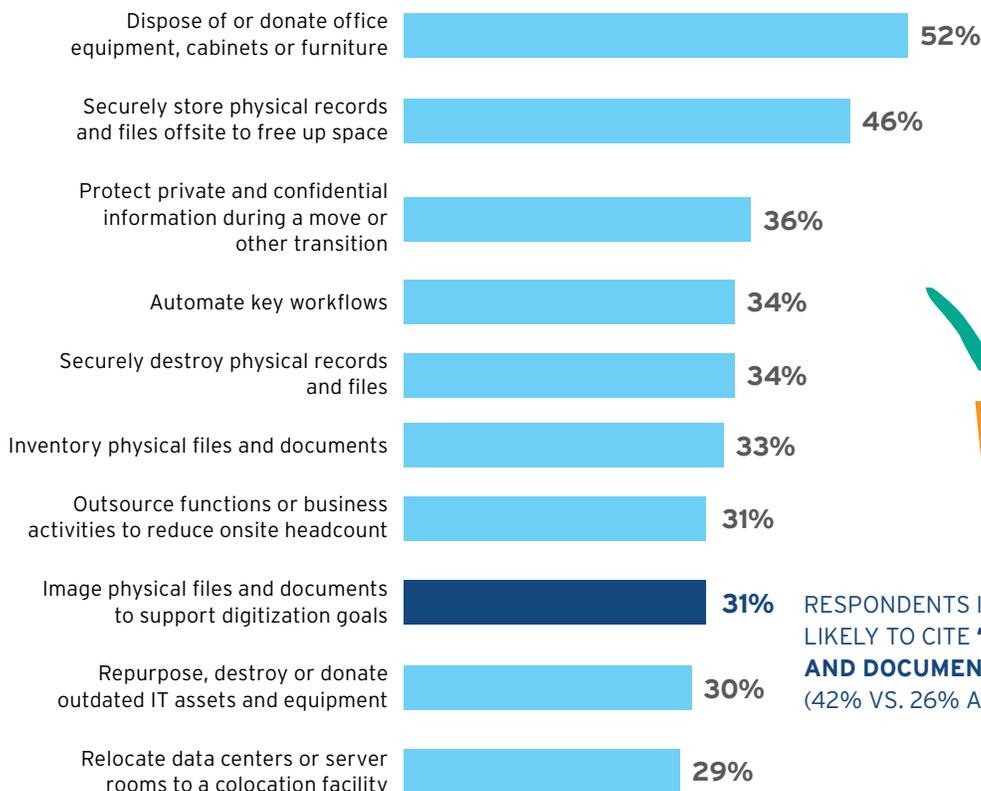
Many organizations look into storing their records with offsite storage vendors. This clears out the inactive files but doesn't address the issue of paper-based workflows. A more lasting solution is to leverage the change atmosphere of a workplace

transformation project to evaluate existing manual processes and replace them with automated workflows.

The vast majority of organizations surveyed say that enabling a paper-light environment is a vital goal. Converting to a more digital way of working supports a core objective of workplace transformation: creating a more tech-enabled workspace that supports mobility. Technology-rich environments that allow employees to work from anywhere are more appealing to the high-value talent that organizations are competing to attract. Also, digital workflows don't generate new physical records, keeping the transformed workspace sleek and paper free.

ACTIONS UNDER CONSIDERATION TO MEET WORKPLACE TRANSFORMATION GOALS

(Select all that apply).



RESPONDENTS IN IT ROLES ARE MORE LIKELY TO CITE "IMAGE PHYSICAL FILES AND DOCUMENTS" AS A TOP CONSIDERATION (42% VS. 26% AMONG OTHERS).

WHAT TO DO PRE-TRANSFORMATION

The end goal of a workplace transformation project is unique to the organization. Regardless of how much the defining characteristics vary from one organization to the next, however, the pre-transformation path is remarkably similar.

Before coming in with the new, you first must go out with the old. All organizations looking to embark on a workplace transformation project must first evaluate their current physical space to determine what can go, where it will go and how it will get there.

This evaluation extends beyond assessing file rooms and office furniture to encompass IT assets and

onsite data centers. In addition to addressing physical assets, organizations often look into their existing processes to identify areas in which efficiency and productivity can be improved.

Starting with a clean slate for your workplace transformation project entails five steps:

- **CLEAN OUT:** Dispose or donate unwanted office equipment, cabinets and furniture.
- **STORE:** Securely store physical records/files offsite to free up space.
- **SECURE:** Protect private and confidential information during

a move or transition.

- **STREAMLINE:** Automate key workflows.
- **DELETE:** Securely destroy records, files and IT assets.

Getting your organization ready for transformation can be an intense, lengthy process, but it doesn't have to be one you do alone. More than a third of the organizations surveyed are likely to leverage third parties to help with file storage, equipment removal, workflow automation and document imaging.

Sharing the burden of the requisite pre-transformation logistics allows organizations to focus on creating the workspace they envision.

CONCLUSION

Our research delves into the trend of workplace transformation. From our respondents' answers, we've learned why it matters and what organizations hope to gain from completed projects. Managing costs, designing an appealing office and integrating better tech are all factors in a changing workspace, but transformation is really less about the space and more about the people.

People form the core of any organization. When you hire the best talent, your teams are motivated to perform. Creating an environment that connects coworkers – both to each other and to the organization – promotes collaboration, fosters creative spirit and sparks innovation. It stands to reason that an engaged,

collaborative workforce creates a better product, thereby providing their organization with a tangible competitive advantage.

A transformed space might get that talent in the door, but the innovative environment you've built will keep them there.

ABOUT IRON MOUNTAIN CLEAN START®

Iron Mountain Clean Start clears a space of all materials – not just paper records, but servers, PCs and IT assets, office equipment, cabinets, furniture and artwork – to free up valuable floor space and create a more efficient, innovative workplace. Iron Mountain manages the cleanout process and provides services to facilitate the donation or secure destruction of materials and equipment you no longer want and the temporary or permanent storage of items you do.

Iron Mountain professionals can evaluate and improve your current processes through active file management, on-demand imaging and digital workflow solutions. It can even help with the storage, disposal and reuse of corporate artifacts, ranging from art to corporate historic mementos. Learn more at ironmountain.com/cleanstart.