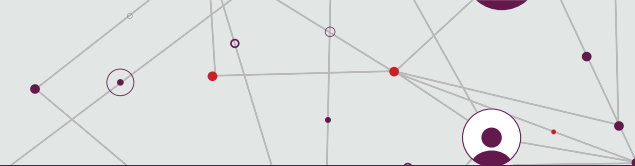




From Presence to Performance: Rethinking Federal Workspaces for Mission Readiness



THE RETURN-TO-OFFICE REALITY

With return-to-office (RTO) mandates now effective across the federal government, agency leaders and workers alike are recognizing that bringing employees back into physical offices brings both opportunities and challenges. Gaps in existing environments, from sharing physical spaces to technological challenges, are driving agencies to rethink support for collaboration, cross-agency work, and mission delivery in the era of RTO.

A recent survey of 200 federal technology leaders found that 76% report a full return to office. Yet nearly half (43%) are using attendance as their primary measure of success, rather than examining how employees are working within the office space. Only 16% track collaboration or productivity outcomes, signaling a need to focus on meaningful outcomes over presence. Data-based examinations of how workplace environments function, and how government workers function within them, are critical.



Photo source: atthameeni via Adobe Stock.

METHODOLOGY

Market Connections and Logitech partnered to design a blind survey of 200 federal civilian and defense respondents between October and November 2025. All respondents are involved in managing workforce technology solutions.

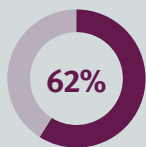
PRESENCE DOES NOT EQUAL PRODUCTIVITY

Legacy workplaces, designed for traditional workflows, often don't meet the needs of hybrid teams. Sixty-two percent of agencies report inadequate technology for hybrid collaboration, including common audiovisual quality challenges or incompatible conferencing platforms. Forty percent say remote attendees struggle to be fully included, while 50% cite frequent IT support needs simply to start or join meetings.

These are not minor inconveniences—they are a systemic drain on productivity and team effectiveness, forcing employees to arrive at the office only to spend valuable time troubleshooting instead of contributing. For a workforce that relies on digital collaboration across locations, time zones, and environments, these challenges can significantly impact outcomes.

Defense respondents are particularly sensitive to this issue, citing operational tempo and mission-critical timelines as factors with little tolerance for technology delays. Civilian agencies similarly indicate that workspace friction affects cross-agency coordination and public-facing service delivery, where efficient collaboration is essential to timely outcomes.

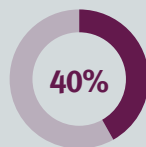
Even within the same facility, inconsistency remains a significant barrier. Nearly a third (31%) of respondents say that varying technology configurations across rooms or buildings are their organization's primary technology-related challenge in supporting ad-hoc collaboration. Additionally, 23% report that managing office space logistics, including locating available work areas and connecting to shared systems, presents ongoing difficulties. When employees must navigate where to work, how to connect, and whether systems will function reliably, the intended benefits of physical presence are lost.



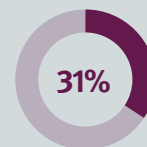
62%
report inadequate technology for hybrid collaboration



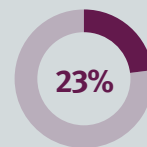
50%
cite frequent IT support needs to start/join meetings



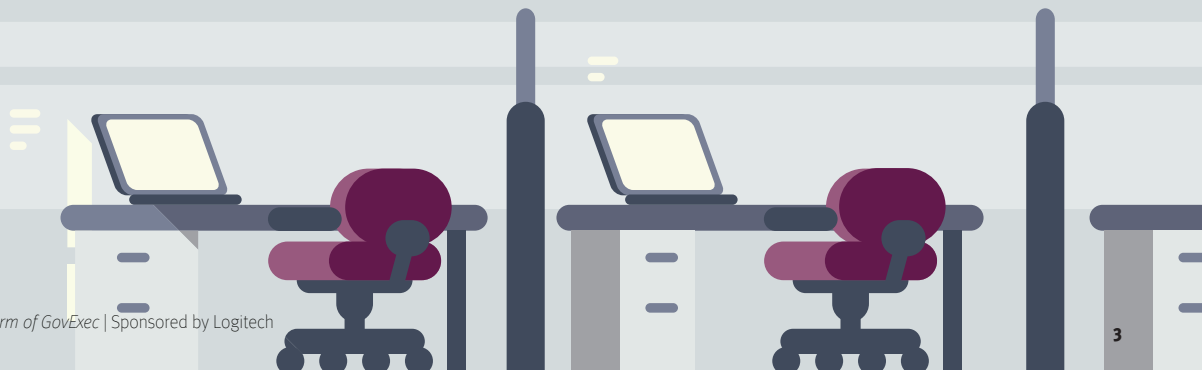
40%
report remote attendees struggle to be fully included



31%
say varying technology configurations challenge ad-hoc collaboration



23%
say office space logistics present ongoing difficulties



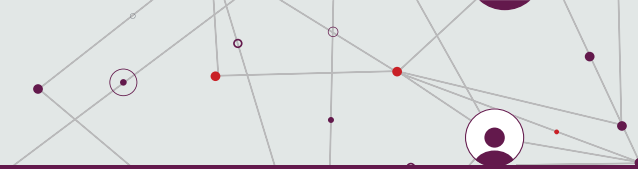


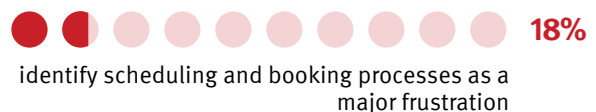
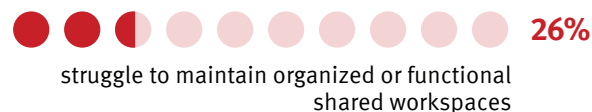
Photo source: peopleimages.com via Adobe Stock.



“DESK DREAD”: THE HUMAN COST OF POOR WORKSPACE DESIGN

“Desk dread” takes hold when inconsistent and unreliable workspaces lower morale and productivity. Respondents note that use of shared and flexible workspace models are increasingly common, with 34% reporting implementation of shared seating or hot-desking. Although these models improve real estate efficiency, they also increase the need for consistent spaces, intuitive design, and reliable technology integration. Survey findings indicate ongoing challenges: 32% of respondents report frequent complaints related to desk or workspace configurations, 26% struggle to maintain organized or functional shared workspaces, and 18% identify scheduling and booking processes as a major frustration.

When federal employees cannot rely on workspaces to function as expected, time and attention shift away from mission activities toward logistical coordination. Over time, inconsistent workplace experiences can reduce workforce confidence, weaken engagement, and limit productivity.



THE COST OF COMPLEXITY

These challenges introduce operational complexity into the everyday functions of government. Disjointed platforms and inconsistent setups create daily friction for employees and IT teams alike, which over time can scale across teams, programs, and agencies.

Interoperability remains a central concern. Seventy-four percent of respondents noted that compatibility with existing tools is a critical factor when evaluating collaboration technology. Yet 47% report a lack of adaptability when connecting to shared systems, and 21% identify this as their single greatest technology-related frustration.

Video collaboration environments can present additional challenges. More than half (54%) say their current conferencing systems increase the time and resources required for troubleshooting. Basic hardware limitations persist as well, with 22% reporting unreliable or poor-quality audio devices and 17% citing insufficient monitors or display capabilities as barriers to productivity. At the same time, 31% indicate that managing adoption of new collaboration tools remains a significant challenge.

Agency priorities vary, but underlying issues are consistent. Defense organizations tend to emphasize interoperability and security compatibility within classified and mission-sensitive environments, while civilian agencies more frequently report platform fragmentation across bureaus and departments. Across both communities, complexity has emerged as a measurable productivity burden.

“Government teams operate in mission-critical environments where collaboration delays and technology friction can have real operational consequences. They don’t have time to troubleshoot technology. When more than half say their conferencing systems increase time and resources to manage, that’s a signal that complexity has become the enemy of productivity. Modern collaboration environments should be intuitive, consistent, and manageable at scale so teams can focus on mission outcomes rather than managing technology.”

– GAURAV BRADDOO, head of product and portfolio for verticals at Logitech

REIMAGINING THE FEDERAL WORK ECOSYSTEM

The solutions to these challenges require more than incremental technology upgrades. They require a reimagining of the workplace ecosystem.

Effective collaboration is not achieved through individual tools. It is engineered across people, spaces, and technology. Agencies must simultaneously rethink how work environments support hybrid participation, accessibility requirements, cybersecurity standards, and personal productivity, ensuring that consistent collaboration happens regardless of where work occurs.

Survey findings reflect this shift in priorities. Fifty-six percent identified room management capabilities as a top priority. In addition, 33% report taking steps to standardize meeting room technology across facilities, signaling growing recognition that consistency is essential to scaling operations.

Importantly, modernization is not limited to shared spaces. Fifty-seven percent identify personal collaboration devices as essential investments, and 25% report issuing mobile collaboration tools such as tablets to support workforce mobility. When personal and shared technologies integrate seamlessly, employees can transition between work environments without disruption, reducing reliance on IT support and allowing greater focus on outcomes rather than technical logistics.

MEASURING WHAT MATTERS

Ensuring effectiveness of RTO policies requires agencies to move beyond workforce presence to better understand how workplace environments are actually used.

Despite increased investment in modernization, many agencies lack visibility—just 13% track room usage and only 10% use occupancy sensors. Forty-two percent lack the data on actual space usage, while only 22% report using integrated room management software to schedule physical meeting spaces. Shifting to performance-based insights helps agencies improve what matters most.

These findings suggest that many agencies continue to measure attendance rather than performance outcomes. Understanding how employees effectively collaborate, how spaces are utilized, and how reliably technology functions is essential to inform decision making. As federal organizations balance real estate costs, workforce flexibility, and mission delivery demands, modernization efforts must be supported by performance-based insights rather than presence-based reporting alone.

“This research reveals a clear opportunity: leaders recognize what matters most, providing a seamless experience across government workspace environments. When agencies invest in consistent, easy-to-use collaboration ecosystems, they’re not just enhancing technology—they’re advancing their mission. This commitment unlocks workforce potential and drives mission readiness, empowering teams to thrive.”

– JOHN SPARKS, head of federal at Logitech

A FRAMEWORK FOR FEDERAL WORKSPACE MODERNIZATION

Modernization requires integrated environments connecting people, space, and mission. Baseline expectations include interoperability, frictionless meetings, standardized rooms, and connected devices that:



Empower staff with reliable tools that minimize downtime.



Standardize room technology for consistent user experiences.



Shift to outcome-based metrics and optimize space with real usage data.

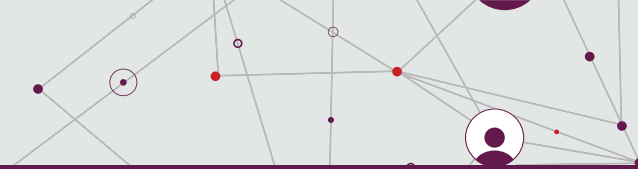


Simplify workspace reservations and centralize administration for evolving teams.



Enhance sustainability by reducing support burdens and enabling scalable collaboration.

Establishing these fundamentals allows agencies to improve workforce performance. This important research highlights five interconnected modernization priorities shaping federal workplace strategies.







PRIORITY 1: MISSION (DRIVE OUTCOMES)

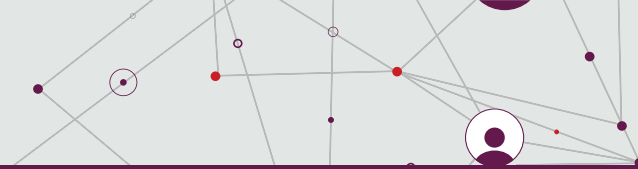
Workspace modernization is now measured by its impact on mission execution and service delivery, with collaboration environments acting as operational enablers beyond traditional office walls.

PAIN POINT: Technology friction and collaboration delay slow coordination across agencies, mission partners, and citizen-facing programs, limiting timely access to services and participation in government processes.

RECOMMENDED ACTIONS:

-  Enable secure, hybrid collaboration across agencies, teams, and partners.
-  Optimize decision-making and coordination with room management and utilization data.
-  Shift focus from presence to performance-driven workspace strategies.

 *62% of respondents indicate shared workspaces are not adequately equipped to support hybrid collaboration across distributed teams.*



PRIORITY 2: PEOPLE (EMPOWER WORKFORCE)

Workplace performance starts with enabling each employee to connect and collaborate easily, so mission responsibilities—not technology problems—shape the workday.

PAIN POINT: Employees lose time troubleshooting devices or adapting to inconsistent workspaces.

RECOMMENDED ACTIONS:



Deliver standardized, AI-enabled workspace solutions for seamless collaboration.



Enable reliable, plug-and-play connectivity to reduce setup time and IT issues.



Promote ergonomic personal work environments for improved comfort and productivity.



57% of respondents identify personal collaboration devices as essential investments for workforce effectiveness.



PRIORITY 3: WORKSPACE (ELEVATE EXPERIENCES)

As in-person collaboration resumes, agencies are prioritizing seamless shared workspace experiences where meetings start fast and everyone can participate fully without technical hurdles.

PAIN POINT: Inconsistent meeting room setups, complex startup processes, limited camera coverage, and variable audio quality create unreliable collaboration experiences, delays meetings, reduce engagement, and undermine teamwork.

RECOMMENDED ACTIONS:



Standardize meeting rooms with seamless, touch-based controls and intelligent AV.



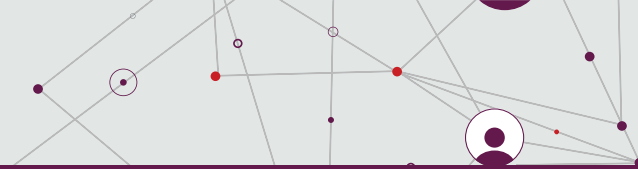
Prioritize interoperable collaboration tools that enable equitable hybrid participation.



Design for reliable, high-impact meeting experiences across remote and in-room attendees.



33% percent of agencies report taking steps to standardize meeting room technology.



PRIORITY 4: FACILITIES (UNLOCK OPTIMIZATIONS)

New workforce models are driving agencies to use real workspace data to optimize facilities and align investments with workforce needs and mission priorities.

PAIN POINT: IT and facilities teams are stretched thin managing complexity and a distributed workforce and lack clear visibility into how workspaces are used, making it difficult to align facilities investments with workforce needs, work patterns, and organization priorities.

RECOMMENDED ACTIONS:



Leverage real-time analytics to optimize workspace planning and investments.



Implement integrated room reservation and management systems for transparency.



Centralize space monitoring and simplify collaboration ecosystems.



Highlight the growing importance of data-driven facilities planning, with 56% of respondents identifying room management as a key modernization priority.



PRIORITY 5: OPERATIONS (ADVANCE SUSTAINABILITY)

Agencies are moving toward centralized, scalable support to maintain reliable collaboration environments and continuity across locations for sustained workplace performance.

PAIN POINT: IT and facilities teams supporting collaboration across locations and work models face downtime, higher troubleshooting, and resource strain due to inconsistent setups and reactive support.

RECOMMENDED ACTIONS:



Centralize management and visibility of collaboration devices and shared environments for streamlined oversight.



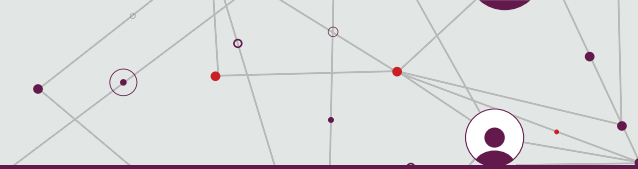
Standardize technology deployments to reduce complexity and enable proactive maintenance across locations.



Ensure collaboration readiness through scalable support models that maintain continuity.



54% of respondents report that their current conferencing systems increase the time and resources required for troubleshooting, highlighting the need for simplified management and scalable support models.



CONCLUSION

Modern workspaces drive agency readiness, talent attraction, and mission results. When agencies reduce friction, simplify collaboration, and design environments that support how people actually work, productivity follows. When productivity improves, mission outcomes strengthen.

Every environment empowers federal employees in their daily mission. By balancing security, accessibility, user experience, and operational efficiency, agencies foster strong performance across distributed teams. Organizations that unify workforce enablement, workspace strategy, and operations coordination gain an edge: they maintain continuity, attract top talent, and broaden citizen access. Today's modern government workspace is more than a destination—it builds active infrastructure for mission success.





ABOUT LOGITECH FOR GOVERNMENT

Logitech helps government organizations modernize how teams communicate and collaborate across personal workspaces, meeting rooms, and shared environments. Designed for today's distributed work, Logitech solutions reduce technology complexity while supporting secure, reliable performance in modern government workplaces. For more information about Logitech's solutions for government, visit www.logitech.com/government.



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