

A nighttime view of a city skyline from a balcony. The balcony has a glass railing and is illuminated with blue neon lights. The city skyline is lit up with various colors, and the Petronas Twin Towers are prominent in the center. A body of water is visible in the foreground, reflecting the city lights.

The HFS OneOffice Emerging Tech Platform

The future of native automation, data, and process design, right here...



Pivoting to the Cloud with a **OneOffice** mindset

We're on the precipice of the [New Dawn of 2021](#) and beyond, and we've got *serious* work to do. The billion-dollar question on everyone's lips is making a rapid pivot to the OneOffice Mindset, which means understanding the smartest way to design processes to achieve the data that is essential for anticipating customers' needs and outsmarting competitors.

For the first time in decades, process designers and tech people are working together to build the tech platform that takes them into the Cloud, where Automation is a Native competency.



NATIVE Automation =

Nextgen
Automation
Technologies
Integrated
Very
Easily

Automation is a *necessary discipline* to make OneOffice function. It is **NATIVE** to OneOffice. You have to design processes to achieve the outcomes and data you need in the cloud. They **HAVE** to be automated to make that possible (whether through RPA, APIs, customized code, or off-the-shelf software). Once automated, AI can be **APPLIED** to orchestrate them to create the data we need to make rapid business decisions.

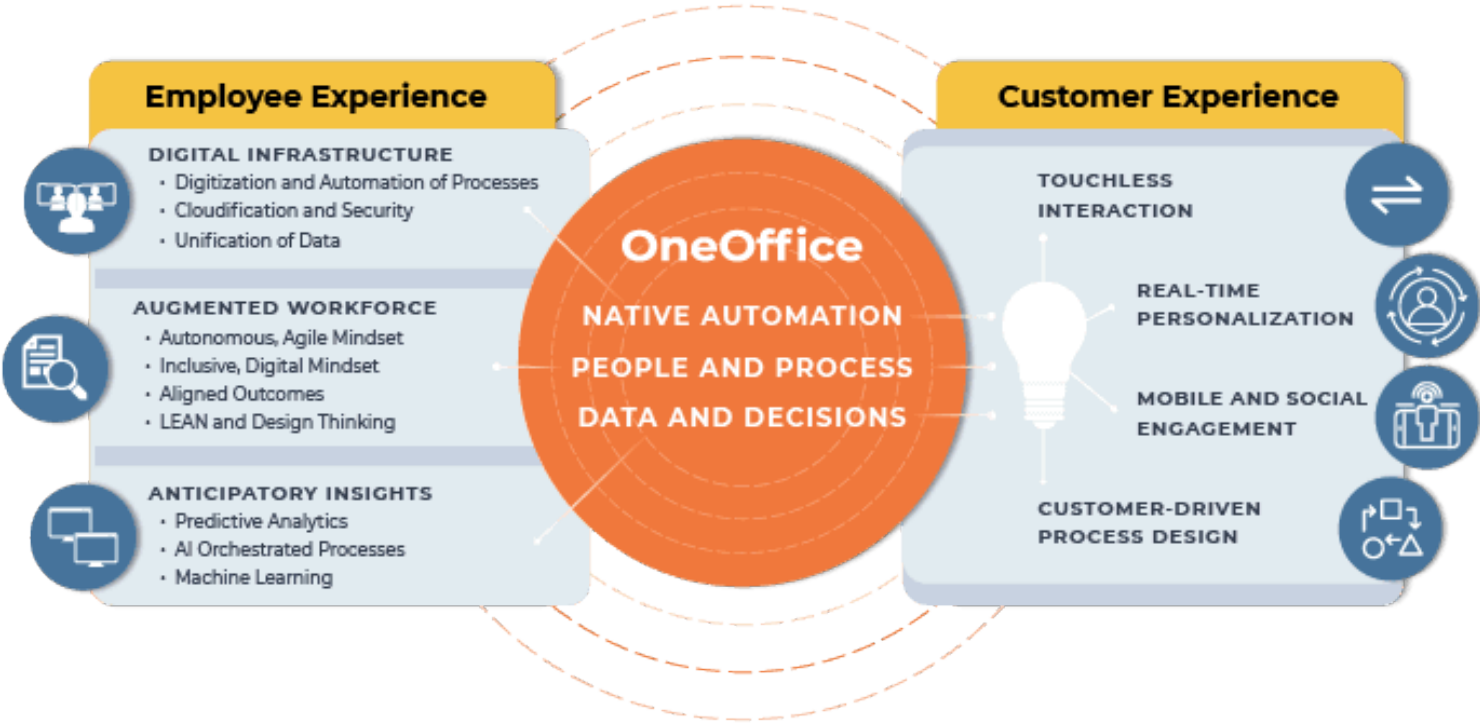


Integrated technologies that span end-to-end processes form the Platform for the **OneOffice** Organization

We've heard so much about how "panacea tech" such as RPA, cloud, AIOps, low code, etc. will save us and deliver us to the post-pandemic digital promised land. But seriously, we've already proven over the past decade of digital investment that a piecemeal tech approach in silos does not work.

We have much of the tech already. What we need is a mindset shift to collaborative, cross-functional, enterprise operations powered by an integrated stack of emerging tech that complements your core, natively automates your processes, enables your people, and powers your decisions – breaking down your legacy silos in the process. This is the HFS OneOffice model as depicted in Exhibit 1.

Exhibit 1: The HFS OneOffice Organization

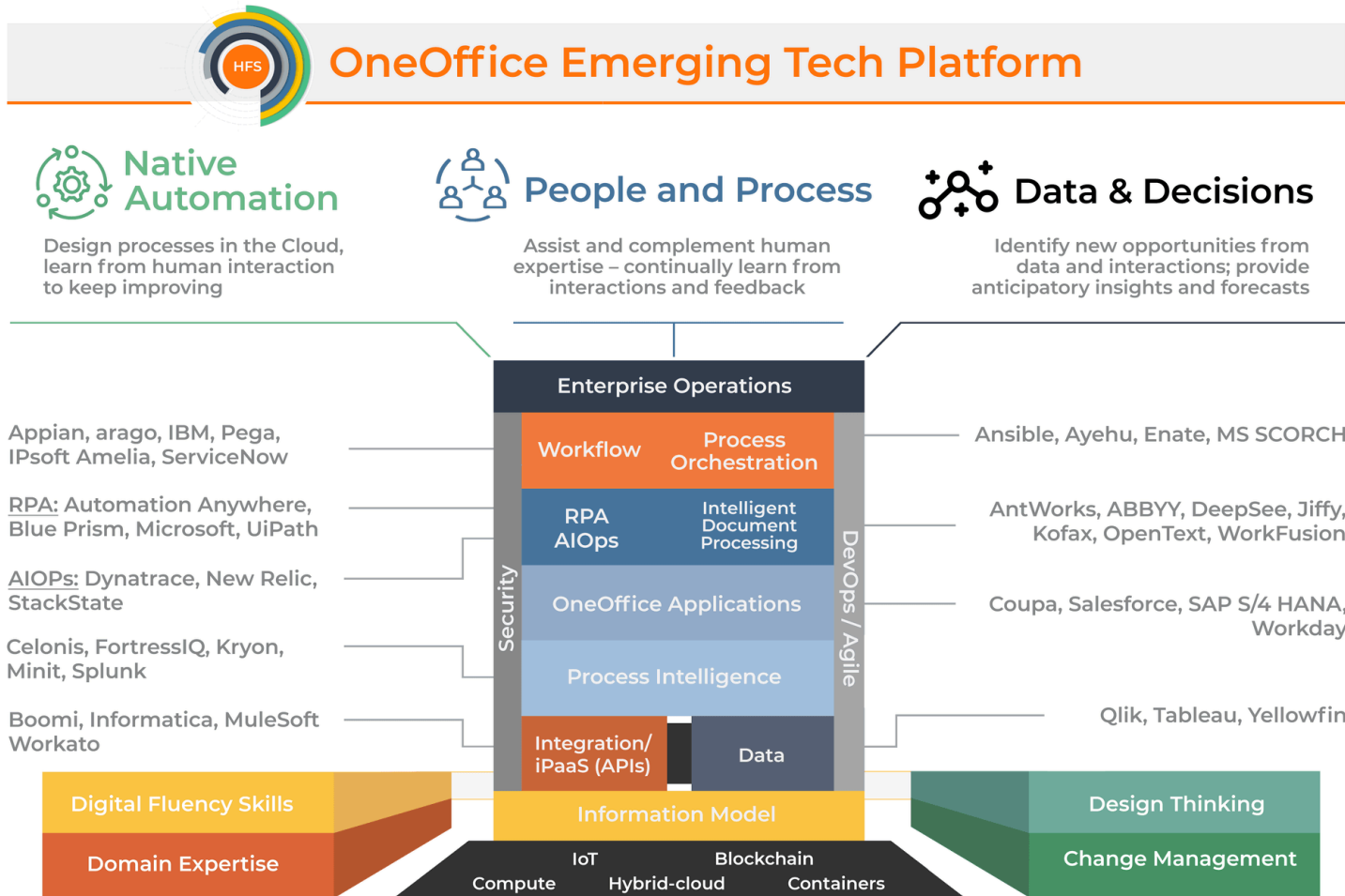


And now for something really exciting...

Introducing the HFS OneOffice Emerging Tech Platform

HFS, the pre-eminent thought leader in the automation market, is pleased to preview our OneOffice Emerging Tech Platform as our next stage vision for how enterprises effectively embrace emerging tech through native automation, people and process augmentation, and data-driven anticipatory insights (Exhibit 2). You got it, folks, this is the mindset and underlying tech that will power your enterprise to the OneOffice, employing the core fundamentals of people, process, integrated Triple-A Trifecta technologies, data, and change management.

Exhibit 2: Introducing the OneOffice Emerging Tech Platform



Source: HFS Research, 2020, Examples are representative

In a OneOffice organization, automation becomes a native competency, where human performance is augmented by unleashing creativity and personal interaction, and where the immediacy of data creates insights to support decision-

The Power of the OneOffice Platform

making that can make or break the firm. This is enabled by a dynamic stack of integrated tooling intended to be leveraged across the enterprise. Yes, our vision of “enterprise operations” is inclusive of the biggest silos of all IT and business. There is much that can be gained from leveraging best of breed tech across the enterprise.

Orient yourself to the platform model from the top down

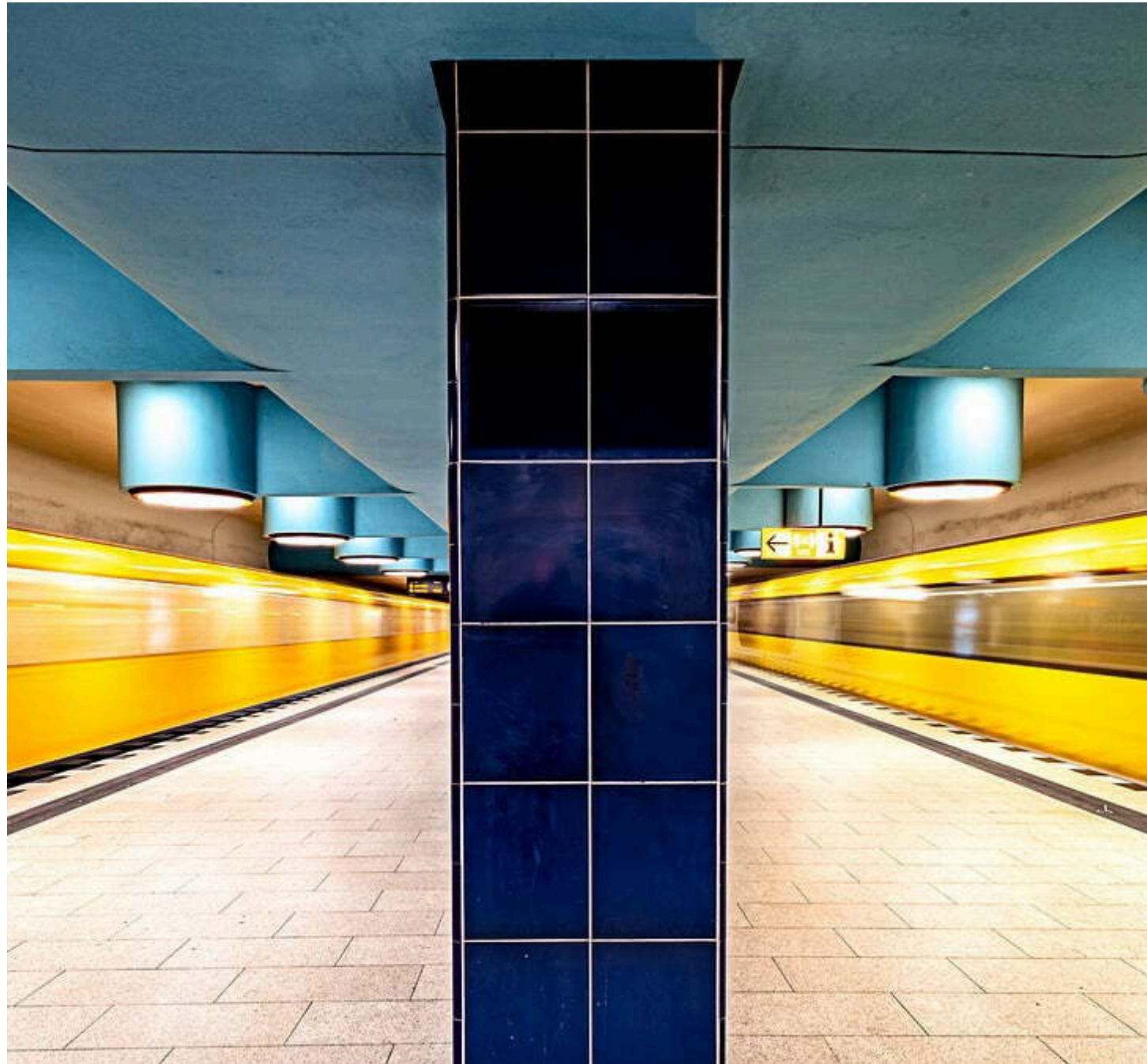
Native automation, people and process augmentation and enablement, and anticipatory insights sit at the top as clear and present stated objectives – these are the mindset elements the OneOffice platform enables, which in turn enable broader enterprise objectives. The stack aperture is intentionally “enterprise operations,” encapsulating IT and business operations while enabling synergies and best practices.

The tooling that sits within the stack is a representative set of emerging tech designed to function in integrated layers on top of existing investments in enterprise OneOffice applications. The stack is buttressed by robust security and evolving DevOps and agile to drive continuous improvement in iterative cycles. Critical to stack success are the skills depicted at the base –

design thinking to ensure processes are reinvented and fit for purpose, pervasive and ongoing change management to help drive and sustain mindset change, skills enablement to drive the ever-improving digital fluency of employees, and domain expertise critical to operations excellence.

The OneOffice Emerging Tech Platform heralds the rise of reinvented, intelligent workflows managed by a digital workflow and process orchestration layer that cut across traditional functional operating silos, enabling people with enhanced opportunities for digital fluency and fostering active approaches to doing work better.

The Bottom Line: Enable your OneOffice mindset to shift to collaborative, cross-functional enterprise operations, powered by an integrated stack of emerging tech that complements your core, natively automates your processes, enables your people, and powers your decisions.



The background of the entire page is a nighttime photograph of a city skyline. Several tall skyscrapers are visible, their windows glowing with light. The lighting is a mix of cool blues and warm yellows, creating a vibrant urban atmosphere. The buildings have various architectural styles, with some featuring prominent balconies and others with more uniform facades.

HFS Research

Insight. Inspiration. Impact.

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- HFS is a unique analyst organization: We combine deep expertise with rapid, demand-side analysis of the Global 2000 to create a visionary narrative on the interplay between business operations and technology. We provide tailored, innovative insights to help you solve problems, make critical decisions, and realize long-term value on your journey to the new.

- The HFS OneOffice Organization is our vision for aligning business operations to customer, partner, and workforce interactions across an adaptive, digital environment. Our analysts provide insight into emerging skillsets and major innovations powering the OneOffice Organization, including Automation, Artificial Intelligence, Cloud, Digital Business Models, and Smart Analytics.

- HFS analysts are respected for their industry knowledge and no-nonsense insights, informed by demand side data and engagements with industry practitioners. Our bi-annual HFS OneOffice pulse study tracks demand trends over time across industry domains, horizontal services and technologies, so we always have our finger on the pulse of the market.

We are proud to have introduced the widely acclaimed concepts to the market, such as "RPA" (Robotic Process Automation) in 2012, Digital OneOffice in 2016 and the "Triple A" (Automation, AI, and Analytics) in 2018.



Research Authors



Phil Fersht

CEO and Chief Analyst

Phil Fersht is widely recognized as the world's leading independent analyst focused on the alignment of business operations and technology spanning over two decades. He has a global reputation for calling out the big trends, unafraid to share his honest views, driving a narrative on the technology and business services industries that shape many leadership decisions. His reputation drove him to establish HFS Research in 2010, which has today grown into one of the leading industry analyst firms and the undisputed leader in IT business services and process technologies.

Elena Christopher

Senior Vice President, Research

Elena leads HFS' coverage of Triple-A Trifecta change agents – AI, automation, and smart analytics. She is also responsible for driving the industry-specific research agenda for HFS, digging into the major trends impacting each in-scope industry and the implications for business process and IT services. Her industry coverage specialization is Banking and Financial Services.

Saurabh Gupta

Chief Research Officer

Saurabh oversees HFS' global research function managing the global team of analysts across US, Europe, and Asia-Pac. He works closely with the CEO to set the strategic research focus and agenda for HFS Research, understanding and predicting the needs of the industry and ensuring that HFS maintains its position as the strongest impact thought leader for business

Tom Reuner

Senior Vice President, IT Services

Tom is responsible for driving the HFS research agenda for IT Services including the change agents of Intelligent Automation and AI. A central theme of his research is the increasing link between technological evolution and evolution in the delivery of business processes. In particular, he will focus on the Future of Work and the testing of innovation.

Research Authors

Thank you for reading

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