



The make work, work report.

The future of High-Performance Workplaces in the age of AI.

An executive briefing for business leaders and executives redefining what's possible in the workplace.

The new reality: Workplaces where AI and humans thrive together

Business is evolving at lightning speed. Today, the demands placed on your organisation are growing complexity, yet the resources and time to respond haven't kept up. Leaders and teams are stretched to their limits by mounting workloads, endless interruptions, and a workday that never fully switches off.

But here's the bright spot. We're standing on the edge of a new era where AI no longer sits at the margins, it powers every aspect of work. Our challenge is clear we need to prepare for a future where AI and humans collaborate seamlessly, driving productivity, creativity, and growth. That future starts now.

“ **Your organisation's success tomorrow depends on the digital foundations you build today.** ”

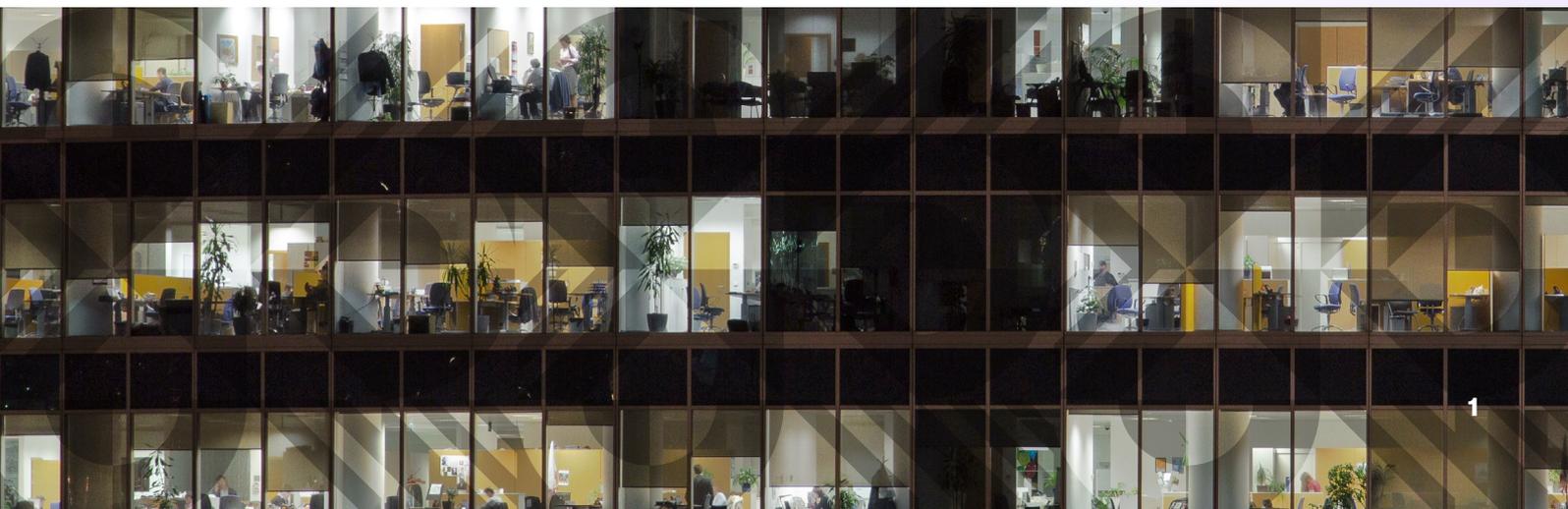
The current landscape: Work is changing fast

Digital transformation has taken centre stage, fuelled by advances in AI, cloud computing, and security. Rapid shifts to hybrid and remote work have made digital collaboration tools the backbone of everyday business. At the same time, the workplace is now defined by:

- Teams interrupted hundreds of times a day by notifications, meetings, and emails
- Employees working at all hours, with daily chats and messages rising year on year
- Ad hoc meetings and last-minute edits disrupting focus
- Leaders and staff across the board trying to do more, with less

Does this sound familiar? It's no surprise that over half of employees already use AI tools, many of them adopting "shadow AI" solutions even before their companies are fully prepared. They're not waiting. They're moving ahead, with or without you.

This breakneck speed comes along with new challenges and risks. The right digital foundations, security, and AI strategies are crucial to ensure technology works for you—not against you.



Why the future belongs to High-Performance Workplaces

High-performance workplaces are built on three vital pillars:

1. Robust digital foundations

Imagine your digital infrastructure as the engine of a high-performance race car. It's got to be powerful, reliable, and agile enough to handle every twist and turn. Organisations need cloud-first environments that scale effortlessly, connect every part of the business, and support split-second decisions.

What does this mean in practice?

- Cloud-powered agility to adapt rapidly
- Strong support to reduce downtime and ensure resilience and continuity
- Modern, application-efficient platforms that drive productivity and seamless operations

2. Security that drives competitive advantage

The cyber threat landscape is more complex than ever. A secure estate is non-negotiable, not just as a shield but as a launchpad for action and innovation.

A secure workplace fuels high-performance by ensuring:

- Trust for both employees and customers
- Compliance with growing global regulations
- Safety for bold innovations and experimentation

Modern leaders are adopting zero-trust frameworks ("never trust, always verify") to safeguard assets while enabling business growth. Security isn't just protection it's a platform for confidence, creativity, and collaboration.

3. Enable AI for all

AI isn't a future concept. It's now. GenAI and intelligent digital agents are already filling capacity gaps and changing the way organisations get things done. For AI to make a meaningful difference, it must be accessible to every employee, empowering people to handle complex tasks while removing mundane, repetitive work.

Key actions to harmonise people and AI:

- Equip every member of your team with GenAI tools to enhance creativity and streamline everyday tasks whilst removing the risk of Shadow AI.
- Invest in upskilling and digital fluency to ensure every employee is ready for AI-powered collaboration and preparing for the next phase of Agent/Human harmony
- Embed AI in your cultural DNA, making it a trusted partner in every process, not just a bolt-on technology
- High-performance isn't just about the tech, it brings the best out of your people.

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“ Think of it as tuning a high-performance machine. Precision, adaptability, and bold innovation must all work together to power real outcomes. ”

The challenge: ambition outpaces capability

Business leaders understand that AI and digital foundations are the keys to future success. Yet a major gap remains:

- [75% of companies](#) expect to transform processes with GenAI within two years.
- [While 67% admit](#) their current infrastructure is actively slowing down their AI adoption.
- [To make work, work](#) in this new world, organisations must close this preparation gap.

Building the mindset for continuous progress

Transformation isn't a "set and forget" project. Sustained high-performance demands ongoing investment, continuous learning, and agility. Leading organisations don't wait for perfect conditions. They move now, iterating rapidly, scaling digital and AI capabilities in parallel, and fostering a mindset of relentless improvement.

Resilience and innovation aren't optional. They're the foundation for survival and growth.

Why it matters: The stakes have never been higher

- [The average](#) company lifespan has dropped from 67 to just 15 years.
- [83% of businesses](#) recognise the need for constant innovation to stay competitive.
- [82% of leaders](#) say this pivotal year is the time to rethink strategy and operations.

The rewards of a High-Performance Workplace

By investing in digital foundations, security, and workplace AI, your business can unlock:

- Higher productivity and efficiency
- Greater creativity and ability to innovate
- Improved employee engagement and satisfaction
- Better client loyalty and satisfaction
- Increased profitability and sustainable growth

How to make work, work

Three actions for leaders:

1. Lay strong digital foundations

- Prioritise cloud-first infrastructure to power flexibility and future growth.
- Keep platforms and applications simple, modern, and ready for rapid scaling.
- Migrate or connect internal data silos to your DWP tenant and introduce new standards for employee AI use cases.
- Enable reliable support to minimise downtime.

2. Secure your estate for confidence and growth

- Build a "zero trust" security posture to protect your people, assets, and data everywhere.
- Embed compliance and proactive risk reduction at every layer of your business.
- Treat security as an accelerator for innovation and competitive advantage, not just an insurance policy.

3. Democratise AI across your workforce

- Break down barriers so every employee can harness the power of AI. Don't create a divide of those who have AI and those that don't.
- Deliver rapid upskilling programmes to build digital dexterity and confidence.
- Make AI an ongoing, trusted partner that empowers people—not one that replaces them. This isn't about saving time, this is about improving efficiency at scale.
- Implement governance and control in AI projects. Create governance frameworks to manage AI ethically. Use control mechanisms to monitor AI agents and prevent high costs. Plan for continuity to avoid technical debt and orphaned agents when staff leave.
- We're seeing a split in companies where IT and workforce actions diverge. Workforces are creating critical AI agents independently, posing risks and opportunities. No-code efforts are as crucial as pro-code efforts, impacting the organisation significantly. This is a new phenomenon.

The path forward reinventing your workplace starts now

Business leaders and executives face a new mandate. The world of work is evolving faster than policies and processes can keep up. The winners will be those who act now, building a future-ready workplace where humans and AI collaborate to achieve more.

Make work, work. Prepare today so your business can lead tomorrow.

Whether you need to migrate, integrate, or optimise your workplace solutions, we're here to help you achieve your goals



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