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The Future of Business Collaboration

2016 Edition

Esteemed industry leaders analyze the technology trends that are shaping the future of business collaboration.

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Collaboration Technology: A Look Forward

By Scott Tapp, Executive Vice President of Sales and Marketing, PGi

We know that technology is always evolving.

Technology advancements do many things: they help us be more productive in our personal and professional lives, achieve our goals more quickly and innovate at a greater pace. At PGi, driving innovation and the future of business collaboration is an obsession -- one that helps us reach our constant goal of meeting the needs of our customers around the world.

When I speak to our customers, I hear directly how CIOs are tackling today's problems, how they're always thinking about technology and how it directly affects their business. At PGi, we think the future of business collaboration is governed by choice. In today's workplace, both employees and IT teams have a say in what tools are used.

From artificial intelligence (AI) that aims to reduce the amount of time spent on menial workplace tasks to the creation of digital workspaces that are taking the user experience and needs to heart, there are many trends that pose new opportunities for improved productivity.

But with these trends comes the need for balance. IT teams must monitor today's needs and tomorrow's trends with a new look at security, and a new look at what makes sense for each line of business. Finding the right balance between providing users with the tools they want and the security the business needs is mission critical to staying in line with the overall goals of the company.

Back in early 2013, PGi and a group of industry experts produced the first The Future of Business Collaboration eBook. We covered topics ranging from BYOD (bring your own device) to the consumerization of IT and mobile workforce, and how these trends were affecting the nature of collaboration in the workforce.

Fast forward to 2016, and many of these trends are still relevant. But as time goes on, all of these trends are tweaked by innovation to meet new business needs and align with new paradigm shifts. And because of this, we must always be ready to adapt.

In order to help you understand, analyze and, ultimately, adapt to new trends, we're proud to present the 2016 edition of The Future of Business Collaboration. This collection of thoughts from esteemed industry leaders serves as an acknowledgment and analysis of the technology trends that are shaping the future of business collaboration.

2016 Key Business Collaboration Trends:

Security in the Age of BYOT:
Maintaining the balance between empowered virtual employees and secured networks, applications and devices is at the forefront of every IT team's agenda.

Artificial Intelligence (AI):
Though AI is not a new trend, the evolution of it is. The development of AI is one that will continue to change the complexion of work over time, and has the potential to relieve humans of the tedium of repetitive work.

Future of Workspaces:
With the rise of the mobile workforce, a trend we analyzed in 2013, comes the need for a new workspace concept. IT teams are taking the user experience to heart and are building a better digital ecosystem of interoperable devices, apps and security to meet both IT concerns and users' needs.

Design of Workplace:
Workspaces are being designed with the worker in mind. Many new businesses are now turning to scientific research to design their office spaces to help promote productivity and better mental and physical well-being.

Telemedicine:
Though the healthcare industry is commonly described as "traditional", the push to improve patient care and communication with new innovative technology is not. Known as "telemedicine," this trend is helping deliver better patient care, faster, all while helping clinicians improve their work-life balance.

How to Handle Security in the Age of BYOT

By Melanie Turek, VP of Research for Connected Work, Frost & Sullivan

The "bring your own technology" (BYOT) trend has taken enterprises by storm. A recent Frost & Sullivan survey of more than 500 IT decision makers in the United States shows that two-thirds of organizations allow employees to bring devices and/or applications into the workplace, wherever that may be—a traditional headquarters location, a satellite office, a home office or on the road.

Other Frost & Sullivan research also reveals that the majority of employees are willing to spend their own money on technology if they believe it will help make them more productive at work.

As a result, more and more company business is being conducted on personal laptops, tablets and smart phones, and by using consumer-grade apps and services on personal as well as corporate-owned devices.

This is both a benefit and a challenge for IT staff, who must balance the desire to enable today's virtual employees (as well as take advantage of the savings that come from user-owned technology) with the need to secure and control the corporate network, applications and devices, while protecting the company's intellectual property.

In the recent Frost & Sullivan survey of US decision makers, 56 percent of respondents reported that their companies have a formal BYOT policy in place, and three-quarters of those that do enforce it use network-management tools.

Mobile-device management and endpoint-security software are also in common use, followed by next-generation firewalls and mobile workspace management.

Of course, that still leaves almost half of all US companies not policing BYOT at all. IT leaders tell us, anecdotally, that they don't have the time or resources to properly manage the enormous variety of devices and applications that might come into their workplace—and they are hoping nothing bad happens before they do.

They realize that in today's business environment, they must give employees 24/7 access to email and corporate information, from anywhere—but often, they don't have the budget to make that happen on corporate-owned technology.

Many IT leaders also report that users resist having multiple devices—especially smart phones and tablets. As a result, they prefer to let them work and play on one endpoint, rather than require a separation of business and pleasure that, they fear, will come at the expense of business getting done.

Even among those organizations that do try to tackle security around BYOT, most companies take an all-or-nothing approach, often by locking down PCs and mobile devices so that no apps or services can be installed or used by the employee.

That's a tactical approach that may work from a security-and-control point of view, but it is not a great long-term solution—it prevents the company from reaping the vast benefits of BYOT, and it often leads to "shadow IT" scenarios, in which employees simply use their own devices regardless of company policy, leaving their corporate-provided gear on the sidelines and the company's IP totally unprotected.

A better plan is to think strategically about which apps, devices, and services employees can and cannot use based on a rigorous and honest assessment of what does (and does not) pose a threat.

For example, rather than preventing employees from downloading any programs on a company PC or phone, companies should whitelist apps and services that they know, realistically, will not endanger their network—including a vast array of UCC and productivity tools that may or may not be "enterprise grade." Similarly, they should allow users to access key business software—including email, CRM, ERP, and other back-office applications—from their personal devices, so that they can safely and securely work from anywhere.

And they should pay close attention to user rights to ensure that different users are treated differently depending not just on their job role or title, but also on their location, remote status, and so on.

BYOT is the way work is getting done in 2016. Ignoring the problem won't make it go away, but

locking it down puts almost any business at a competitive disadvantage.

Forward-thinking organizations should adopt advanced enterprise mobile management software that will enable their company to take a more sophisticated, granular approach to how they protect their networks and devices, while also supporting employee productivity and work/life balance.

> BYOT is the way work is getting done in 2016.

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of organizations allow employees to bring devices and /or applications into the workplace.[1]
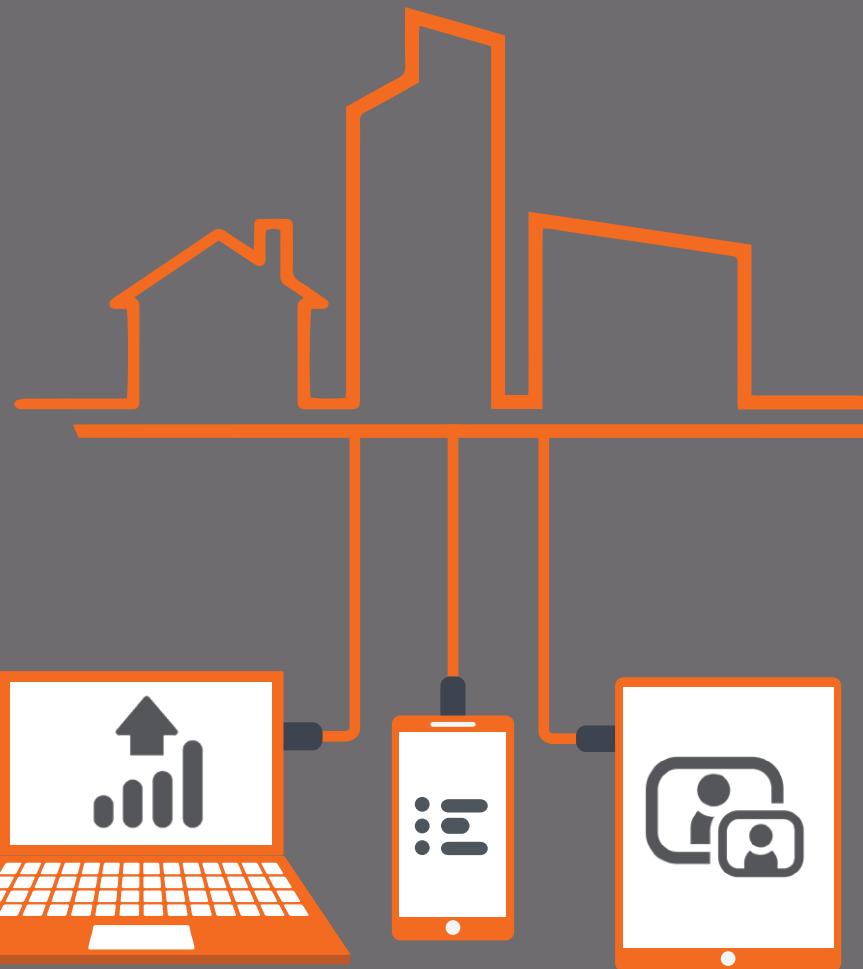
56%

of respondents reported that their companies have a formal BYOT policy in place.[1]

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BYOT

Mobile-device management and endpoint-security software are also in common use, followed by next-generation firewalls and mobile workspace management.

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The Future Impact
of Artificial Intelligence

By Dennis R. Mortensen, CEO/Founder, x.ai

In the next five years, we'll see the emergence of a host of Vertical AI agents, much as we've seen an explosion

See Infographics

AI, like most automation technologies before it, will change the complexion of work over time. It has the potential to free up enormous creative energy as it relieves humans of the tedium of repetitive work better left to machines. And while its real impact is impossible to predict, we can already see some promising trends.

Clay Christensen, Harvard Business School professor, popularized the notion of "jobs to be done" nearly 30 years ago. According to the theory, customers consume products and services to get a job done, and are far less attached to the specific process than accomplishing the job.

Right now, we are in the middle of a shift from a world in which our machines assist knowledge workers to one in which they take over entire "jobs to be done."

Any one of the 87 million knowledge workers in the U.S. performs dozens of these types of jobs every day. From retrieving documents and writing emails, to analyzing data and scheduling meetings, it hardly bears mentioning that we complete many tedious tasks daily.

In the past, our machines have merely assisted us in getting these jobs done. We may use Microsoft Word to write up a summary about recent market trends, and compared to a typewriter, word processing software does speed up this process. But Microsoft Word doesn't have the ability to compose the words on the page, and it certainly can't tell a story about where the market is headed.

Today, and increasingly in the future, intelligent agents will be able take over these types of processes entirely. Several companies, including Narrative Science and Automated Insights, have already developed AI that writes an entire story, based solely on the data you feed it. And when you ask our AI personal assistant, Amy, to schedule a meeting, she only comes back when she has successfully negotiated a mutually agreeable time and location for you and your guests—a time-consuming, menial task.

These sorts of agents are what I describe as Vertical AI—they are laser-focused on executing one job, whether that's writing data-based stories and scheduling meetings, or diagnosing illnesses and then recommending the appropriate treatments.

In contrast, I see AI such as Siri and Amazon's Alexa as Horizontal AI. They are extremely expansive generalists. There's no single use case, no single "job to be done." They function more as massive question and answer settings ("What is the time in Stockholm?") or request immediate-action settings ("Set my alarm for tomorrow morning 07:20 AM.").

In the next five years, we'll see the emergence of a host of Vertical AI agents, much as we've seen an explosion of apps. And we will interact with many of these agents through plain English (via text or email or within platforms like Slack).

Once we have more than a few intelligent agents in the marketplace, many knowledge workers will find themselves managing a mix of human and AI assistants. Indeed, in the not too distant future, knowledge workers will need a new skill set: the ability to select the right intelligent agent for the "job to be done," set its parameters and adjust these based on results.

The paradigm shift from apps to intelligent agents will also lead to entirely new, and until now, unforeseen roles. UX and UI designers, who make our visual interfaces more usable, have been in high demand for the last decade. But you don't need menus, buttons or information architecture in a world in which you are managing your agents using plain English, much as you would manage any employee. Increasingly, we'll need to find Interaction Designers, who can infuse our agents with believably human voices that we enjoy interacting with.

Over time, I believe knowledge workers will realize some of the benefits of automation: they'll be able to hand over a slew of repetitive, rule bound "jobs" that have diverted their energy from work that requires creativity, empathy, and wisdom.

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What's the difference between horizontal & vertical artificial intelligence?

Horizontal AI

Extremely expansive generalists with no single use case or job to be done. AI such as Siri, Cortana, or Amazon's Alexa functions on massive questioning and answering settings.

Vertical AI

Laser-focused AI execute one job, whether that's writing data-based stories, scheduling meetings, or diagnosing illnesses.

AI Benefits

Utilizing AI. Knowledge workers have more time to focus on creative work, and less repetitive tasks.

New Job Roles. Creation of new job roles such as Interaction Designers, who can infuse AI with believable interactive human voices.

Did You Know?

87 M

87 million knowledge workers in the U.S. perform dozens of tedious types of jobs every day.[2]

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Changing the Way
Work Gets Done

By Blake Brannon, Vice President of Product Marketing, End-User Computing, VMware AirWatch

For decades, work has lived within a single environment: the desktop. It provided workers access to every business application and all of their content. Predictable and standard, it was also simple for IT to secure and manage.

But desktop usage is shrinking, with 43 percent of tablet users saying they use their desktop PC less often, according to Forrester Research. Workers' dependency on the desktop has gradually eroded as new devices, increased wireless connectivity, cloud-based applications and self-service define the way work gets done.

Evolving How Work Gets Done. The shift from a desktop-centric to a multi-device work culture hasn't just been about where and when work gets done—it's also been about how work happens. Workers increasingly expect the applications and resources they need to be available anytime and anywhere and on any device, but until recently, enterprise technologies haven't delivered the unified work and collaboration experience users demand.

Only 6 percent of the apps workers need to do their jobs are available on mobile. Ninety-four percent of apps are only available on desktops and laptops. And 63 percent of infrastructure and operations professionals say they discourage or prohibit employees from installing and using their own software at work, according to Forrester Research.

What results is a disparate user experience that is neither efficient to the mobile workforce nor for IT to secure and manage, costing businesses productivity, time and money. Now that business mobility has matured, users and IT alike are ready to further evolve work beyond the four walls of the device.

New Model Finally Makes Mobile Work, Work.
Given these trends and the state of innovation across the industry, work is now moving away from device-based collaboration towards a new model: the digital workspace. Consumer-simple and enterprise-secure, this unified, integrated environment converges every work technology across desktop and mobile. The digital workspace helps business of all sizes capitalize on new and changing mobile workstyles to accelerate collaboration and drive better business results and enables workers to finally choose the apps and devices they want.

Simplifying and streamlining the management of increasingly diverse endpoints, the digital workspace enables IT to securely and rapidly deliver anytime, anywhere access through a single environment to all applications, information and resources across devices. Taking inspiration from advances in consumer technologies, the digital workspace offers employees a seamless end-user experience and continuity across devices and the freedom to install apps and use personally owned devices.

Considering only 13 percent of the world's workers feel engaged at work, according to Gallup, it's about time that businesses invest in a long-overdue digital transformation—better supporting the increasingly mobile workforce. Just as the desktop became the dominant, defining model for end-user computing during the client-server era, so too will the digital workspace define the model for end-user computing in the mobile-cloud era.

> The shift from a desktop-centric to a multi-device work culture hasn't just been about where and when work gets done—it's also been about how work happens.

See Infographics

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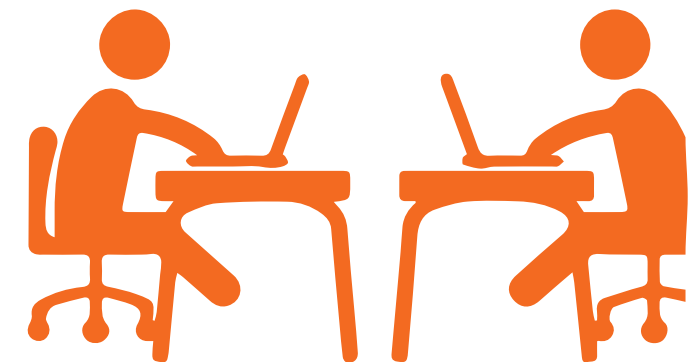
43%

of tablet users say they use their desktop PC less often.[3]

6%

of the apps workers need to do their jobs are available on mobile.[3]

63%

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SHRINKING USAGE

94%

of apps are only available on desktops and laptops.

Change is Coming

13%

13 percent of the world's workers feel engaged at work. It's about time that businesses invest in a long-overdue digital transformation—better supporting the increasingly mobile workforce.[5]

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Nature-Inspired Design:
The Critical Link to Healthy Workplaces

By David Gerson, Director of Customer Relations, Interface

More than ever before, biophilic design is changing how companies view the workplace and forcing them to evolve.

See Infographics

Have you ever noticed that walking outside and getting a breath of fresh air can bring you out of an afternoon slump and help you feel reenergized? That phenomenon is known as biophilia. Biophilia is a concept that suggests there's an instinctive bond between human beings and other living systems.

More specifically, it suggests that we have a need to connect with nature and that nature can impact how we think, act and feel.

Given these benefits, professionals are increasingly planning and designing places that incorporate natural elements into the interiors, known as biophilic design. When incorporated into the workplace, biophilic design can help reduce workers' stress and enhance their creativity.

According to a study conducted by Interface in 2014, The Global Impact of Biophilic Design in the Workplace, those who work in environments with natural elements, such as natural sunlight, reported a 15 percent higher level of creativity, a 15 percent higher level of wellbeing and a six percent higher level of productivity than those with who work in environments with no connection to nature.

More than ever before, biophilic design is changing how companies view the workplace and forcing them to evolve. Some organizations are well known for being adopters of nature-inspired office design, such as Google and Facebook. Google created co-working spaces, snugs, and gardens at their London headquarters, which are all open and flexible, bringing the best of the outside to the inside. But companies don't have to be tech giants in order to reap the same benefits.

Providing natural sunlight may not be feasible for some organizations due to the constraints of their current building design. But there are ways of mimicking nature indoors and arranging their work environments that can still deliver the same benefits as the real thing.

According to Interface's study, effectively re-creating nature indoors can reduce stress and restore energy levels with the same degree of impact as real contact with nature. By incorporating biophilic design into offices, companies are investing in the health and overall wellbeing of their workforce.

Workplace wellbeing can affect everything from a company's ability to recruit and retain the best talent, to the level of productivity and collaboration between employees. According to Interface's study, one third of all respondents stated that the design of an office would affect their decision to work for a company. It's clear that incorporating natural elements into the workplace should be a top priority for employers.

The relationship between today's workforce and the office is rapidly changing. Because the majority of office work can be accessed remotely, employers are making efforts to create workspaces that inspire employees and keep them coming back to the office each day. In many cases, the actual workplace has become more of a creative hub for employees to brainstorm and collaborate in a shared space.

Through biophilic design, employees can feel motivated, inspired, and collaborate more effectively.

Nature is known to have a beneficial and restorative effect on people – aiding both the body and mind – and research shows that productivity is impacted significantly by our surroundings. With biophilic design, organizations across the world have the potential to reclaim the office as a place for employees to thrive.

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15%

higher level creativity is reported for those who work in environments with natural elements, such as sunlight.[6]

15%

higher level of wellbeing than those who work in environments with no connection to nature.[6]

6%

higher level of productivity than those who work in environments with no connection to nature.[6]

Nurture with Nature

Effectively re-creating nature indoors can help to:

✓ Reduce workplace stress

✓ Restore workforce energy levels

✓ Improve well-being of workforce

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The Evolution of the Healthcare Delivery:
Collaborative Approach to Drive Change

By Meredith Porter, Chief Medical Officer, DaVincian Healthcare

The healthcare industry culture has been described as "traditional," "conservative," and "slow-to-adopt." And, concerning healthcare and information technology integration, it is true! In terms of adopting innovation and collaboration, healthcare systems have lagged behind other industries, such as retail and financial services.

Clinicians value the patient connection and are concerned about losing the human touch that is so important to quality care. However, physicians do need innovative tools to improve care delivery as they have demands of long work hours and lack of flexibility with their schedules. In fact, the Mayo Clinic recently released a study on physician satisfaction with a reported increase in physician burnout by 10 percent over the past three years. The results are concerning and reveal that work-life balance for physicians is not improving despite past technological advances.

One barrier to technology acceptance, is the potential disconnect and lack of communication between administrative leadership and clinicians.

Clinicians can feel overwhelmed with all the new innovations being mandated for use that have not consistently been shown to improve care delivery nor patient outcomes. Administrative leaders need to involve clinicians in the decision-making and implementation process of these tools as the changing nature of healthcare makes technology more critical to providing efficient care.

Consumer choice is more powerful than ever as patients take on more responsibility for their healthcare decisions and outcomes. People are living longer and the dynamic populations requires providers to evolve their tools to meet these demands. Healthcare services have moved far beyond the four walls of a clinic. A healthcare innovation revolution is taking place. Providers and information technology companies need to work together to incorporate these consumer technology devices effectively into the healthcare system.

An open communication with clinicians, administrators and technology vendors is critical to developing meaningful innovations that can improve healthcare delivery. Clinicians should be part of the much needed technology integration, but in a way that makes sense in their daily practice environment. It's about speaking the same language and understanding the flow of care delivery.

Training is a key piece to help clinicians learn how to use the many tools that are now available. As the organizational transition is taking place, clinicians need to be engaged along the process to ensure successful adoption of these technology resources.

Medicine is a field dedicated to lifelong learning; if medical knowledge and technology advancements can be effectively integrated, it will shift the entire industry in a positive direction.

Technology offers the healthcare workforce means to improve access and coordination of care delivery and ultimately, better health outcomes. Telemedicine is able to improve patient connectivity across the country and abroad, bringing enhanced access to treatments, procedures and education opportunities. It has completely changed the healthcare workforce dynamic.

Clinicians can increase interconnectivity with their own patients and expand care to populations in underserved and rural areas by communicating with them and monitoring health conditions remotely through a telemedicine platform. The healthcare delivery gap is narrowing due to the advancements in telemedicine.

Telemedicine also provides clinicians a path to improve work-life balance. In a recent telemedicine survey conducted by American Well and QuantiaMD, 69 percent of physicians preferred video visits to phone or email communication when making accurate diagnosis for new patient consults.

Additionally, when asked why physicians would want to offer video visits, the most popular response was a flexible work-life schedule (79 percent).

Traditionally, clinicians have extended work hours or call schedules. Incorporating telemedicine as an alternative practice option, clinicians are able to improve schedule flexibility while maintaining patient access which leads to increased productivity, morale and patient satisfaction.

A career in healthcare is incredibly rewarding. Innovative advances in healthcare technology bring exciting paths to revolutionize healthcare delivery.

Through collaboration efforts of administrators, clinicians, IT vendors and patients, together, technology tools can be integrated to effectively evolve our approach to quality care.

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Innovative advances in healthcare technolgy bring exciting paths to revolutionize healthcare delivery.
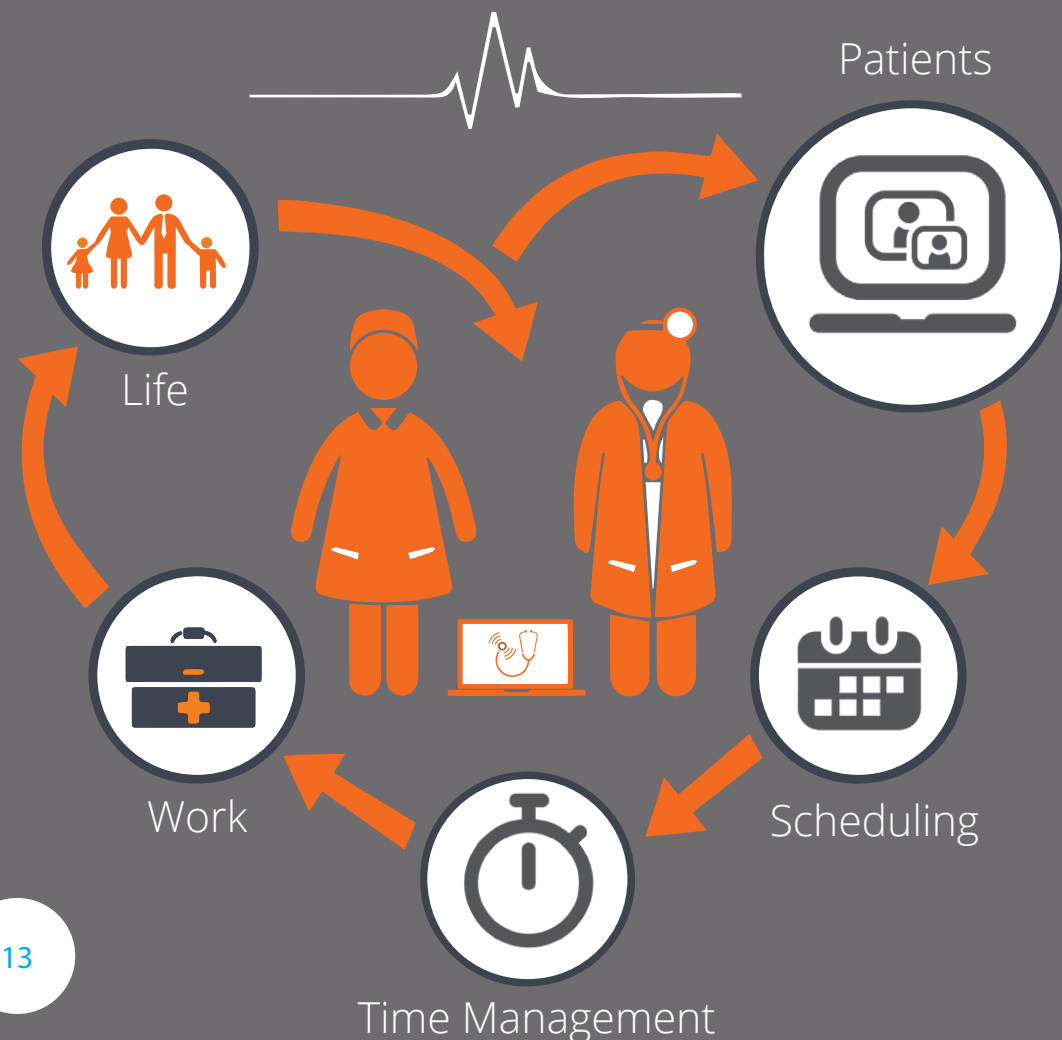
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Is tech the problem or solution for doctors?

Clinicians can feel OVERWHELMED

with new innovations being mandated for use that have not consistently been shown to improve care delivery, nor patient outcomes.

Tech is the Solution!

Patients

Life

Work

Time Management

Scheduling

69%

of physicians prefer video visits to phone or email when making accurate diagnosis for new patient consults.[7]

Healthy Technology

79%

of physicians want to offer video visits for a more flexible work-life schedule.[7]

Incorporating telemedicine as an alternative helps:

- Improve clinicians schedule flexibility
- Improve patient access
- Increase productivity
- Increase clinicians morale
- Increase patient satisfaction

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A Final Note on this Year's Trends.
Embracing the Future of Collaboration

By Scott Tapp, Executive Vice President of Sales and Marketing, PGi

I hope you enjoyed PGi's 2016 edition of the Future of Business Collaboration eBook. This year, we expanded our coverage to include healthcare IT trends while also commenting on the technological and physical developments that are impacting workers everywhere.

In 2016, BYOD is giving way to the rise of BYOT – bring your own technology – which means that IT needs to be even more mindful of how to empower innovation and keep enterprise networks secure. New thinking on the inevitability of robots and automation, the importance of workplace design, and multi-device work culture round out this year's predictions and commentary.

I am encouraged by this year's trends as they seem to be very focused on the individual. All of these trends have a common thread--creating healthier workspaces, embracing multiple devices and the acceptance of outsider technologies all give workers more freedom, choice and flexibility than ever before.

Organizations continue to innovate both on their own and by listening to the input directly from the 87 million knowledge workers around the world.

The future of business collaboration remains an exciting topic in an ever-shifting landscape. At PGi, we're committed to being part of the dialogue. We thank you for taking the time to read our take on this year's business collaboration trends and we look forward to what the future holds for us all.

Until next year,

Scott Tapp

Organizations continue to innovate both on their own and by listening to the input directly from the 87 million knowledge workers around the world.

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About the Authors

Blake Brannon

Blake is the vice president of product marketing, End-User Computing, at VMware. As the former head of solutions engineering for VMware AirWatch, Blake helps guide overall product and go-to-market strategy for the VMware business mobility suite. Blake has worked with AirWatch's biggest clients, fine tuning security configurations, product design and the integration of enterprise data. Prior to AirWatch, Blake worked as a research engineer at Georgia Tech while receiving his degrees. He served in the Broadband Wireless Networking Laboratory and the Smart Antenna Research Laboratory, focusing on wireless mobile computing and computer security. Blake earned a Bachelor of Science in electrical engineering and a Master of Science in electrical and computer engineering from Georgia Institute of Technology.

Melanie Turek

As an Associate Fellow and VP of Research for Connected Work at Frost & Sullivan, Melanie covers a broad range of markets, leveraging long-standing relationships with leading industry participants' senior executives and customer organizations. Melanie has more than 25 years' experience covering video and web conferencing, social networking, unified communications, voice, IP communications, and instant messaging and presence, as well as a wide range of business software and services. Melanie brings deep technical expertise and in-depth understanding of the ways in which technology can positively impact business processes and performance. She studied social anthropology at Harvard, and she views technology transformation through that lens.

David Gerson

As Director of Customer Relations for InterfaceFLOR, David oversees customer service for operations that touch over 100 countries around the world. In this capacity, he has spearheaded the implementation of numerous operational and technological advancements that have led to increased levels of employee and customer satisfaction, increased capacity, and eliminated waste. David has addressed customer groups from around the world on Interface's sustainability mission, environmental progress, and manufacturing processes. As part of his discussions, he explains the company's progress in their 7 Fronts of Sustainability, as well as Interface's overall design approach called Biomimicry, David received a Bachelor's degree from the State University of New York at Oswego.

Dennis R. Mortensen

Dennis is the CEO and Founder of x.ai, whose artificial intelligence driven personal assistant lets people schedule meetings using plain English and nothing more than a CC to amy@x.ai. He's a pioneer and expert in the analytics, optimization and big data space and has been since its inception – he is also a fully-fledged entrepreneur and successfully delivered a number of company exits. He's an accredited Associate Analytics Instructor at the University of British Columbia, the Author of Data Driven Insights from Wiley and a frequent speaker on the subject of Analytics and Data. A

Meredith Poter

Dr. Porter is chief medical officer at DaVincian Healthcare. She is a board-certified family physician and a Diplomat of the American Board of Family Medicine. She has treated patients in both civilian and military settings. She served as staff physician and director of primary care clinic at the Pentagon, is an army veteran and established leader within the medical community. She transitioned to Patient-Centered Medical Home and has 20 years of combined experience. She is known for her work in helping providers refine documentation with electronic health records and embracing technologies such as electronic messaging and virtual appointments.

Scott Tapp

Since 2010, Scott has served as Executive Vice President, Sales and Marketing for PGi and was recently named EVP for Global Sales, Marketing and Field Operations where he is responsible for all of PGi's Go-to-Market strategy and execution across the globe. He has more than 20 years of experience in technology, management, operations, venture capital and investment banking. He served in the US Navy working on networks and computer equipment for an aircraft squadron and graduated from the University of Georgia. While he studied at UGA, he also ran a small business. Scott is based in Georgia, where he and his wife are very active in their kids' school and sports.

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AirWatch by VMware is the leader in enterprise mobility management, with more than 14,000 global customers. The AirWatch platform includes industry-leading mobile device, email, application, content and browser management solutions. Organizations can implement these solutions across device types and use cases, including complete EMM for corporate and line of business deployments, and containerized solutions for bring your own device (BYOD) programs. Acquired by VMware in February 2014, AirWatch is based in Atlanta.

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Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community.

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Interface FLOR®

Interface, Inc. is the world's largest manufacturer of commercial carpet tile. For 41 years, the company has consistently led the industry through innovation, and now leads the industry in environmental sustainability. It is setting the pace for development of modular carpet using materials and processes that take less from the environment, and is well along the path to "Mission Zero®," a 20-year-old company-wide promise to eliminate any negative impact it has on the environment by the year 2020. Interface's worldwide carpet manufacturing facilities maintain third party registration to the ISO 1400 Environmental Management System standard, and the company obtained the first-ever Environmental Product Declaration (EPD) for the commercial floor covering industry in North America. The company is recognized globally for its commitment to build environmental considerations into its business decisions. For additional information: interface.com and blog.interface.com.

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x.

Founded in 2014, x.ai builds and maintains an artificial intelligence powered personal assistant that schedules meetings for our business customers. We're backed by blue chip investors like Softbank, IA Ventures, Lerer Hippeau Ventures, FirstMark and located in New York City. As a hardcore technology company, x.ai also understands that their product progresses to the point that it doesn't need to look like technology anymore. They've built their business sustainably through passionate and loyal customers – and every single team member, scientist or not, has a mission of delivering exceptional customer service at all times.

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DaVincian Healthcare
Innovating for a Healthier World

DaVincian is a leading innovator in the mobile health and wellness space. We enable healthcare solutions that improve clinical and financial outcomes and enhance patient engagement by intelligently and securely connecting mobile applications, mobile devices, healthcare expertise and healthcare data. DaVincian's PaaS data switch technology, coupled with powerful artificial general intelligence and HIPAA compliant data transport capabilities, enhance interactions and interoperability within the healthcare ecosystem. Our revenue cycle management platform bridges gaps between healthcare providers, patients and payers and infuses transparency and accuracy to health transactions.

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PGi is the world's largest dedicated provider of collaboration software and services. For more than 20 years, our broad portfolio of products has served the end-to-end collaboration needs of enterprises. Accessible anywhere, anytime and on any device, PGi's award-winning collaboration solutions drive productivity and teamwork for approximately 50,000 customers around the world. To learn more, visit us at www.pgi.com.

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