

Future of Work 2030

The leadership playbook for workplace transformation



A study conducted by Everest Group and presented by NTT DATA, uncovers how enterprises are leveraging technology, managing talent and adapting operating models to redefine the workplace. We surveyed executives from:

 **330+**
enterprises

 **5**
regions

 **10**
industries

The study reveals a shift to an integrated experience

By **2030**, **81%** of enterprises expect to bundle workplace, network and field services into a single outcome-based contract.



Your roadmap to workplace transformation

Bringing together technology, infrastructure and human experience.

01



Cognitive

An AI-first workplace enables faster decisions and greater productivity.

70%

of manufacturing, healthcare and life sciences leaders expect AI copilots to guide most tasks.

02



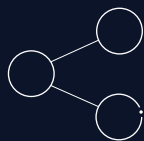
Composable

Modular platforms are designed to adapt fast and scale.

75%

of banks expect outcome-based experience level agreement (XLA) contracts that bundle workplace, network and field services.

03



Connected

Always-on environments unify IT, OT and IoT for real-time reliability.

75%

of best-in-class insurance companies aim for unified security, monitoring and governance (compared with just 30% of organizations overall).

04



Curated

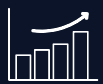
Personalized experiences create true parity across office and frontline.

65%

of enterprises surveyed consider wearables for frontline workers to be a key strategic priority.

The leaders' advantage

Only 10% enterprises are realizing measurable gains from their workplace transformation initiatives.



1.24x

stronger ROI outcomes



20%

fewer integration roadblocks



1.3x

faster frontier technology adoption



2x

better network performance



The future of work is already unfolding, driven by leaders who act today.

Partner with NTT DATA on your journey to the future of work

Get the full report

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