

ENABLING NEW WORKSTYLES

Transforming work in the digital age



box

WORK IN THE DIGITAL AGE

Technology and globalisation have transformed the nature of work over the past decade and the IT department has a key role to play in enabling new workstyles.

In the digital age the core of any business is the information that is being produced, collaborated on, and shared. In fact, sharing has become the new zeitgeist and everybody expects to be able to share content without restriction.

At work, virtually all projects involve multiple collaborators both inside and outside the organisation. This allows us to increase productivity, drive innovation in products and services and generate new business models.

The way people communicate has been adapted and informality is now widespread. Email now much more resembles instant messaging (IM) rather than a letter, and the emphasis is on speed of communication. In addition, the notion of the “workplace” being a specific location is also fading - because people want the ability to work anywhere, at any time.

Organisations need to transform to digital

To take advantage of these changes, organisations need to enable employees through new workstyles and begin the transformation to a digital enterprise. Inaction is not an option. New workstyles are an opportunity to harness innovation, create greater agility and competitiveness.

- **In a world dominated by information, sharing has become the new zeitgeist**
- **Projects involve multiple collaborators inside and outside of the organisation**
- **Emphasis on informality and speed of communications**

END-USER EXPERIENCE

Ensuring a great user experience from any location and on any device is critical to support new workstyles and should be an essential goal of any IT department.

The fundamental requirement of new workstyles is that end-users are able to have easy and instant access to their collaboration tools from anywhere and on any device. They are already used to this through intuitive consumer tools and the same is expected from those provided by the organisation. If not, the danger is that users will introduce their own, and the proliferation of shadow IT will stir up a hornet's nest of security, governance and compliance issues.

But providing access to content is only half the story, end-users want to collaborate in new and diverse ways. They need to be able work on content together with stakeholders based in different locations, access sensitive content on the move and work seamlessly within their business applications.



END-USER EXPERIENCE

Death of the attachment

Box allows organisations to completely eliminate the use of email attachments by using notifications and comments. This helps overcome issues around file size restrictions, which is especially important when mobile. Users can send secure links to provide control over content access, which can also be revoked if required.

By offering shared remote access to the same content, Box also eliminates issues around versioning. At a glance, users are able to see the entire version history of a file – and who has made the changes. Concurrent editing of the same file via Box Notes allows stakeholders across different locations to collaborate and capture ideas accurately.

Many users will want to access content through line of business applications rather than through a content directory. Global engineering company Bechtel uses Box as the content layer for its workflow, which allows employees to view and edit CAD files on the move. This enable seamless, secure global collaboration without having to leave the familiar interface of their day-to-day tool.

Employees at French automotive navigation company, Coyote, **have saved 30 minutes every day by eliminating attachments.**



Improve end-user experience with Box:



Eliminate attachments

Shared workspaces free up overloaded email systems



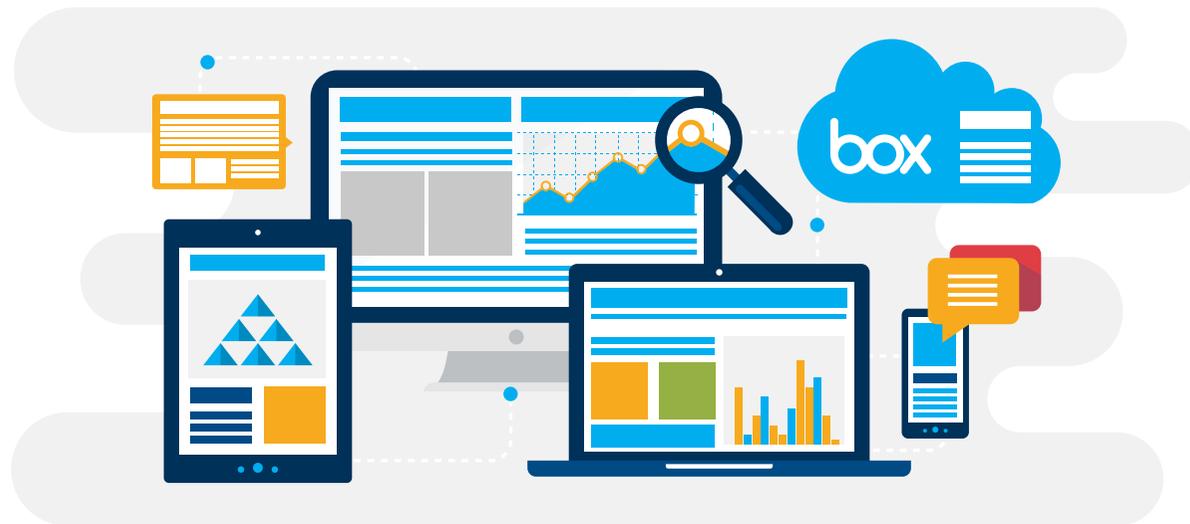
Manage versioning

Track versioning from one central interface



Integrate Box

Establish workflows to collaborate using familiar line-of-business applications



EXTERNAL COLLABORATION

Collaboration tools need to be able to support easy and secure sharing both inside and outside the company.

The age of monolithic domestic organisations that did everything in-house is long gone and the supply chain of work has grown longer than ever. Globalisation and specialisation means that collaborators can be located anywhere – even in agencies who are not part of the enterprise. This increases complexity, which means that processes must remain flexible enough to handle any exceptions or changes.

New tools and working practices need to be able to cope with this new world of work. Content is at the top of the agenda: How can you ensure the safety of confidential content when dealing with multiple collaborators? Especially when traditional sharing solutions like e-mail or even USB sticks often fall outside the direct control of the IT department.

The key is to balance the demand for flexibility with the requirement for security, without impacting the end-user experience.



EXTERNAL COLLABORATION



Attorneys and paralegals use password-protected links in Box to **share confidential briefs, memos and contracts with external parties securely.**



Secure shared access

External collaborators need shared and secured access to confidential content. The key is being able to audit who has access to the files and revoke access when required.

Consider the requirements of companies involved in mergers and acquisitions. This lengthy procedure requires a secure data room where bidders and their lawyers will consult confidential documents and other data that has been made available. These data rooms have traditionally been physical locations in the office of the vendor or their lawyer. However, this approach can end up being very costly and inflexible given the given the number of people involved in a M&A.

Box allows you to design an alternative virtual data room by creating a project workspace to upload contracts, financial statements and other relevant documents. The project owner can specify and tightly control who has access and the team can be notified when anyone downloads, edits or comments on any file. Most importantly, access to these documents can be time-limited and shared files deleted when the process is completed.

Improve external collaboration with Box:



Granular access

Control levels of access external stakeholders have to files



Reporting and auditing

Know who is downloading and editing files



Time-limited access

Revoke access to shared content when projects are completed

BUILDING THE BUSINESS CASE

Box can support new workstyles and create more productive employees. It also reduces infrastructure costs and delivers other financial benefits.

Building the business case for any new technology requires demonstrable savings and benefits. While improving collaboration in the enterprise is an undoubted gain, it can sometimes be harder to quantify. However, there are a number of additional benefits that companies have managed to realise with their Box deployment that can apply to all.

Infrastructure replacement

One area where Box delivers hard cost savings is in infrastructure replacement. Many companies struggle with outdated and inflexible FTP servers to share files throughout the organisation. The cost of maintaining or replacing this technology can be neutralised by switching to a content platform that enables you to transform to a digital enterprise.



\$4.9m in cost savings over five years

Semiconductor manufacturer Avago used Box to replace its Oracle document management application, which had performance, functionality and usability restrictions.

The project was massive in scale and involved migrating 73 terabytes of data for 10,000 users and took just six months from evaluation to full deployment.

AVAGO
TECHNOLOGIES

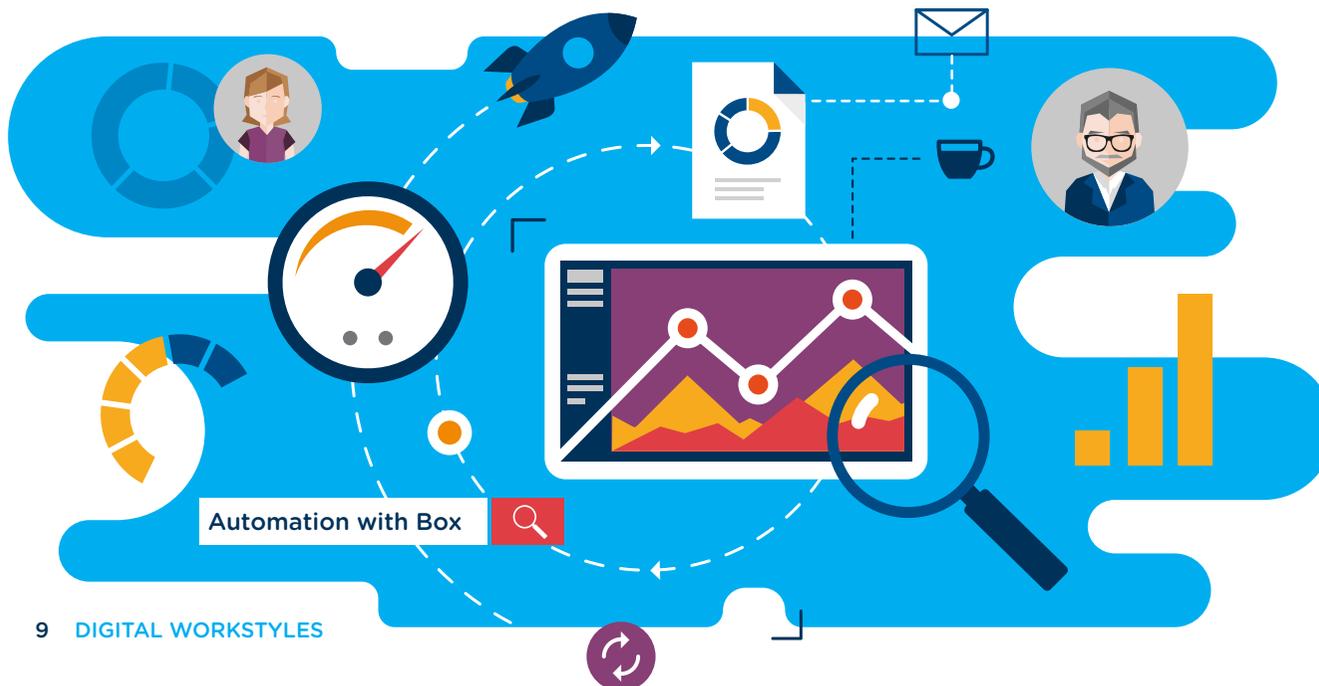
BUILDING THE BUSINESS CASE

Process automation

Box can automate time-consuming activities, such as manually providing and rescinding access to files. Charity Mediatrust used Box to replace its legacy system that delivered content to partners donating their media space and time to beneficiaries. Generating server access codes for each of the 800 or so volunteers took up IT's capacity without adding value to a process that Box reduced to mere seconds.

Box can also help speed up time to market by improving collaboration between multiple parties. For example, construction startup Buildera was able to bring its complex products to market up to five times faster by using Box.

Preserving brand reputation by preventing data leakage is another area where Box can help deliver real financial benefits. The cost of a breach has escalated rapidly in the past few years, according to the Ponemon Institute, and now stands at \$3.79million on average per breach. A growing proportion of this cost comes from reputational damage.



“Box offers us a guarantee in terms of data security, reliability, and recovery of deleted files. **The savings in time and energy are enormous.**”

SUPREME COUNCIL OF PUBLIC ACCOUNTANTS (FRANCE)

Build the business case with Box:



Infrastructure modernisation

Replace outdated and inflexible FTP servers



Automate processes

Eliminate time-consuming manual administration



Speed up time to market

Optimise processes between internal and external collaborators

About Box

41,000,000 users

54,000 organisations

55% of Fortune 500

Founded in 2005, Box (NYSE:BOX) is transforming the way people and organisations work so they can achieve their greatest ambitions. As the leading modern content management platform, Box helps businesses of all sizes in every industry securely access and manage their critical information in the cloud. Box is headquartered in Redwood City, CA, with offices across the United States, Europe and Asia.

To start using Box and to learn more, please visit box.com

The logo for Box, consisting of the word "box" in a lowercase, white, sans-serif font.

Forrester names
Box a Leader in
The Forrester Wave™
ECM Business Content
Services, Q3 2015

The Forrester logo, which is the word "FORRESTER" in a white, uppercase, serif font, enclosed within a dark green oval.