



The AI-Powered Digital Workplace

A best practices guide to boosting individual and team productivity in 2026 and beyond.



The Productivity Puzzle: "Work About Work"

Research consistently shows that employees spend ~60% of their **time** on administrative tasks — not the work they were actually hired to do.

This "work about work" manifests as endless app-switching, hunting for buried information, and sitting through meetings that could have been an email.

App-Switching Fatigue

Workers toggle between an average of 10+ apps per day, fragmenting focus and losing momentum.

Information Overload

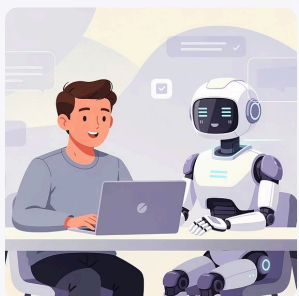
Critical knowledge is buried in inboxes, chat threads, and siloed documents.

The Solution

The answer isn't working harder — it's working **smarter**, with AI as your partner.

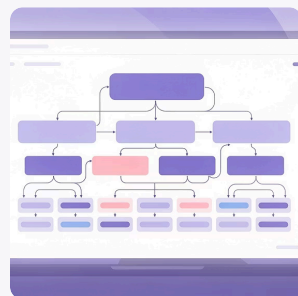
AI Agents: Your New Digital Teammates

The conversation has evolved far beyond simple chatbots. Welcome to the era of **agentic workflows** — where AI doesn't just answer questions, it gets things done.



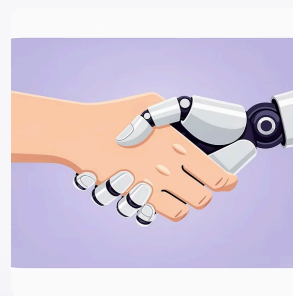
Understand Goals

AI agents interpret complex, multi-part objectives — not just single commands.



Plan Multi-Step Tasks

They break down ambitious goals into actionable steps and execute them sequentially.



Human Oversight

Agents act autonomously whilst keeping humans firmly in control of outcomes.



Free Human Potential

With routine tasks handled, workers focus on strategic, creative, and high-value work.

Slack: Connecting Teams with AI Intelligence

Slack's AI integration goes far beyond search. **AI agents embedded in channels** can process data, surface insights from conversation history, draft responses, and take action autonomously — all without leaving the flow of work.

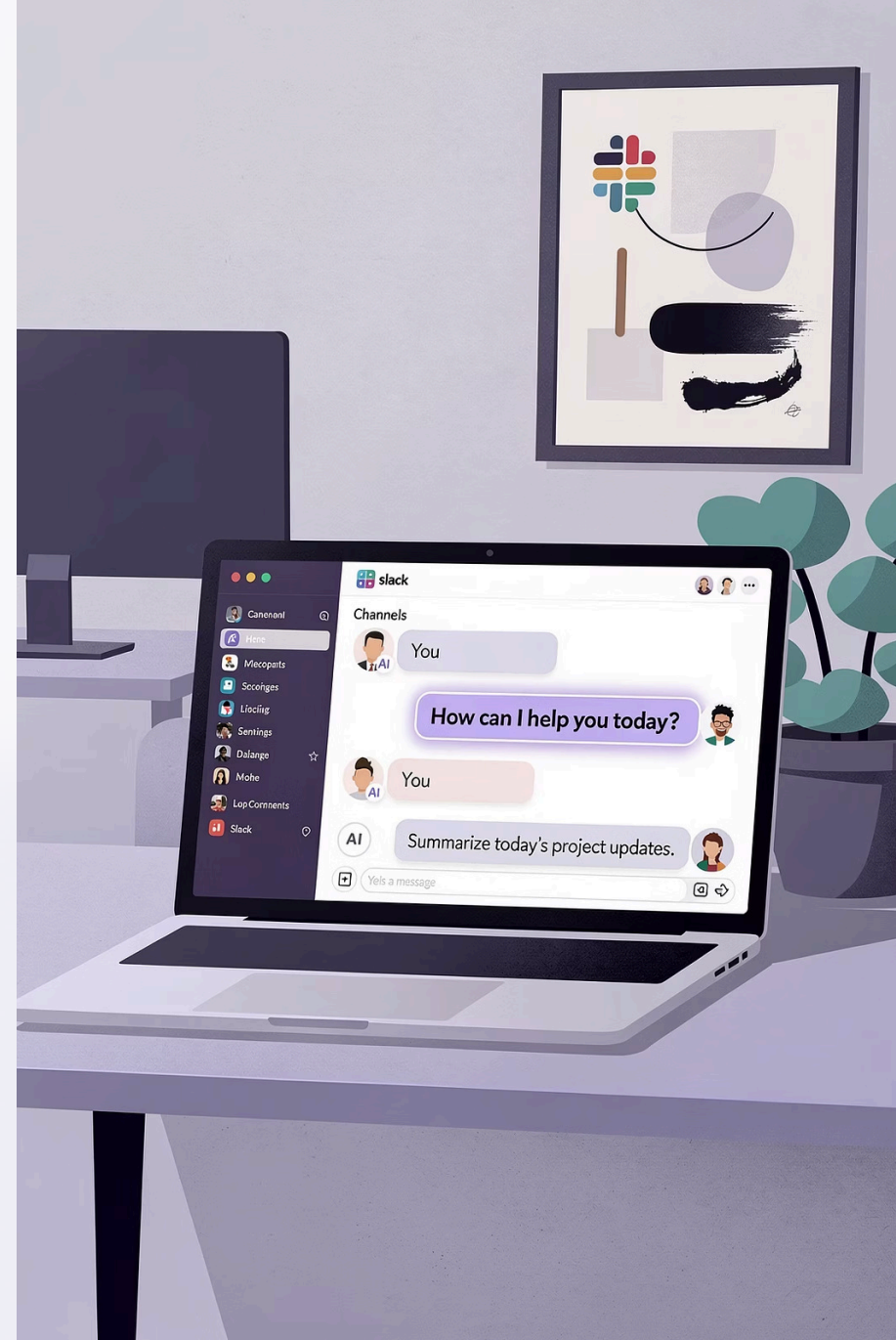
From triaging support tickets to automating approval workflows, Slack agents act as always-on team members who never miss a message.

72%

Higher productivity reported by users working alongside AI agents

Strategic Roles

AI handles the routine, elevating humans to more meaningful, impactful work



Microsoft 365 & Google Workspace: AI at the Core

Both platforms have moved beyond bolt-on AI features — intelligence is now **woven into every application**, from Docs to Meetings to Email.



Meeting Summaries

Copilot and Gemini auto-summarise calls, extract action items, and catch up latecomers instantly.



Intelligent Drafting

AI generates first drafts of documents, proposals, and emails — tailored to tone and context.



Predictive Responses

Smart replies and suggested actions reduce email processing time dramatically.

- 📌 **Real-world proof:** Google reports that TELUS employees save **40 minutes per AI interaction** — time reclaimed for higher-value work.

Measurable Impact: Real-World Wins

95%

Query Time Reduced

Suzano's natural-language-to-SQL agent delivered this saving for tens of thousands of staff.

126%

More Projects Weekly

Programmers using AI assistants complete significantly more projects per week.

64%

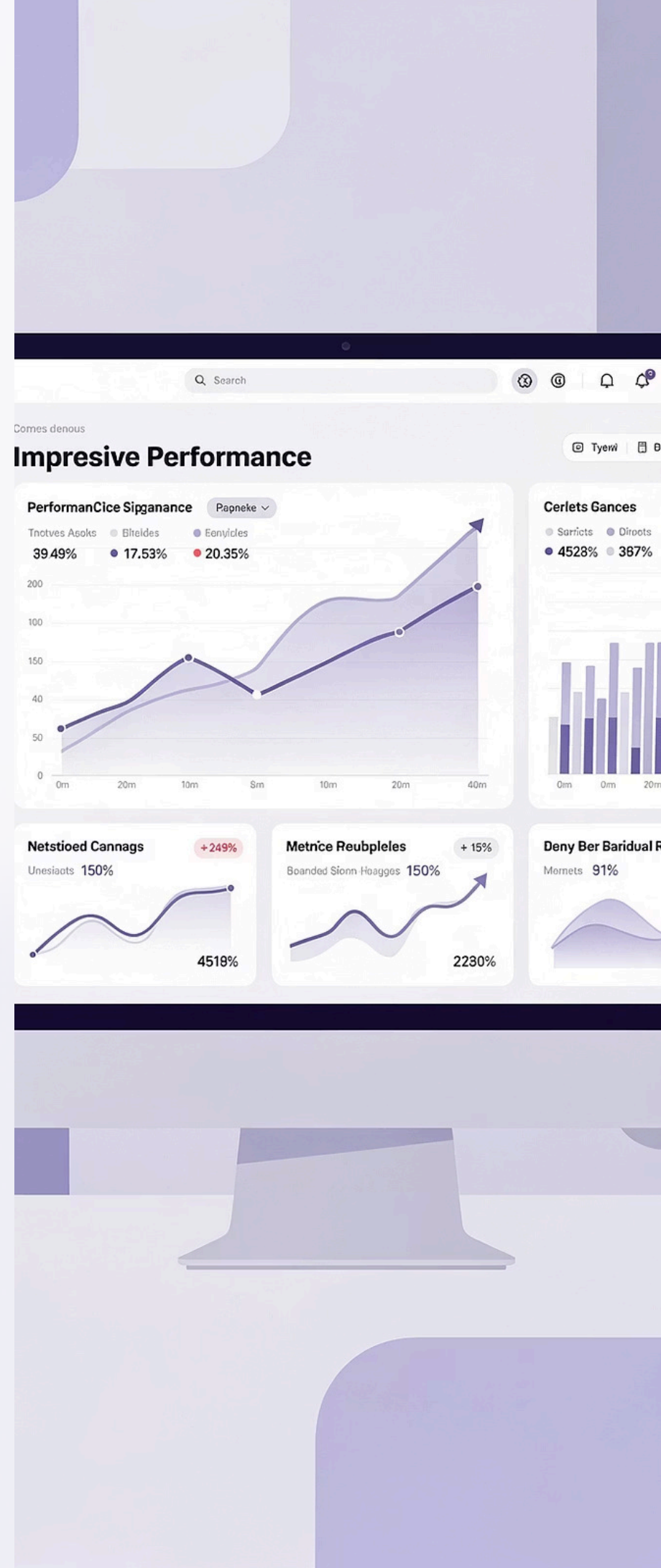
Higher Productivity

Reported by daily AI users across organisations of all sizes.

58%

Better Focus

Daily AI users also report markedly improved concentration and deep work capacity.



Beyond Automation: Enhancing Human Capabilities



The most powerful insight about AI in the workplace isn't about replacement — it's about **expansion of what humans can achieve.**



96% of AI users

have completed tasks they simply couldn't have tackled without AI assistance.



"Vibecoding" & Beyond

Professionals are now flexing outside their core expertise — designers writing code, marketers building data models — powered by AI scaffolding.



Amplified Expertise

AI acts as an always-available expert colleague, elevating the quality of every deliverable.

Designing for Success: Human-Centred AI

Technology alone is never the answer. **How AI is introduced and embedded matters as much as the AI itself.** Poorly implemented tools create friction, erode trust, and can actively reduce performance.

1

Complement, Don't Complicate

AI tools must fit naturally into existing workflows. If they create new cognitive load, adoption will fail.

2

Tailor to Your Team

Generic AI deployments underperform. Configure and customise tools to reflect real team processes and language.

3

Invest in Training

Continuous upskilling ensures teams can extract full value and adapt as AI capabilities evolve rapidly.

4

Measure & Iterate

Track adoption, gather feedback, and refine implementation. Human-centred AI is a journey, not a rollout.



The Future is Agentic: Embracing the AI Workforce

We are entering a new era where **autonomous agents with clearly defined roles** sit alongside human teams — handling research, scheduling, analysis, and execution around the clock.

Organisations that embrace this shift now will hold a **decisive competitive advantage** in talent, speed, and output quality.

Talent Magnet

AI-forward workplaces attract and retain top performers who want modern, empowering tools.



2026 & Beyond

AI agents are poised to fundamentally redefine what employee productivity means across every sector.

Your AI-Powered Workplace: A Call to Action

The tools are ready. The evidence is clear. The only question is how boldly you choose to act.

Embrace Integration


Reduce friction by connecting your AI tools into a unified, coherent workflow — not a patchwork of disconnected apps.

Optimise Workflows

Audit where "work about work" is stealing time from your team, and deploy AI to systematically reclaim it.

Reclaim Deep Work

Use AI to shield your team's cognitive bandwidth for the strategic, creative work that truly drives value.

 **The AI-powered digital workplace is not on the horizon — it's already here.** The organisations thriving in 2026 are the ones building these habits today.

