

HOW IT CAN SAVE TIME AND ENABLE BETTER HYBRID WORK

LOGI DOCK: AN ALL-IN-ONE SOLUTION
TO HYBRID WORK PAIN POINTS

logitech®



INTRODUCTION

When the global pandemic hit in 2020, most companies lacked a remote working strategy and the majority of people had little or no remote work experience. Millions of knowledge workers were sent home without the right tools or guidance for working from home.

In fact, Futuresource recently reported that only 36% of surveyed employees working from home had a dedicated office set up.¹ Unfortunately, without the right tools and guidance, it can be nearly impossible to work effectively or productively from home or on the go. It seems that many employees felt unprepared, unproductive, and unprofessional despite doing their best.

Fast forward to today, and hybrid work has become the norm. While many employees are now equipped with webcams and other remote work tools, the lingering question is how to enable a consistently equitable meeting experience for remote and in-office workers alike. And how can IT deliver equitable meetings easily and efficiently?

In this whitepaper, we'll explore:

- How both IT and employees are negatively impacted by a poor hybrid work experience.
- Why it's time to offer better support and autonomy to employees working from home.
- How IT can balance the remote and in-office meeting experience to ensure equitable meetings for all.
- How to save time for IT while also making hybrid work sustainable long term.

WHY A POOR HYBRID WORK EXPERIENCE HURTS BOTH END-USERS AND IT

The pain points that come with hybrid work create problems for end-users and IT alike, and Wainhouse Research predicts that many companies will be looking for ways to better support hybrid workers.² Let's take a look at a few common issues that arise when proper thought isn't given to the hybrid work setup.

- **Messy desks lead to lower productivity:** If employees have a tangle of cords and incompatible devices cluttering their desks, it becomes harder to focus and get work done. According to Harvard Business Review, scientists at the Princeton University Neuroscience Institute used fMRI and other methods to show that our brains like order, and that constant visual reminders of disorganization drain cognitive resources and hinder our ability to focus. The same study found that when participants tidied up their workspaces, their productivity increased.³
- **Lower meeting participation:** Employees are invited to meetings because their input is valuable, but subpar video conferencing tools prevent them from participating. For instance, a too-quiet microphone makes it hard to be heard, and a low-resolution webcam keeps coworkers from being seen clearly.
- **Wasted time for IT:** As employees struggle to use unsuitable video conferencing tools, they submit excessive IT tickets for issues that, ideally, should be solvable from the employee side. This means IT loses time that would be better spent on bigger, more mission-critical tasks.



Tangled cables taking up desk space can make it hard to focus on work.

● **No universal solution for consolidating needs:** As IT, you probably sourced a patchwork of peripherals such as docking stations, hubs, power supplies, AV cables/connectors, but no components designed specifically for the realities of WFH. This left your remote teams to set up all this patchwork of peripherals on their own; possibly causing you (IT) lots of issues trying to resolve them remotely. Some examples include:

- Mac users need different tools than Windows users
- Newer laptops have different ports than older ones
- Remote employees had to set up all these tools by themselves, often creating trouble tickets and leaving IT teams trying to troubleshoot issues remotely.

If unresolved, these issues may eventually lead to employee burnout and churn as a bad work-from-home experience may leave employees feeling disoriented and overwhelmed. Working from home has a chaotic aspect to it by nature, as there is virtually no structure. If burnout isn't resolved, it may lead employees to look for more comfortable work environments elsewhere. Fortunately, IT can help.

IT CAN IMPROVE THE WORK-FROM-HOME EXPERIENCE

Today, the majority of knowledge workers are still working from home with varied solutions and many organizations are considering permanent hybrid workforces. As such, working from home has also started becoming a “lifestyle.” Still, employees have remained mostly responsible for constructing their own home office setups with varying degrees of success.

This “sink or swim” facet of WFH must be reigned in for it to be sustainable in the long term. Employees need tools that are not only simple and effective, but that also enable them to meet their unique needs and meeting preferences.

The solution to the hybrid work headache lies with IT. With the right tools, IT can empower employees to set up and manage their own remote work desktops, thus freeing up more time for IT to tackle bigger projects.

By providing the right solution, IT can also help protect the business bottom line and reduce employee churn, ensuring that everyone can perform their job comfortably and reliably from anywhere.

BALANCING THE REMOTE AND IN-OFFICE MEETING EXPERIENCE

Balance is key when considering solutions to improve the work from home experience. Whether your organization dabbles in hybrid work by having a small number of employees work from home once a week, or you’ve fully adopted hybrid work by letting everyone work from home most days, all employees should have an equitable collaboration experience no matter where they are. Someone joining the meeting from their home office should be able to participate and contribute on the same level as your office dwellers.

Here are the key components to make equitable hybrid meetings possible:

- **Easy meeting controls:** Video conferencing equipment and software controls should be simple, intuitive, and reliable. This ease-of-use ensures that everyone, regardless of background, ability, or location can join and navigate meetings with ease.
- **Business-grade audio and video equipment that integrates:** Too many employees suffer technical difficulties and frustration due to a disorganized tangle of consumer-grade devices cluttering their desks at home. These devices may not integrate with each other or connect reliably during video meetings. Instead, video conferencing tools should work seamlessly together so employees can focus on the discussion, not troubleshooting issues.
- **Meeting tools that are certified for your video conferencing platform(s) of choice:** It’s not enough for collaboration devices to work with your preferred video conferencing platforms most of the time – they should be purpose-built for and certified by each platform for a consistent, trustworthy experience. That way everyone on your team can join calls with the same ease.
- **User-friendly meeting tools:** It shouldn’t take a computer science degree to learn how to use your video conferencing devices. Offer plug-and-play solutions that require little to no training from IT.
- **Ability to customize the meeting experience to each person’s needs and wants:** Employees have expressed a desire for meeting tools with settings they can adjust to their own needs and preferences.

With these key components helping drive equitable meeting experiences, they can be achieved quickly and easily with an all-in-one solution: Logi Dock.



Logi Dock is an all-in-one solution for desktop pain points.

MEET LOGI DOCK

When Logitech set out to create a way to simplify the remote work desktop experience, we knew we needed to create more than just a docking station. We wanted to improve the hybrid work experience from decluttering desktops, to improving video meeting quality, to reducing the IT workload. Still, simplicity needed to be top of mind. We saw the need for a universal solution that would supercharge the work from home setup and experience without exorbitant cost, hefty deployments, or extensive employee training. We wanted to make hybrid work and meetings as good as or better than being there in person. The result is Logi Dock.

Created for your hybrid workforce, Logi Dock is an all-in-one docking station that eliminates excess wires, adaptors, and power plugs at the desk. It's easy to deploy, set up and use with clever meeting controls and a professional-grade speakerphone. Certified to work seamlessly with leading video conferencing platforms, it also pairs wirelessly to your peripherals, reducing IT tickets and boosting the productivity of workers everywhere.

- **Why we created Logi Dock:** We created Logi Dock as a key component of a seamless work-from-home system that gives IT one item to purchase, enables an easy remote work setup, and provides simple meeting controls, making users happier and more productive in their home workspace.
- **What is Logi Dock:** Logi Dock simplifies home office setup. It connects and charges up to five USB peripherals and two monitors, replaces unneeded chargers and power cords, and makes desktop clutter disappear. Whether you use a Mac, PC, or Chromebook, Logi Dock streamlines the home office so employees can work more productively.

Simply put, Logi Dock is designed to enhance the hybrid meeting experience for efficient and equitable collaboration.

HOW LOGI DOCK MAKES HYBRID WORK BETTER

Logi Dock is an all-in-one docking station with one-touch meeting controls and a built-in speakerphone. It simplifies home office setup, reduces desktop clutter, and enhances productivity, all while easing the strain on IT. Let's take a look at how Logi Dock's features help improve the hybrid work experience.

- **A fully-loaded docking station:** Logi Dock helps keep desks tidy by connecting up to five USB peripherals, and up to two monitors while charging a laptop up to 100 watts.
- **Convenient meeting controls with visual alerts:** There are many barriers to meeting participation during hybrid work, like missing a calendar invite and showing up late, or scrambling for the mute button when distractions pop up at home. With Logi Dock, employees can control their audio and camera at their fingertips by pressing the mute, volume, or video buttons on the device. By pairing Logi Dock with [Logi Tune](#), they can also get alerts about upcoming video calls from the ambient light indicators.
- **A noise-cancelling speakerphone:** With Logi Dock, users don't have to wear a headset for every call anymore, and can speak directly into their docking station instead. Logi Dock's built-in speakerphone includes six beamforming microphones to help capture the user's voice clearly while advanced algorithms suppress unwanted background noise, making it easy to speak up and be heard during meetings.
- **Immersive sound:** Logi Dock's expertly-tuned speakers deliver immersive, crystal-clear sound, so employees can enjoy their favorite music or podcasts between calls. Logi Dock can also be paired with a smartphone or tablet via *Bluetooth*[®] to stream audio.
- **Certified for confidence:** Logi Dock is certified for seamless integration with leading video conferencing platforms such as Microsoft Teams[®], Google Meet[™] and Zoom[™], so employees can instantly join any meeting with a single touch.
- **Single purchase, simple deployment:** As an easy-to-use all-in-one solution, teams can get up and running with Logi Dock fast and with little to no employee training. As Logi Dock empowers users to take control of their meetings without technical difficulties, IT can experience a decrease in support tickets for employee-chosen devices.



Logi Dock is available in two colors: Graphite and White (Graphite only for Teams).



One touch to join meetings, adjust audio, and enable or disable video.



Logi Dock's immersive speakers are ready for meetings, podcasts, or music.

WHAT ABOUT OTHER DOCKING STATIONS?

What if your team already has docking stations, or you're in the process of comparing the various docking stations on the market? While some of the options out there may be good at their intended purpose, they aren't without their limitations.

They don't multitask: While Logi Dock is a docking station first and foremost, it's also a powerful all-in-one solution that makes the overall hybrid work experience better for employees and IT alike. With competing docking stations, you'll have to deploy multiple devices to match Logi Dock's built-in meeting controls and remote management capabilities.

They can't be managed remotely: Other docking stations don't connect to a central management platform, meaning you can't see whether they're actually being used, push firmware updates remotely, or get error reports that make it easier to solve employee trouble tickets.

They have fewer ports than Logi Dock: Most top docking stations only have three or four USB ports, while Logi Dock connects up to five USB peripherals so you can connect and charge more of your devices to enable productivity.

Logitech solved these issues with one purpose-built device to make hybrid work simple, efficient, and productive for everyone.



Logi Dock makes hybrid work better for all.

KEY TAKEAWAYS

- Productivity can suffer when remote employees can't perform their best in meetings because of suboptimal equipment or tangled wires cluttering desks. This wastes valuable meeting time, as well as IT time spent troubleshooting device issues.
- In order to make the most of hybrid collaboration, organizations need to balance the remote and in-office work environments to create an equitable meeting experience for all.
- IT can improve the work-from-home experience with Logi Dock Hybrid, an all-in-one solution purpose-built to make hybrid work better for employees and IT alike.
- With ample ports to connect and charge peripherals and monitors, a powerful speakerphone, and easy one-touch meeting controls, Logi Dock helps employees perform their best from anywhere. A simple deployment and remote monitoring and updating through Sync mean that IT can save time and keep each device in proper working order without an onsite visit.

To learn more or to get started with Logi Dock, contact your sales representative or preferred reseller to schedule a demo.

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¹ According to Futuresource Consulting's Homeworking End User Survey 2021, only 36% of employees working from home have a dedicated home office, <https://www.futuresource-consulting.com/reports/futuresource-home-working-end-user-survey/>

² According to Wainhouse Research, The challenges of the COVID era also have validated the concept of remote work for many organizations, potentially setting the stage for permanent shifts in how companies enable and support remote work options, <https://insight.wainhouse.com/reportaction/SWVE-Survey21-WorkSetting/Marketing>

² According to Harvard Business Review, <https://hbr.org/2019/03/the-case-for-finally-cleaning-your-desk>

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