

Heading back to the office: A tale of two employees

Helping remote workers return as safely and seamlessly as possible with Citrix Workspace and HPE Pointnext Services



Your company is ready to begin bringing staff back to the office. You want to ensure workforce health and wellness, while also reducing employee concerns about their safety.

Envision how you can make the return to the office more safe, productive, and less stressful by following a daily journey of Digital Desiree and Analog Annette. Desiree works at a company that uses Citrix Workspace to enable secure remote work and enhance productivity. Intelligent Workplace solutions delivered by HPE Pointnext Services now feature easy-to-use microapps with Citrix Workspace to facilitate employee wellness and social distancing while in the office.

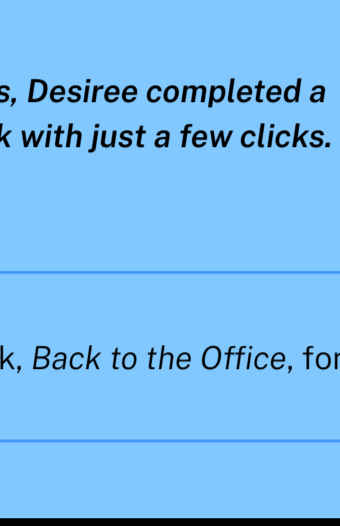
HPE developed microapps for Citrix Workspace that give Desiree the confidence to more safely and productively return to the office. Annette works at a competitor that hasn't undergone digital workspace transformation and must navigate these return-to-office tasks on her own.

70 percent of staff don't feel comfortable returning to the office without the implementation of appropriate safety measures.¹

Step 1: Completing a health agreement

9 AM

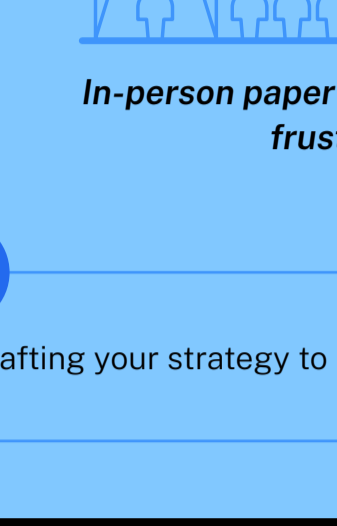
Desiree drinks coffee in her car. Within Citrix Workspace she taps an HPE microapp on her mobile phone to sign a form, attesting that she has no COVID-19 symptoms. She puts her mask on and heads for the door.



With HPE-developed microapps, Desiree completed a digital health and wellness task with just a few clicks.

9 AM

Annette forgot her paperwork. She puts on her mask and waits in a long queue at an information desk in a tent outside the office building to sign her health agreement.



In-person paperwork increases time delays, frustrating Annette.

Tip: Read the Citrix eBook, *Back to the Office*, for help crafting your strategy to bring employees back onsite.²

Step 2: Entering the building

9:05 AM

While walking through the lobby, Desiree quickly shows security the daily color-coded approval from successfully completing the health survey from her phone. Confirming at a glance and social distance that she is all set to enter the building for the day. Optional HPE Pointnext video analytics offer the option for additional thermal camera, face recognition and other wellness possibilities.



Digital tools and workflow reduce health and safety risks, while also improving site security.

9:15 AM

Annette heads to a second line to check in. Everyone has to find and present their employee badge and driver's license, causing more delays.



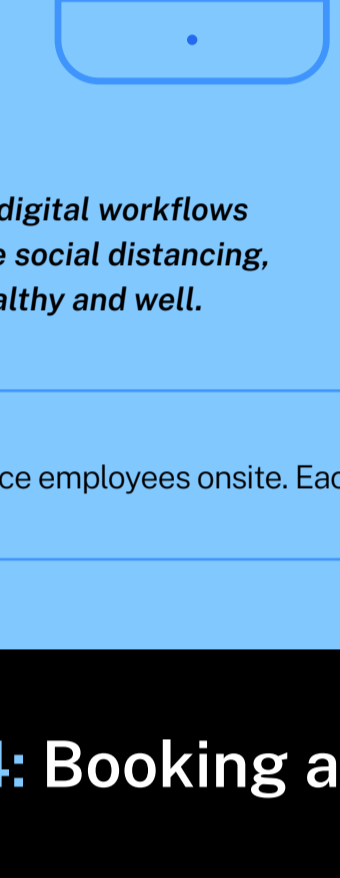
Long queues upset Annette, who is now worried about her health and safety.

Tip: 51 percent of employees want regular screenings,³ but it's hard to enforce six-foot social distancing guidelines with daily queues.

Step 3: Deciding where to work

9:10 AM

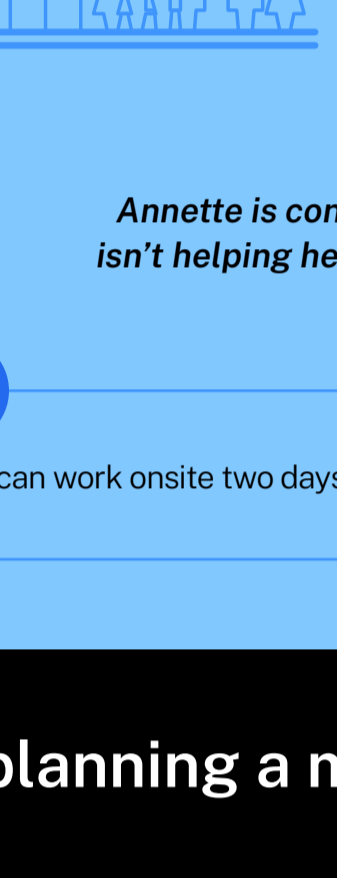
In the elevator, Desiree views a real-time map of her building with occupancy levels. She selects Floor 5, which has 20 percent occupancy and navigates directly to an open desk.



Desiree appreciates that digital workflows minimize steps and enforce social distancing, helping her to stay healthy and well.

9:30 AM

Annette enters the elevator with no idea where to go. She checks Floor 1 but finds it too busy. She settles on Floor 4, but it feels crowded. Little did she know that there's plenty of space on Floor 5.



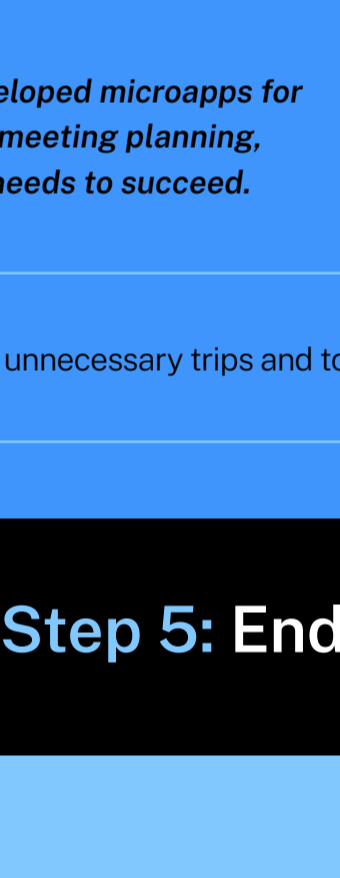
Annette is concerned that her employer isn't helping her find a safe space to work.

Tip: Set up A and B teams to reduce employees onsite. Each team can work onsite two days, leaving Wednesdays for cleaning.

Step 4: Booking and planning a meeting

9:30 AM

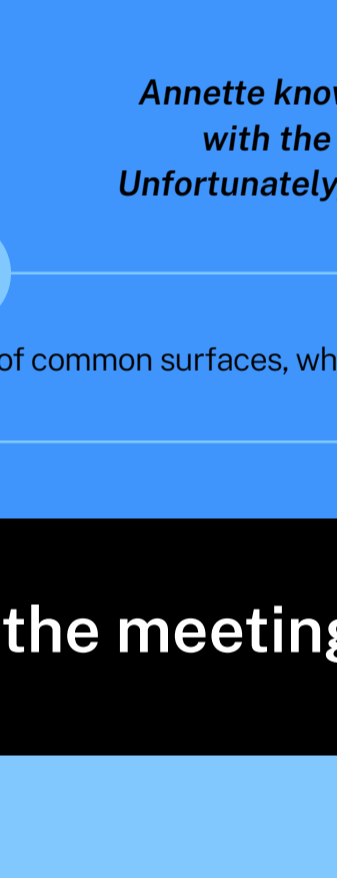
Desiree uses Citrix Workspace to book a room for her 10:00 AM meeting as she is preparing for her visitors who are currently checking in at the lobby. The rest of the team uses Microsoft Teams within Workspace to join securely and remotely from anywhere.



Desiree is glad that HPE-developed microapps for Citrix Workspace simplify meeting planning, giving her the space she needs to succeed.

9:55 AM

Annette scrambles to find a conference room after she's asked to leave the one she's in as it is already booked. She sends a colleague down to the lobby to bring the visitor up. The meeting starts 15 minutes late.



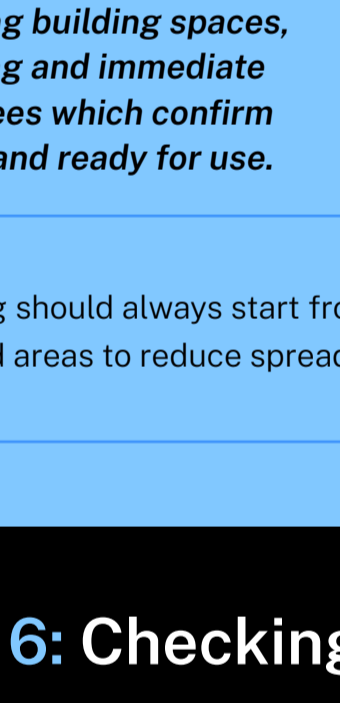
Annette knows her team is frustrated with the meeting's late start. Unfortunately, she lacks better options.

Tip: Contactless processes reduce unnecessary trips and touching of common surfaces, while increasing employee productivity.

Step 5: Ending the meeting

11:30 AM

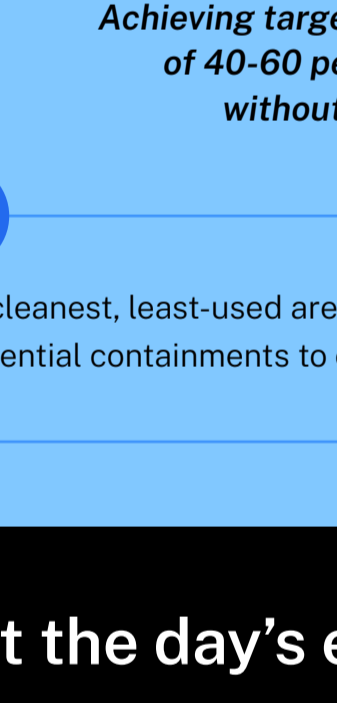
The Citrix-HPE solution allows facilities' teams to identify spaces which need cleaning. When Desiree's meeting ends at 11:30 AM, staff are already outside, ready to clean, sanitize, and restock the space for the next group.



Digital workflows improve facilities' visibility of how the organization is using building spaces, allowing for faster cleaning and immediate communication to employees which confirm when rooms are sanitized and ready for use.

11:30 AM

There's another team outside Annette's meeting room. However, with no one to go in search of another room.



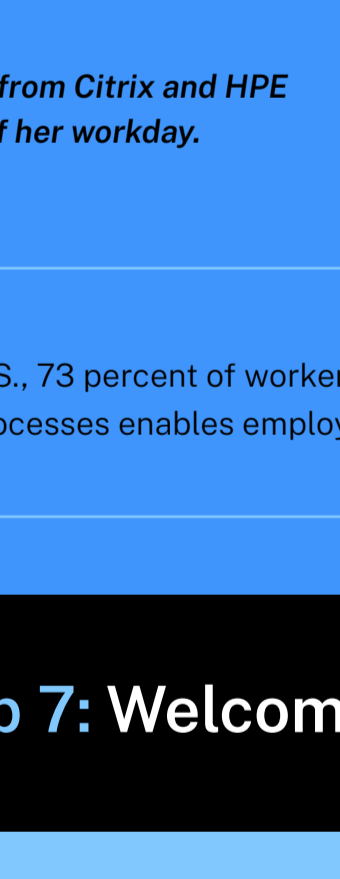
Achieving target meeting room utilization of 40-60 percent will be difficult without digital processes.*

Tip: Cleaning should always start from the cleanest, least-used areas to areas to clean, most-used areas to reduce spreading potential contaminants to clean surfaces.

Step 6: Checking out the day's events

12 PM to 1 PM

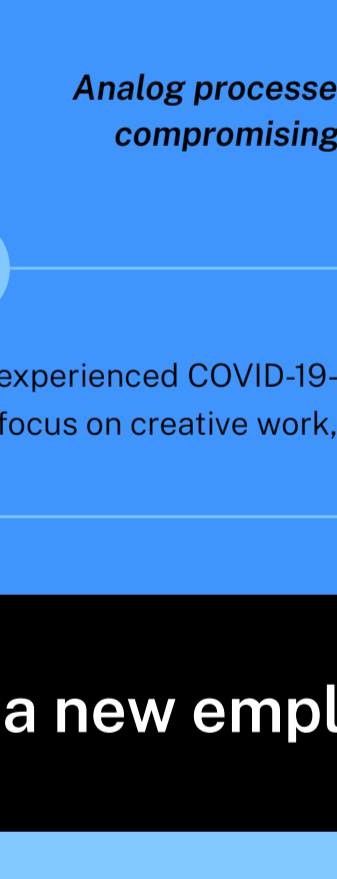
Before lunch, Desiree uses Citrix Workspace to check the sales pipeline in Salesforce and approve expenses in SAP Ariba. She does it all securely within Citrix Workspace without launching new apps or entering passwords.



Workspaces and workflows from Citrix and HPE give Desiree control of her workday.

12 PM to 1 PM

Frazzled by running late and feeling behind schedule, Annette tries to get caught up while eating lunch. But first she needs to reset her Salesforce password, then make a stop by the IT help desk to figure out why SAP Ariba won't launch.



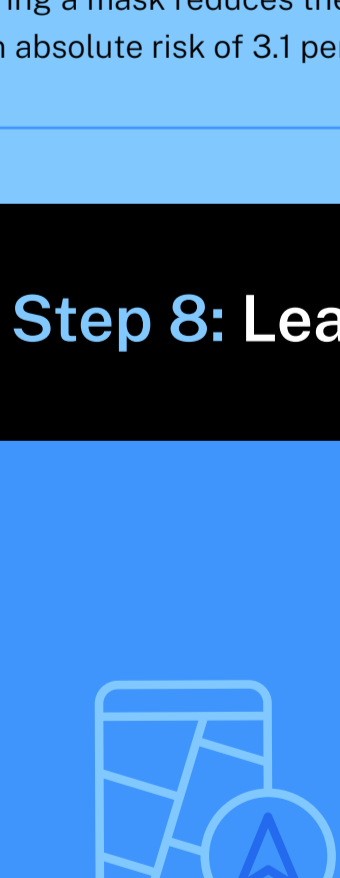
Analog processes make work too demanding, compromising the employee experience.

Tip: In the U.S., 73 percent of workers have experienced COVID-19-related burnout.⁶ Streamlining key processes enables employees to focus on creative work, not administrative tasks.

Step 7: Welcoming a new employee

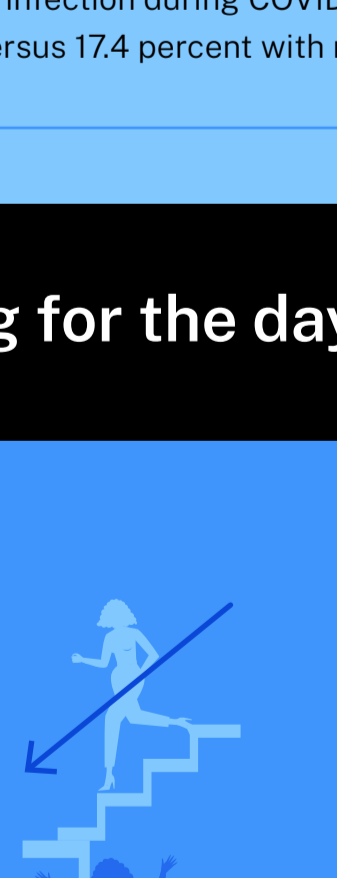
3 PM

Desiree meets her new co-worker, Mary, to personally welcome her to the company. She also explains how to use HPE-built wellness and distancing microapps for Citrix Workspace, including how to easily find face masks, gloves, and hand sanitizer when working in the building.



3 PM

Annette has run out of masks. She fashions one out of a bandana. This is not the image she hoped to project today.

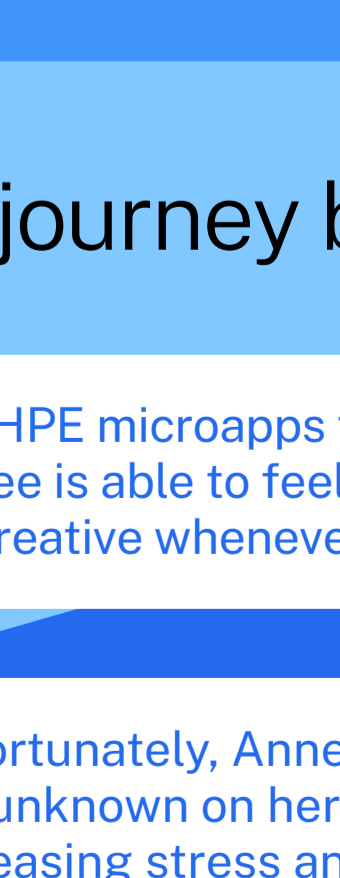


Tip: Wearing a mask reduces the risk of infection during COVID-19 exposure to an absolute risk of 3.1 percent versus 17.4 percent with no mask.⁷

Step 8: Leaving for the day

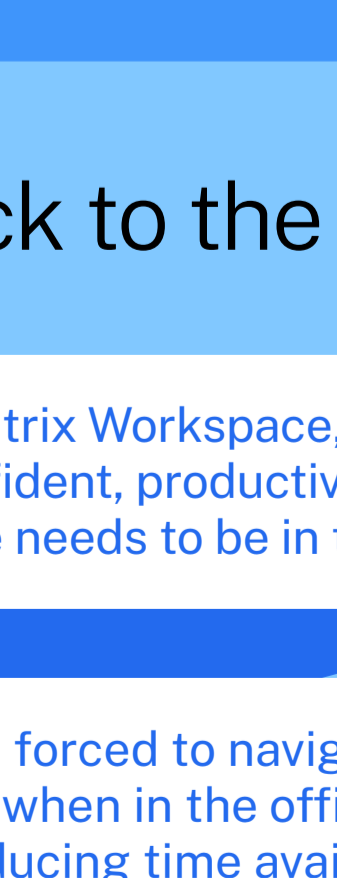
5:30 PM

As Desiree packs up her bags, she consults the HPE microapps one last time. The microapps guide her to the nearest facility-approved and distanced exit, meaning that she is out the door and back to her car in a record five minutes.



5:40 PM

Annette walks around the entire office, before finding a little-used staircase. Unfortunately, it's locked at the ground floor, causing her to return back to the office and wait for an elevator.



Tip: Wearing a mask and distancing can significantly reduce COVID-19 exposure risks in elevators.⁸ Optional HPE IoT capabilities, integrated with Citrix Workspace, can enable further building integrations such as personalized lighting or other environmental configurations. This enables a pleasant, as well as safe, workplace.

Leading the journey back to the office



With HPE microapps for Citrix Workspace, Desiree is able to feel confident, productive and creative whenever she needs to be in the office.

Unfortunately, Annette is forced to navigate the unknown on her own when in the office, increasing stress and reducing time available for more productive tasks.

Citrix Workspace and Intelligent Workplace solutions developed by HPE Pointnext Services can help you bring staff back to your offices as needed, more safely and productively. Together, we help optimize a complete, day-in-the-life experience, enabling companies to return employees more safely to the office as local conditions and regulations permit. Let us help you quickly implement Citrix Workspace microapps and new digital workflows to help protect your employees and to build their confidence in your health and employee wellness initiatives.

Learn more:
[Solution Brief: Citrix and HPE Pointnext Services help you lead the return to office](#)
[Citrix Back to Office Resource Page](#)
[Citrix and HPE Pointnext Partner Resource Page](#)

¹Back to the Office eBook, slide 5. <https://www.citrix.com/go/us/citrix-workspace/solutions/return-to-office-ebook.html>
²Back to the Office eBook
³Paula Carrington, "Attendance by the Numbers: How to Calculate Office Space and Meeting Room Utilization," Article, RoboWorknet, <https://roboworknet.com/blog/calculate-office-space-meeting-room-utilization/>
⁴Citrix Announces Back-to-Office Solution," Press Release, Citrix, June 22, 2020. <https://www.citrix.com/go/us/citrix-announces-back-to-office-solution/default.aspx>
⁵Mark Royal, PhD, and Val Oliver, "COVID-19 Burnout: Four Ways to Deal with It," Article, Kohn Ferry, <https://www.kohnferry.com/insights/articles/coronavirus-burnout-four-ways-to-deal>
⁶Paula Carrington, "Attendance by the Numbers: How to Calculate Office Space and Meeting Room Utilization," Article, RoboWorknet, <https://roboworknet.com/blog/calculate-office-space-meeting-room-utilization/>
⁷Mark Royal, PhD, and Val Oliver, "COVID-19 Burnout: Four Ways to Deal with It," Article, Kohn Ferry, <https://www.kohnferry.com/insights/articles/coronavirus-burnout-four-ways-to-deal>
⁸Paula Carrington, "Attendance by the Numbers: How to Calculate Office Space and Meeting Room Utilization," Article, RoboWorknet, <https://roboworknet.com/blog/calculate-office-space-meeting-room-utilization/>
⁹Please to Behave in an Elevator During COVID-19 Pandemic, Article, Harvard TH Chan School of Public Health, 2020. <https://www.hsph.harvard.edu/news/hsph-in-the-news/how-to-behave-in-an-elevator-during-covid-19-pandemic/>