

Mastering Hybrid Work: A Comprehensive Guide for Productivity, Security, and Collaboration

Hybrid work has evolved from a “great experiment” into the cornerstone of sustainable growth. But as a leader, what does this mean for you?

Ignite a dynamic workforce by attracting and retaining top talent and fostering inclusivity. Reinvent the workspace and reimagine collaboration, fortifying your security and embracing sustainability as you stride forward.

Don't let indecision hold you back—seize the moment and make choices today that will shape a thriving tomorrow. **Your next era of growth awaits.**

“Cisco’s recent hybrid work index indicates that 64 percent of people agree that the ability to work remotely— instead of coming into an office directly—affects whether they stay or leave a job. It is imperative for business leaders to look at a combination of technology and new ways to engage teams and bring out the best of the work people do.”

Chuck Robbins
CEO, Cisco® Systems, Inc.



The bridge to possible

Key takeaways

Discover the game-changing technologies, adaptive solutions, and forward-thinking strategies that will catalyze your success in the hybrid work era:



Save costs, build efficiency, and modernize your business

- Studies show hybrid work could save up to **\$11K** per employee¹. [🔗](#)



Design spaces that make the office worth the commute

- **86%** of people want to work from the office, but only **9%** want to work there full time². [🔗](#)



Protect your digital assets and boost security

- **88%** say securing remote work tools and protecting data is critical for hybrid work³. [🔗](#)



Equip remote workspaces for “productivity anywhere” experiences and seamless collaboration

- **55%** of employees want to work remotely at least three days a week⁴.
- **83%** of workers want the future of work to be hybrid⁵.
- **72%** of those planning to leave their company don't have the tech they need to collaborate⁶. [🔗](#)



Improve employee well-being and retention

- **84%** of companies said that employee health and wellness was a “very important” consideration in coming up with a work plan⁷.
- On average, companies see a **12%** reduction in turnover when they allow their employees to do at least some remote work⁸. [🔗](#)

The future of work is already here—where “how” you work takes center stage.

Embrace hybrid work as your pathway to greater success. It’s not just a response to external forces or internal demands; it’s the key to unlocking seamless collaboration, productivity, and security for your teams.

Transform hybrid work into your own competitive advantage

Foster connections and collaborate across ever-changing work experiences. Equip your teams with the right tools and technology through the right digital strategy.

Your Hybrid Work Guide

This guide is designed for decision-makers at every level—CEOs, CIOs, HR and Sustainability leaders, and more— to navigate the challenges and opportunities of hybrid work, so your teams can thrive anywhere and everywhere.

[Book a consultation](#)



Save costs, build efficiency, and modernize your business

Challenge

Improving work experiences for your teams while simplifying your technology stack and reducing costs.

When going into the office wasn't possible, many organizations made hasty decisions to maintain productivity. While these stop-gap measures provided a vital business lifeline at the time, companies were left with a disjointed collection of platforms for meetings, messaging, and calling. For IT, these measures have become increasingly difficult to deploy and manage, and make it difficult to get the visibility they need when issues occur.

Now, we face a new challenge: As hybrid work has evolved and people return to the office, their needs have changed—from video conferencing equipment available

only in select meeting rooms, to almost every meeting having at least one remote participant. In fact, 98% of knowledge workers say remote participants will be part of their meetings. And the equipment needs to support more than just your in-house conferencing or collaboration platform. On any given day, a worker might have to hop from Webex® to Zoom and then Microsoft Teams. If they're in a meeting room with video conferencing equipment that doesn't support all conferencing platforms, they may end up joining the meeting from a device that doesn't deliver same quality meeting experience. Resulting in a subpar experience for everyone.

Solution

Go from fragmented to seamless experiences by moving to a single provider offering an integrated suite of software and intelligent devices that support any conferencing platform.

Look for a hybrid work solution that provides:

- A suite of products designed to support hybrid work with everything your teams need to excel, including calling, meetings, whiteboarding, polling, webinars, events, and asynchronous video.
- The ability to easily join any meeting platform and connect to any app within their workflow.
- Cloud-based services to reduce maintenance overhead and deliver the latest and most modern experiences.

Hybrid work could save \$11K per employee who works at home half the time. Savings comes from increased productivity, reduced real estate costs, reduced absenteeism, increased business continuity, and reduced turnover.

[The Business Case for Remote Work](#), Design Public Group, 2021

Save costs, build efficiency, and modernize your business

Challenge

Modernizing your business and investing in hybrid work with tightening budgets and resource constraints.

Developing a strategy for hybrid work takes more than a single department. **It requires IT, Real Estate, and HR to come together and decide what's best for employees and the business.** You now have an opportunity to re-evaluate how you're spending your budget and allocating resources. That means optimizing IT tools and software licensing agreements, and eliminating underused office space. That means freeing up resources to invest in more productive and engaging experiences.

For employees, it's critical to make sure the experience is secure, consistent, and reliable, no matter their workspace. Using different devices and interfaces in changing locations can harm productivity and cause frustration. For IT, siloed or stand-alone tools and software cause nightmares for management, maintenance, and issue resolution.

Solution

Gather cross-functional teams to evaluate how hybrid work changes the way you approach IT management, your real estate strategy, and the employee experience, no matter where people work.

Look for a hybrid work solution that provides:

- Centralized, insight-driven deployment and management of network, security, and collaboration tools and services.
- Flexible options for video- and collaboration-enabled spaces that can often use the technology and investments you've already got.
- Intelligent management of room and device utilization so you can keep optimizing your real estate footprint and hybrid work experiences.

Some organizations could reduce their real-estate costs by **30** percent. Those that shift to a fully virtual model could almost eliminate them.

[Reimagining the office and work life after COVID-19](#), McKinsey and Company, 2020

Equip remote workspaces for “productivity anywhere” experiences and seamless collaboration.

Challenge

Equipping your remote workers with tools and technology to webwork and collaborate effectively

It’s important to make the home or anywhere office an extension of your headquarters.

Today, 77% of executives, real estate, and IT leaders say their organization views the home office as part of their real estate strategy, but less than 50% of employees say they have the technology they need to work and collaborate when working remotely.

People working from home need access to tools that support productivity and collaboration. Attending back-to-back meetings on laptops causes fatigue from

the nagging issues of poor audio pickup, background noises, and low-quality cameras disrupting the collaboration experience.

Connecting and collaborating should create natural, authentic interactions, just like meeting in person. Research reveals that people who turn on video in virtual meetings are happier with their employer, feel more engaged at work, and find it easier to collaborate with others. What people genuinely want is fewer meetings, not less time connecting face-to-face.

Solution

Provide employees with the tech they need to excel when they’re working—a solution that removes distractions and integrates seamlessly into their workflow.

Look for a hybrid work solution that provides:

- High-quality audio and video experience that adjusts to variable bandwidth conditions.
- Devices that improve the experience for every job type (webcams, video conferencing devices, headset, phones, digital whiteboarding capabilities, etc.)
- Devices that reduce fatigue and improve the quality of meetings.
- Flexibility with which collaboration services you use.

Frequently use video

2.6X

more likely to say they’ve experienced increased empathy from colleagues

2.4X

more likely to say it’s easier to collaborate

Rarely use video

3.2X

more likely to say they are unhappy with their current company

2.7X

less likely to feel connected to the company strategy

Design spaces that make your office worth the commute

Challenge

Providing intelligent and intuitive experiences to support your teams in the office.

The ability to work from anywhere fundamentally shifts how we think about the office and the capabilities employees need when workers are in the building.

The purpose of the office has evolved. Once a place where workers were expected to be, the office is now a central hub for people to have rich collaborative experiences, build rapport with colleagues, and attend training and education that enhance their skills as a worker.

But along with a new purpose, the office also needs new capabilities to support

hybrid workers. You need technology that helps them find a space to work or collaborate. And you need to equip your spaces with the technology and spaces with the right network foundation, software and solutions to connect distributed teams. These technologies don't just play a large role in the collaboration process but also provide intelligent capabilities that can remove friction and optimize each environment for health and safety.

Reimagine your office

[Access our design guides](#)

Solution

Reevaluate your real estate footprint, technology and equipment to identify opportunities where you can provide hybrid working capabilities.

Look for a hybrid work solution that provides:

- Devices that equalize the experience between in-office and remote workers.
- Wayfinding and hot desk capabilities.
- Intelligent sensors and usage data so you can optimize every space.
- Safety features like digital signage, room capacity alerts, and cleaning notifications.
- The ability to easily join any meeting service at the touch of a button.
- Whiteboarding and content annotation for creative collaboration.

6.4%

of meeting rooms and classrooms are video-enabled globally.

State of the Global Video Conferencing Devices Market, Forecast to 2025, Frost and Sullivan, 2021

86%

of people want to work from the office, but only 9% want to work there full time.

95%

of people want to go into the office for team building, collaboration, and connection to peers.

Improve employee well-being and retention

Challenge

Providing tools and technology that support your teams' well-being and enhances their work experiences

Prioritizing employee well-being and modernizing the work experience is central to retaining, and ultimately attracting top talent to your business.

But how do you overcome some technologies' reputation for contributing to that "always on" burnout culture? The combination of responsible and intentional use of technology with a people-focused work culture could be the answer.

Technology can help ease stress and mitigate burnout by providing employees with insights into their working habits, integrating well-being features into their workflow, and supporting them with top-level initiatives aimed at reducing meeting fatigue.

Solution

Set a company-wide initiative to support your hybrid workers with tools and intelligent technology to collaborate, get their work done.

Look for a hybrid work solution that provides:

- Workers and leaders with insights and tips into how they're working so they can keep on top of their well-being and productivity.
- Tools that allow people to personalize their experiences, provide data on the environmental health of workspaces, and support better working conditions.
- Intelligent features that mitigate virtual work friction, such as removing background noise and voices, auto-focus cameras, and virtual backgrounds.

72%

of those planning to leave their company in the next five months say they don't have the tech they need to collaborate.

[The Data Behind Video Fatigue and How to Combat It](#), Dimensional Research, 2022

Improve employee well-being and retention

Challenge

Ensuring that employees in a distributed workforce feel engaged and included

Improving company culture and keeping teams engaged is about communication. With more people working remotely or from different locations, town halls, training, collaboration, and networking shifts from in-office to virtual-first.

Most people working from home are worried they'll be left out of important meetings and suffer work-from-home discrimination. While they may want to work remotely, the fear of proximity bias, missing out, or being overlooked can frustrate remote workers and create other challenges. It can overwhelm the

productivity, efficiency, and well-being they might otherwise get from working remotely. You need effective tools to collectively engage your remote teams and make sure their voice is heard.

To unlock equitable experiences, you need to adopt technology that allows everyone to participate. And technology that provides equal experiences for office and remote workers goes a long way in making people feel comfortable collaborating and working remotely.

Solution

Leverage technology that supports engaging virtual meeting and event experiences, including high-quality collaboration and multiple ways to participate.

Look for a hybrid work solution that provides:

- Engaging experiences in small to large meetings that bring everyone together in town halls and company events.
- Dedicated devices that remove distractions and improve the quality of meetings.
- Equitable and inclusive experiences, ensuring your teams can participate and collaborate how they want.
- Digital experiences that extend conversations and engagement beyond audio or video.
- Accessibility features that include everyone in the conversation.

64%

of the workforce fears work-from-home discrimination.

[Entering the Era of Hybrid Work](#),
Dimensional Research, September 2021

Protect digital assets and boost security

Challenge

Protecting digital assets and privacy while global cyber threats are on the rise

Security is more important than ever. Securing data, systems, and privacy has become even more complex with hybrid work. As your teams work from a multitude of office and remote locations, threats show up on more fronts as the attack surface increases across networks, devices, and software.

When everyone went remote, many companies made choices to keep their businesses running. In hindsight, these may not have been security-first choices. It's time to address those stopgaps with strategic, long-term approaches that secure hybrid work everywhere.

Solution

Work with industry leaders that can boost your security and provide you with a platform to protect your digital assets and elevate your hybrid work capabilities.

Look for a hybrid work solution that provides:

- Zero Trust security posture.
- End-to-end encryption of every interaction.
- Advanced policy controls for data retention and file sharing.
- Centralized management and intelligent oversight of systems and services.

88%

say securing remote work tools and protecting data is critical in a hybrid work environment.

[Accelerating Digital Agility](#), Cisco, 2021

Conclusion

Embark on the next phase of your hybrid work journey

The key to unlocking the full potential of hybrid work lies in collaboration, networking, and security solutions—coming together to deliver the best employee experiences. But it's not just about where or when your team works, it's about cultivating a thriving culture.

Collaborate better and strengthen your culture

Our hybrid work solutions seamlessly integrate applications, devices, management, and infrastructure, fostering collaboration and reinforcing a stronger company culture. By providing the right tools and technology, you'll retain top talent and boost your organization's reputation as an exceptional place to work.

Elevate your business and resilience

Craft superior work experiences that propel your business objectives forward. Nurture a more inclusive culture and steer your company towards becoming more adaptable and resilient.

Design a personalized solution for your organization

Cisco offers a free, zero commitment, consultation with one of our specialists to help you design your own personalized hybrid work solution.



We help organizations around the world to:



- [Reimagine workspaces](#)

- Create safe, secure, supportive, and more sustainable work environments—in the office, at home, and on the move.



- [Unlock flexible workstyles](#)

- Offer your teams the agency to choose their workstyle to enhance well-being and improve inclusivity.



- [Secure and manage hybrid work](#)

- Scale with confidence using secure solutions that are easy to use and manage, safeguarding your users and addressing threats wherever they emerge.

Take our experience and make it your own

Unlock the full potential of hybrid work with our tailored solutions that reimagine workspaces, unlock flexible workstyles, and offer your teams secure and seamless experiences.

1. Invest in the right software

foundation: Our integrated solutions enhance, power, and secure your hybrid work experiences.

2. Equip your teams with the right technology and devices

Simplify remote work using our customizable and pre-configured kits for seamless collaboration from home and on the move.

3. Prioritize well-being in every workspace:

Find design inspiration with our hybrid work from office solutions and custom design guides, whether retrofitting, redesigning, or building new spaces.

4. Book a consultation with our hybrid work experts:

Collaborate with us to personalize your design for your organization's unique needs - [book now](#).

[Learn more](#)



How hybrid should work

Flexible hybrid work solutions to keep your teams connected, protected, and thriving.

See how hybrid should work -
book a consultation and demo.

Get started

Sources

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- ⁷ 30 Essential Hybrid Work Statistics [2023]: The Future of Work, Zippia.com. Feb. 20, 2023.
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