



Moving From Friction to Flow

How IT leaders can architect
the experience of work.



Work is **harder** than it needs to be. And businesses are feeling the strain.

Challenge:

Work is harder than it needs to be as friction has quietly become the default. This is having a negative impact on individual productivity, team collaboration, and business performance. The data confirms what many already feel: work isn't working.

Opportunity:

Move beyond simply managing devices, and instead adopt human-centered design and digital employee experience solutions to architect the experience of work.



20% of knowledge workers report a healthy relationship with work.

Lowest level since HP began tracking it.¹ Sharpest decline is among business leaders themselves.¹

For IT leaders, this friction is a daily operational reality. When the tools don't work, IT fields the tickets. This puts IT in a unique position, to not just manage the experience of work, but to redesign it.

HP is the only company that connects every place work happens.

By bringing together the right devices, software, and intelligence, HP makes working together as simple as it should be, so technology can fade into the background and people can get back to doing their best work.

Read on to learn how IT leaders can architect that experience, **from focused productivity at the desk to seamless collaboration in the meeting room.**

Identifying the three sources of friction.

The difficulty stems from three distinct sources of friction which put a drain on productivity, focus, and fulfillment. Solving all three requires more than managing devices. It requires a new approach to the employee experience.

1. Tool Friction: The Disconnected Ecosystem

Most employees are working across a mix of devices and platforms that were never intended to function as a cohesive system. The result is a constant, low-level drag on focus and output that add up across the day.

What makes this harder to solve is that IT investment is increasingly flowing toward AI and large-scale transformation initiatives, while the everyday tools employees depend on to communicate and collaborate are being left behind.

The gap between what employees expect from their technology and what they actually experience is widening.

2. Location Friction: The Hybrid Divide

As teams become increasingly distributed, the places where we work are failing to keep up. The result is an experience that changes dramatically from one room to the next. Inconsistent audio, unreliable video, and a lack of top-of-the-line peripherals at the office leave employees feeling the commute wasn't worth it.

▶ Only



When where you sit determines how well you can work, that's an infrastructure problem, and one that IT is positioned to solve.

3. Engagement Friction: The Expectation Gap

Technical hurdles strip delight from the experience of work. When employees are distracted by trying to make the technology work, they can't be present, and their ability to work together to create something new or solve a problem suffers.

▶ Just



▶ Only



Bringing IT into the **employee experience** conversation.

Challenge:

Work is harder than it needs to be as friction has quietly become the default. This is having a negative impact on individual productivity, team collaboration, and business performance.

Opportunity:

IT teams that manage the experience of work as a formal discipline outperform peers on business growth, AI readiness, and how they are perceived by the executive leadership team.⁴ HP is built to be the strategic partner that helps IT leaders get there..

Technology is no longer invisible infrastructure. It's how people experience work.

▶ While

71%

of S&P 500 companies have IT representation on the Executive Leadership Team,

▶ Only

49%

are regularly included in employee experience initiatives.⁴



The IT leaders seeing a **13-point advantage** in business growth are doing things differently.⁴

1. Set employee experience as an IT priority.
2. Incorporate it into IT planning.
3. Ensure they are included in company-wide initiatives.
4. Perceive themselves as responsible for the outcomes.



Creating seamless **work experiences**, every place work happens.

To move from friction to flow, IT leaders must take ownership of the entire employee technology journey, ensuring everything works together as one cohesive, intelligent system. **Here is how to architect an experience that makes work as connected and collaborative as it should be.**



At The Desk:

The uninterrupted flow of collaboration & productivity

When a headset, keyboard, and display connect seamlessly to a PC without a single driver update, employees can immerse themselves in meaningful work without distraction. **HP headsets with Active Noise Cancellation** block out the ambient noise that breaks concentration. Displays that adjust to the light in the room reduce the eye strain that pulls attention away from the work. And with **HP Quick Connect⁵**, the dock recognizes the device and wakes it up before the employee sits down so the workday starts in flow, not in setup.



Behind The Desk:

The return of enterprise collaboration

Organizations are shifting from just providing meeting tools to creating presence-led collaboration environments. Our collaboration solutions make this possible with AI-enhanced video solutions that keep every participant clearly framed and every voice clearly heard, with **Poly DirectorAI**, **NoiseBlockAI**, and **Acoustic Fence** working together to remove the distractions that make remote participation exhausting. For teams that need a deeper level of presence, **HP Dimension** with Google Beam takes it further by delivering spatial audio, natural eye contact, and a genuine sense of being together.

One button to start. No logins. No troubleshooting. Just the conversation.



Across The Fleet

Easy to manage collaboration from one platform

Poly Lens and WXP Collaboration give IT a single, centralized view of every device and meeting space in the organization. Instead of waiting for a support ticket, IT can act on real-time alerts and contextual intelligence to spot and resolve issues before employees ever notice them, reducing digital friction across distributed teams before it has a chance to disrupt the day.

The result is a collaboration environment that runs smoothly, a workforce that stays in flow, and an IT team that's free to focus on the experience, not the exceptions.

“HP empowers IT leaders to design, manage, and scale frictionless work environments – so employees can do their best work, and the enterprise can move faster.”

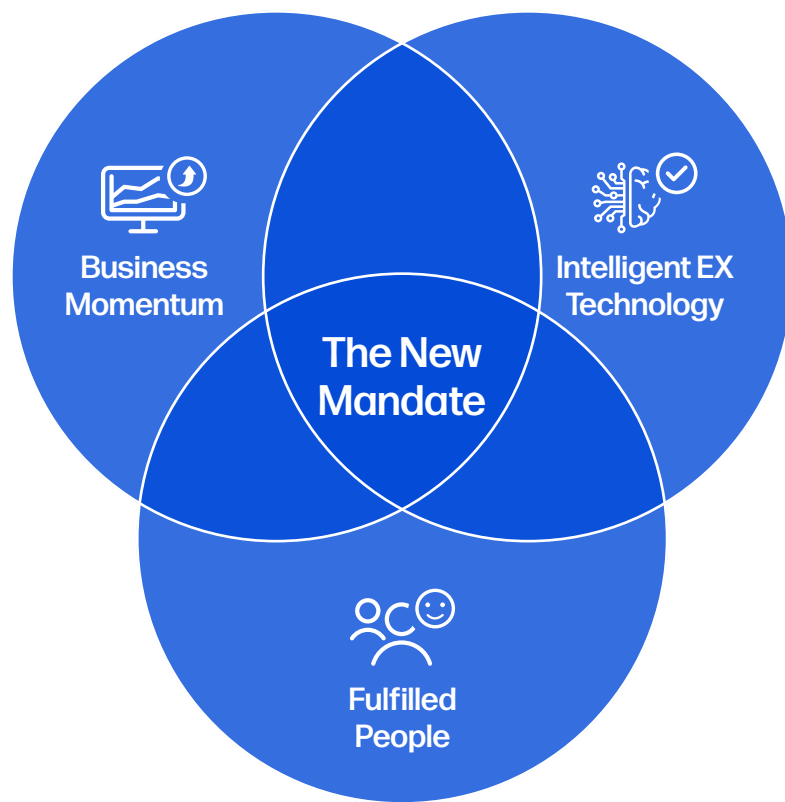
Manoj Leelanivas, President, HP Solutions

Opening with **a new mandate.**

Every technology decision is now a people decision. **This gives IT leaders a new mandate:** to move beyond managing infrastructure to designing for employee fulfillment, architecting the very experience of work.

The organizations that understand this are seeing the results.

When IT owns the employee experience, the business succeeds, with higher outcomes in hiring talent, scaling AI company-wide, and adopting new technology.



Our solutions are built for this mandate.

HP brings together everything IT needs to design a better work experience: purpose-built devices, intelligent collaboration tools, and a management platform that gives IT full visibility from a single vantage point.

HP brings together devices, security, and workplace tools into one unified solution. This reduces complexity, giving IT full visibility from a single vantage point, and enabling organizations to design better work experiences and scale across hybrid demands.



For
Employees:

- Tools that adapt to their environment so they can focus without distraction.
- Collaboration experiences that bring teams together as naturally as being in the same room.
- Technology that works the first time, every time.
- AI embedded throughout, from intelligent noise cancellation to seamless device handoffs, so work stays uninterrupted.



For
IT:

- One integrated ecosystem, one provider, one upgrade path.
- Real-time intelligence to resolve issues before employees notice them.
- A shift from maintaining systems to designing the conditions for deeper focus, creativity, and the work that moves the business forward.
- A solution designed for the leaders who procure it, not just the employees who use it.

The result is a workplace where people can focus on the work that matters, and where IT has the visibility and the tools to keep it that way.

Because when work doesn't feel like work, the business performs.

[Learn More](#)



1. HP, Work Relationship Index 2025. Full report: <https://reinvent.hp.com/WorkRelationshipIndex>
2. Microsoft, "2023 Work Trend Index Annual Report," May 9, 2023. <https://www.microsoft.com/en-us/worklab/work-trend-index>
3. Gallup, Inc. "State of the Global Workplace: 2025 Report." Gallup, 2025.
4. HP, "Fulfillment at Work: IT View," 2025. Survey of 1,825 IT decision makers across 7 countries. Research summarized publicly at: <https://www.hp.com/us-en/newsroom/blogs/2025/transform-work-focus-on-people.html>
5. HP Quick Connect must be enabled on the PC's BIOS and on the dock. HP Quick Connect is available on select HP G11 Intel and G12 Intel and AMD PCs. Bluetooth® required. Not available on TAA versions. Contact your local sales representative to learn more.