VIRTUAL REMOTE COLLABORATION TOOLS ADOPTION IN TIMES OF CRISIS

APS1049 Project Report

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EXECUTIVE SUMMARY

The project focuses on analyzing all the existing and future collaboration tools, and to recommend the best supporting tools that PwC can use within its teams and with their client to form a successful and effective collaboration environment.

First, the project provides a review of existing virtual-work technologies used at PwC. It discusses the main current tools used for remote collaboration, from basic communication tools to specialized project management tools. Additionally, the research made provides oversight on unconventional virtual-work technologies not currently used by PwC. Detailed research and analysis of the latest and innovative virtual communication tools are made to understand potential benefits, their implementation cost, ease-of-use, and implementation process. This is made with the aim of understanding "how they are helpful" and "how they are better than current technologies".

The existing tools are divided into their types of use: communication, online documentation, remote project management, data visualization, note-taking, and customer relationship management. A comparison between leading whiteboards technologies is also provided. In fact, whiteboards happen to be popular tools currently adopted in industry for remote interactive design and brainstorming. A comparison between leading the Looking to future of remote collaboration, virtual reality, augmented reality and mixed reality technologies are continuous being adapted to business working habits. Virtual reality tools like MeetinVR, Spatial, and vSpatial have the potential of transforming the current ways of working. These tools offer the benefit of reducing the overall costs of the company such as transportation and office space costs. This project finally discusses non-biased and metric-based recommendations for PwC regarding which technologies should be carefully considered for a near-future adoption. After thorough research and analysis, certain project management tools such as Clickup and Monday.com were deemed as alternatives to PwC's project management tools. Regarding future of remote collaboration, mixed reality adoption was recommended as it could be an additional asset to PwC's operation.

For the smooth implementation of these technologies, PwC could initially use them internally and then, based on a performance assessment plan, recommend them to clients. Tools incorporating mixed reality such as the Microsoft HoloLens combined with Spatial offers multiple opportunities for business operations without changing existing process. An action plan was formed to help PwC implement the recommended tools. A clearly defined action plan allows a smooth and successful implementation to add these technologies as an additional layer instead of ever-transforming working methods.