

# Overcoming the Employee Engagement Crisis for the Deskless Workforce

**80%** of the 2.7 billion deskless employees are deployed remotely and work offsite.

Emergence Capital

Many organizations struggle with communications reaching their dispersed workforce, and as a result, experience **high levels of disengagement.**



**78%** are still relying on limited reach communication tools such as email to communicate with employees.

Emergence Capital

## Out of the Loop

**84%** of deskless employees receive too little communication to perform their jobs effectively.

Tribe Inc.



**The vast majority therefore deal with:**

- Limited or no access to desktop or laptop computers
- No company email address or limited access to email
- No access to a company intranet
- No or infrequent access to company notice boards



**It's easy to see how missing out on any or all of the above can leave deskless workers disadvantaged.**

**80%** of deskless workers often can't receive company email, yet many organizations still rely on email as their primary communications tool.



*Employees who say their organization's values are "known and understood" are 51 times more likely to be fully engaged than employees who report the opposite.*

Modern Survey

**65%** of all lost customers can be traced back to a disengaged employee.

Accumulate

## The Business Benefits of Engagement

Many organizations are starting to understand the strategic importance of building a business case for engagement.

**48%** of businesses surveyed called out engagement as "very important."

Deloitte



**Recognizing how the employee experience (EX) of company culture links to bottom-line corporate profits.**

**Does Employee Disengagement really equal a crisis?**

Business units with higher employee engagement have:

**22%** more profitability

**21%** more productivity and reduced attrition rates

Gallup

## Employee Productivity and Retention



**Highly engaged employees are 38 percent more likely to have above average productivity.**

The Workplace Resource Foundation

**The Corporate Leadership Council, discovered engagement significantly lowers attrition.**

**87%** of engaged employees are less likely to leave their company. This is a huge benefit since high staff turnover can create a domino effect and negatively affect recruiting new talent.

Quantum Workplace

## Engaging the Entire Workforce - with Help from Mobile Technology

With an integrated engagement platform, distributed teams can receive information, share feedback, and collaborate via an app, even if they aren't co-located.



Employee mobile platforms such as StaffConnect unite the entire workforce, breaking down hierarchal barriers with cross-departmental and geographical communication.

By facilitating a direct two-way communication channel, a mobile solution bridges the gap between management and employees - and between deskless and desk employees - to creating a single company with one voice.



## Future Insights



Ultimately, **inspiring employee engagement** is about creating an emotionally connected organization where the entire workforce is empowered to interact, share, and collaborate with their peers and leadership - regardless of role or location.

**Learn more about how Employee Engagement solutions can help organizations overcome the global employee engagement crisis.**

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