



# 5 Essential Elements of True Modern Work Management

GUIDE





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## The role of IT is changing.

Companies are looking to IT leaders to make the kind of business-defining decisions that answer the complexity of modern work in the enterprise, help everyone work more efficiently, and accelerate the business to a whole new pace.

The service management and issue-tracking tools IT professionals have traditionally relied on are great for IT, but miss the mark when it comes to improving efficiency for everyone. They just aren't enough to support the kind of company-wide initiatives IT needs to lead. In fact, 90% of work is complex, creative, cross-functional, and unstructured in nature, with collaboration happening not just across teams and departments, but oftentimes across timezones and continents. Force-fitting rigid IT tools to this new style of work isn't the answer. If your tools aren't accelerating work for everyone, they're creating more problems than they're solving, leading to:

- Siloed work and information scattered across multiple systems.
- Limited visibility and collaboration across teams, departments, and projects.
- Time wasted trying to manage disconnected processes.
- Rigidity and an inability to handle cross-functional workflows.
- Inefficient work management that doesn't securely support the enterprise.

Without the right solutions, your ability to prescriptively anticipate issues and forecast work for the enterprise, confidently propose solutions, and efficiently lead the business in digital transformation is limited. A modern work management platform will empower you to regain control of your company's workflows, be a strategic leader, consistently innovate, and help your people do their best work so your company can thrive.



## 1. Centralize work across the enterprise.

It's nearly impossible to have visibility into project status, deliverables, and data when work is scattered across multiple platforms, systems, and locations. Your people waste valuable time trying to manage complex work in disparate tools, spreadsheets, and processes. How many of your employees are spending hours digging through email inboxes for a single piece of information, sorting through multiple versions of content, and manually updating spreadsheets with every new development?

Scattered project data isn't just a waste of time, it prevents IT from managing the complexities of modern work for the enterprise. How can anyone prioritize, give project status, forecast resources, anticipate roadblocks, or determine where their teams should focus efforts to meet project deadlines if they don't have all the pieces in the same place?

A modern work management platform centralizes all work being done so you can empower everyone with project information, files, status updates, and related tasks all in one place. Managers have visibility into who is working on what, the status of any project, and can easily align work to strategic portfolios. Productivity goes up because teams can cut down on meetings, time spent hunting down information, and disjointed processes and reports, all of which cost the company valuable time.



## 2. See everything happening across teams.

You can't make informed, strategic decisions for the company without a clear picture of what is happening at any given moment across the business. At the same time, managers can't see the capacity of their team member to prioritize projects, and executives have no visibility into the status of critical initiatives when work is disconnected.

You need deep visibility into the processes, systems, and methodologies people use to work in order to improve efficiency, accelerate work for everyone, and strategically build a plan for the future.

Everyone in the enterprise needs the same level of visibility into the work being done in their teams, departments, and initiatives in order to work efficiently and productively. Real-time status updates, information about resources, and the ability to track tasks, collaborate cross-functionally, and integrate the tools people already use empowers everyone with the visibility they need to work more efficiently and measure things like project progress, resources, outcomes, and priorities.



### 3. Connect systems company-wide.

Development happens in one system while progress is tracked in another, and project management in yet another altogether—not to mention chat, project and task management tools, email, spreadsheets, office suites, and point tools that help get work done, but can't manage work across departments or enable complex and collaborative workflows. Work ends up spread across and repeated in multiple systems, and none of those systems are capable of talking to each other. People spend countless hours manually updating each system instead of focusing their time on doing their best work.

A modern work management platform enables deep integration with the enterprise systems and tools your people already use and need to do work. It builds a connected tech stack and work ecosystem that seamlessly connects teams, departments, geographical locations, and the systems your people use in a way that accelerates work and eliminates time wasted on manual updates.

A connected tech stack also gives IT control to orchestrate more effective processes, enable complex workflows, and the visibility to make decisions that improve business outcomes in every department.



## 4. Accommodate flexibility for custom workflows.

Modern work doesn't fit a single mold, and neither should the solutions you put in place to manage it. Complex, dynamic, and cross-functional workflows are only going to be made more complicated and limited by a traditional, ticket-based approach. Teams work in Agile, Waterfall, or a mix of methodologies, and they need a platform flexible enough to handle the abstract, creative, and unstructured nature of modern workstreams.

A true modern work management platform accommodates both structured and unstructured work and provides everyone access to the information they need without slowing them down. It allows you to build custom workflows so your teams can work the way that makes the most sense for them. The right platform will also give you the power to change and adapt, so you can easily shift methods, scale workflows, and tie projects back to strategic initiatives.



## 5. Support the entire enterprise while remaining secure.

A true modern work management platform is a solution for the entire enterprise, not just IT. To enable collaborative and cross-functional work for everyone, you need a platform that doesn't leave anyone out. One with a multi-tenant architecture that seamlessly connects hundreds of tools and is configurable to specific teams, processes, and methodologies while maintaining the enterprise-level control and security you need.

Every employee, department, and executive needs to be able to connect and access the same information in a secure setting, allowing for the kind of work management that drives productivity, collaboration, and results and accelerates the entire business to a new pace. It will enable you to make better decisions, prescriptively suggest solutions before roadblocks arise, continuously innovate, adopt better processes and capabilities, and lead the company's work strategy with confidence.



## Master modern work with Workfront.

If the solution you currently use doesn't give you the visibility and control to accelerate work and connect the enterprise, you don't have what you need to lead initiatives and plan for the future of the enterprise.

Workfront is that true modern work management platform that gives IT the power to:

- Centralize all work being done across the enterprise, standardize processes, and enable cross-functional work.
- Accelerate work and increase efficiency for everyone to move the business at a new pace.
- Strategically position the business against competition and plan for the future of the company.

Visit us at [workfront.com](https://workfront.com) to learn more about how Workfront empowers enterprises like yours to thrive in today's digital world.