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for a Post-COVID World

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Explore which Covid-inspired enterprise changes could enhance business models and which could detract from them.
Special attention will be given to the ways cloud adoption affects organizational structure and customer experience.

"Without tradition, art is a flock of sheep without a shepherd. Without innovation, it is a corpse. Art must balance tradition and innovation, balancing of future demands with the foundation of the past. Industry leaders, too, must have both. They should ensure that decisions are proactive and not reactive; leaders should not merely strengthen tradition or merely change for change's sake."

COVID-19 required decision-makers to make quick, reactionary changes for the health and safety of their employees. While it disrupted nearly every norm, it provides a unique opportunity to evaluate which aspects of pre-Covid operations were effective and which continued out of convenience. When considering which changes to uphold, these choices should be informed by the technological shifts accompanying the pandemic, such as cloud adoption (<https://www.toolbox.com/catalyst-for-cloud-adoption-reports-centrify/>), normalization of remote work, and prioritization of what matters most to customers. Leaders should also consider how they want to rebuild their organizations, from structure to security.

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Reimaging Company Structure





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poll (<https://news.gallup.com/poll/300095/workers-discovering-affinity-remote-work.aspx>), said that after restrictions lift.

With a growing willingness to embrace remote work, companies can safely explore solutions to determine if person operations are necessary, hybrid employment models could be deployed. For example, preserving the office for cooperative tasks, allowing companies to reinvent their offices: shrinking meeting rooms and work lounges more conducive for cooperation.

Regarding departmental reconceptualization, the concern on most CIOs and IT leaders' minds is cloud transformation (<https://assets.toolbox.com/research/securing-cloud-transformation-with-a-traditional-it-models>). It does not necessarily have to result in obsolescence. Notably, lateral job roles for new IT projects will require attention.

Accenture (https://www.accenture.com/_acnmedia/pdf-39/accenture-reengineer-it-cloud-pov.pdf) suggests that as companies move to the cloud, they should invest in alternative, lateral roles for individuals with IT expertise. A slew of new roles will be created to ensure that companies, their cloud service providers, and other vendors are in communication for various purposes. Moreover, most organizations adopt a hybrid storage model with active on-premises and inactive off-premises storage.

For remaining employees, companies can shift to DevOps (<https://www.toolbox.com/security/devops-protection-in-the-wfh-era-it-or-devops/>) or service teams to develop and integrate technological infrastructure. While employees will still require user assistance, especially early on in a cloud transition, and IT departments will need to focus on functionality, use, and security.

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Evaluating Security in a Remote Workforce



While business leaders should be conscientious when making such decisions, the question should internally (How secure can we make the cloud?) Notably, most cloud data breaches, according to Gartner (<https://www.gartner.com/smarterwithgartner/is-the-cloud-secure/>), do not stem from the cloud misconfiguration and unauthorized employee access are the two leading causes of data leaks.

Incidents of accidental employee data misuse increased as employees started working from home (<https://www.zlti.com/blog/survey-blurring-lines-between-professional-and-personal/>) showed that personal matters (79%) and personal storage (71%). Not only does the overlap of personal and professional use of work devices for personal matters could also lead to unauthorized access or introduce viruses to company networks. This is crucial to any holistic data security plan.

Understanding that malware, ransomware, and hacking are landmines existing in the digital landscape, it is important for organizations to take arduous processes to ensure their systems are secure. Specialization breeds performance, having specialized cloud providers offer a high level of security (<https://www.toolbox.com/tech/cloud/guest-article/moving-to-the-cloud/>) that equals or exceeds that which many companies create themselves.

Learn More: Customer Satisfaction: The New Battleground for ERP Vendors (<https://www.toolbox.com/the-new-battleground-for-erp-vendors/>)

Leaders Will Decide Which Changes Belong to

2020 has shattered traditional corporate operations, forcing leaders to deploy innovative solutions. Employee preferences, corporate attitudes, and technological capacities have all changed over the course of the year. While organizations will get the chance to return to their pre-Covid strategies. While not every pandemic-induced transformation is worth continuing—in fact, they may even be essential.

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