



Workforce performance expectations are changing

Computacenter and Qualcomm Technologies, Inc.
help deliver meaningful change at scale

Workforce in flux

Change has become the defining backdrop of the modern workplace. Today's workforce can see that change and it feels less like steady progress and more like a constant swirl of reinvention.



According to PwC's Global Workforce Survey, "Hopes and Fears" which gathers insights from over **56,000 workers in 50 countries**, more than half of those surveyed feel that too much is changing at work all at once. Nearly **44 per cent** don't understand why these changes are even happening¹.

At the same time, the survey presents a surprisingly optimistic counterpoint: many in the workforce are open to the future. They're ready to upskill, interested in emerging technologies like generative AI, and are increasingly focused on how their work can be more meaningful. More than half say recent changes at their organisation give them reason to be hopeful.

This is the paradox at the heart of the modern workforce: most people want change but also feel overwhelmed by it.

The challenge for organisations is to bridge the gap between transformation and workforce engagement to modernise technology, redefine processes, and future-proof their operations while keeping people informed, empowered, and aligned.

¹ PwC Global Workforce Hopes and Fears Report 2024



Aligning transformation and engagement

Transformation at the technical level with platforms, software, infrastructure is only part of the equation. Buy-in from the workforce is essential, as even the most strategic investment can fall short. The global workforce study makes clear that people are not resistant to change itself, they're wary of mismanaged change or change for the sake of it.

This has major implications for IT and business leaders. As they prepare for significant shifts from new AI capabilities, device modernisation and new operating models they must ensure the people using those systems day-to-day can see the value and understand the "why".



Evolution of workforce expectations

Today's workforce expects more than tools, they expect experiences. They want personalised, intuitive technology that adapts to their needs. They want devices that are high performance, intelligent and sustainable, with battery life that's not going to inhibit their productivity – even when they're untethered. Critically, they want to understand the impact of their contributions within the broader mission of the organisation.

The good news is that technology itself can help restore clarity and confidence in times of change. Done right, modern devices and digital tools can reduce friction, improve performance, and give teams more control over their time, focus, and workflows.



Exceptional performance and battery life for a new era of work

Devices powered by Snapdragon processors are designed specifically for this new era of work delivering performance, intelligence and efficiency in equal measure.



Maximum performance
when unplugged reduces the typical power-vs-performance trade-off².



On-device AI processing
supports AI use cases while preserving data privacy and speed.



Battery life of up to 22 hours
enables multi-day use and device productivity³.



Enterprise-grade security features
built into the silicon helps to protect sensitive data and workloads.

When these capabilities are paired with Computacenter's expertise in workplace transformation from sourcing and deployment to managed services and experience optimisation organisations gain a foundation for meaningful change.

² CPU Performance is based on Geekbench v6.2 Single-Core on Windows 11 OS run in October 2024. Snapdragon X Elite (XIE-80-100) was tested using a Dell XPS 13 (9345) on "Balanced" Power Mode in Windows and "Optimized" in Dell Power Manager. Intel Core Ultra 7 256V was tested using a Dell XPS 13 (9350) on "Balanced" Power Mode in Windows and "Standard mode" in Windows and "Optimized" in Dell Power Manager. The AMD Ryzen AI 9 HX 370 was tested using an ASUS VivoBook S14 (M5406WA) on "Balanced" Power Mode in Windows and "Standard mode" in MyASUS. Power and performance comparison reflects results based on measurements and hardware instrumentation of given devices.

³ Battery life varies significantly with device, settings, usage, and other factors.



Role of AI in shaping performance expectations

Perhaps no shift is more pivotal or more misunderstood than the rise of AI in the workplace.

For many in the workforce, AI still feels abstract. They hear about it in headlines but don't see how it applies to their work. Others are cautiously optimistic but need support in understanding how AI can help them outperform in their role.



Computacenter and Qualcomm Technologies are working together to address this head-on. We deploy devices powered by Snapdragon that offer the exceptional performance, extended battery life and user experiences that today's users crave, as well as AI at the edge, processing AI workloads locally to support tools like Microsoft Copilot, smart assistants, transcription, summarisation, and more.

Placing AI capabilities directly in the hands of your teams and offering tailored training and support around their use organisations can close the gap between fear and fluency.





Making the case for change

To move forward, IT leaders must make the case for change not just in boardrooms or project plans, but directly with the workforce. They must take the time to explain the purpose behind every technological shift, celebrate quick wins, and create feedback loops that give the workforce a voice in shaping what comes next.

This is about more than internal communications. It's about building a workplace culture that values transparency, curiosity, and learning. A culture where change is a conversation, not a command. The tools exist. The platforms are ready. What's needed now is the leadership to connect progress with people.

Computacenter and Qualcomm Technologies are committed to helping organisations make change happen. Together, we empower your most demanding teams with devices powered by Snapdragon that deliver exceptional performance, outstanding user experiences, and incredible battery life. Backed by strategic workplace solutions and in-depth transformation expertise, we help organisations deliver meaningful change at scale.

When your workforce is ready for change,
anything is possible.



Discover more

To find out more about how Computacenter and Qualcomm Technologies can help you transform the workplace, please contact your Computacenter Account Manager, call **01707 631000**, or email **enquiries@computacenter.com**

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About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London Stock Exchange [CCC.L] and a member of the FTSE 250. Computacenter employs over 20,000 people worldwide.

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