

Future of Work - Agenda

AN IDC CONTINUOUS INTELLIGENCE SERVICE

Organizations globally are experiencing seismic changes in where and how to work. The adoption of technologies such as artificial intelligence (AI) — including generative AI, robotics, and intelligent process automation — are speeding this transformation. Drawing from IDC's *Future of Work - Agenda* framework, this advisory service focuses on how technology is changing work culture, digital workspaces and physical workplaces, and the ways in which humans and machines collaborate to get work done. This research will help technology vendors and service providers develop the best portfolios and go-to-market strategies and tactics to address the needs of transforming industries in their target markets.

Markets and Subjects Analyzed

- IDC's future of work framework: Culture, space, and augmentation
- Technologies shaping the future of work
- Vendors offering future of work innovations
- Analysis of market initiatives across work culture, digital workspace, physical workplace and augmentation of work
- Flexible work models
- Relationship between EX and CX
- Cross-functional collaboration
- Future of work for frontline workers
- Future of work leadership profiles

Core Research

- Annual Global Survey: Culture, Space, and Augmentation
- IDC FutureScape: Worldwide Future of Work Predictions
- Why Words Matter: A Future of Work Terminology Guide
- IDC MaturityScape: Flexible Work
- Future of Work Market Sizing 2023
- Future of Work Scorecard 2023
- IDC Perspective: Frontline Workers
- IDC Perspective: Cross-Functional Leadership
- IDC Survey: Security and the Future of Work
- IDC Survey: How Automation Is Changing Future of Work
- IDC Perspective: How Digital Workspace and Physical Workplaces Are Evolving
- IDC PeerScape: Frontline Workers
- IDC Survey: Evolving Skills and Roles for Hybrid Work 2023-2024
- IDC Market Analysis Perspective: Future of Work
- IDC Market Glance Update: Future of Work

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Future of Work - Agenda](#).

Key Questions Answered

1. How will organizations navigate flexible work models?
2. Why do vendors need to be focused on the reimagined workplace?
3. What are the specific technologies and innovations driving the future of work?
4. What will be the impact of AI on employee skills, productivity, and the future of work?
5. How are organizations providing frontline workers with democratized access to technology and digital collaboration?
6. What are the key opportunities and challenges for the future of work transformation across work culture, workspace, and workforce?

Companies Analyzed

This service reviews the strategies, market positioning, and future direction of several providers impacting the future of work, including:

3D Systems, Accenture, Adobe, ADP, Amazon, AMD, Apple, Archibus, Asana, Automation Anywhere, Avanade, Box, Catalant, Celonis, Cisco, Citrix, Cornerstone OnDemand, Dell, Dialpad, Dropbox, DXC, Eptura, Google, Hitachi, HP Inc., Hubstar, IBM, iCIMS, Intel, Konica Minolta, Kyndryl, Lenovo, LinkedIn, Meta Platforms, Microsoft, Nintex, OpenText, Oracle, Pegasystems, Poly, PwC, Qualcomm, Qualtrics, Ricoh, Salesforce, Samsung, SAP, ServiceNow, Sharp, SHI, Skillssoft, Slack, Smartsheet, SS&C Blue Prism, Stratasys, Symantec, The North Highland Company, UiPath, Unisys, VMware, WalkMe, Whatfix, Workday, and Zoom.