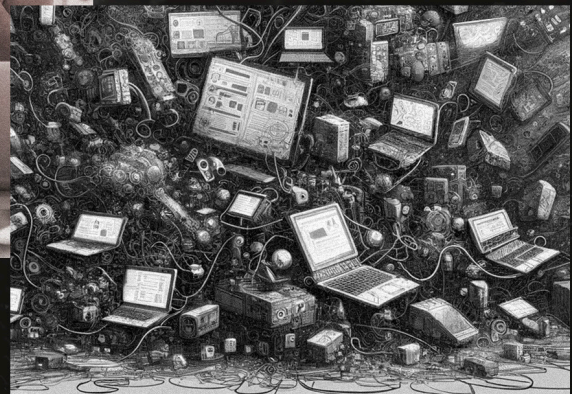THE **WORK INNOVATION** LAB

BY ⋮⋮ asana

The State of Collaboration Technology:

Research-Backed Insights for Decoding Digital Clutter and Resetting Your Tech Stack

The Work Innovation Lab by Asana:
Dr. Rebecca Hinds
Dr. Mark Hoffman
Anna James
Dr. Lauren Pasquarella Daley
Kira Conte

Federico Torreti,
Head of Product for AWS AppFabric
Dr. Paul Leonardi,
UC Santa Barbara Department Chair and Professor

With insights from Dr. Bob Sutton,
Stanford Professor and bestselling author

Introduction

In today's world of work—where tasks and messages whiz past at the speed of thought—the line between being connected and hopelessly distracted is razor-thin. For most of us, it's not a question of "if" but "when" the relentless buzz of collaboration tools will fracture our focus, pulling us away from deep work into the trenches of fragmented attention and exhaustion.

Before diving into this report, take a moment to reflect:

- How likely is it that the sudden buzz of a notification will slice through your concentration before you reach the end?
- After you've absorbed the insights, will you feel exhausted thinking about the parts of your tech stack that are broken?
- How confident do you feel about which digital tool—email, Slack, or other virtual carrier pigeon—you should use to share the report with colleagues?

At The Work Innovation Lab by Asana, we've spent more than a year studying how to fix broken tech stacks. We don't mean the servers and computing infrastructure that power your company—we mean the stack of technologies your employees use to get their work done. That stack is broken when employees are inundated with an array of digital tools, leading to a paradox where they have many options yet gravitate towards certain preferred, best-of-breed tools, all while lacking clear guidance and expectations about when and how to use them. We've researched the negative effects of these broken tech stacks—and how to fix them—through conducting a "collaboration cleanse" with Asana and Amazon employees and surveying 3,004 knowledge workers in the U.S. and UK.

This report unpacks our learnings and lessons on how to streamline and transform your tech stack, improve collaboration, and fire up productivity.

The problem of tech overload

In their pursuits of peak productivity and constant collaboration, many organizations have inadvertently built digital mazes that employees must navigate daily. Beyond the financial drain, an overloaded and messy tech stack chips away at employee productivity and engagement. There is too much information coming at us, too many tools to learn to use, and too many decisions to make about which modality is best for creating and sharing knowledge.

The average enterprise juggles 323 different SaaS applications. Work feels like a daily digital dance where teams waltz from app to app. One study found that workers at three Fortune 500 companies toggled between apps and websites roughly 1,200 times each day to do their jobs, or just under four hours per week. This collaboration tool bloat means that organizations now spend more on SaaS licenses per employee than on healthcare coverage annually!

In the digital tool belt of today's workforce, more isn't always better. We've identified several productivity sinkholes that result from collaboration tool overload—or the overload caused by the technologies that employees use to work with one another.

Information rescue missions:
Workers are submerged in an ocean of information, with precious work hours spent not on tasks, but on rescue missions for necessary information. On average, workers spend nearly an hour and a half (84 minutes) each workday looking for information they need to get their work done.

App-hopping:
In addition, workers spend an average of 57 minutes per workday switching between collaboration tools. And, they can lose more than 20 minutes of time reorienting once they've switched.

Tool decision fatigue:
In today's tech-saturated workspace, workers also spend 30 minutes per workday just deciding what collaboration technologies they should use for a specific task. And most report that even after all that time deciding, they're not sure they've chosen the best tools for the job.

According to our research, the tech stacks that are supposed to be the backbone of productivity are showing signs of fracture across key areas:

Digital exhaustion:
- About two-thirds (64%) of knowledge workers report digital exhaustion from navigating too many collaboration technologies.
- There are many sources of digital exhaustion: Having to learn how to use new digital tools,

choosing which digital tools to use for a given task, and toggling back and forth between tools because they don't support cross-functional work.

Black box tools:
- More than one-third (37%) of knowledge workers in enterprise companies report that their organizations have collaboration technologies that nobody really knows how to use effectively.

Time wasted due to broken collaboration tools
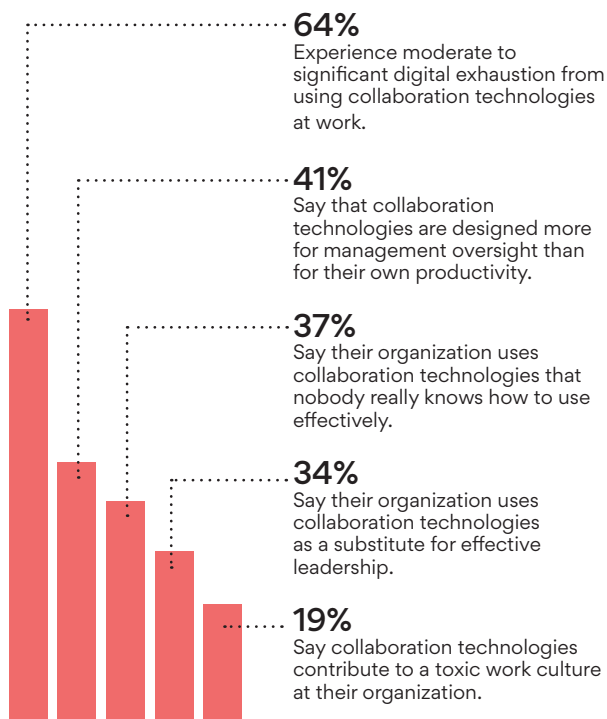
Knowledge workers spend:

84 minutes per day
Looking for the information they need to get their work done

57 minutes per day
Switching between collaboration tools

30 minutes per day
Deciding what collaboration technologies they should use for a specific task

---

The toll of dysfunctional tech stacks
% of knowledge workers who...

64%
Experience moderate to significant digital exhaustion from using collaboration technologies at work.

41%
Say that collaboration technologies are designed more for management oversight than for their own productivity.

37%
Say their organization uses collaboration technologies that nobody really knows how to use effectively.

34%
Say their organization uses collaboration technologies as a substitute for effective leadership.

19%
Say collaboration technologies contribute to a toxic work culture at their organization.

- About half (45%) of knowledge workers in enterprise companies say they want clearer guidance on how to collaborate effectively, signaling a disconnect between the presence of tools and knowledge about how to use them.

There are some even more concerning impacts of broken tech stacks:

Hidden agendas:
- 41% of employees say that they think collaboration tools are engineered as much for managerial oversight as they are for facilitating productivity. There's a desire for tools like purpose-built work management platforms that give visibility into work without creating a feeling of constant surveillance, fostering a culture of trust and accountability rather than one of micromanagement.
- More than one-third (34%) of knowledge workers feel that their companies might be using collaboration technologies as a substitute for effective leadership. Workers want tools that drive accountability across all levels and make roles and responsibilities clear.

Toxic tools:

- 1 in 5 (19%) of knowledge workers say that collaboration technologies might contribute to a toxic work culture in their organization. In contrast, workers want to use tools that not only facilitate collaboration but also foster a positive work environment—technologies that highlight team achievements, progress, and milestones.

What's driving these negative perceptions? Consider video conferencing tools that push employees to perform "digital presenteeism" or "productivity theater"—sending emails, changing their profiles to be "online," or completing tasks just to be seen, rather than for productive work. Or, consider an employee receiving real-time, critical feedback in a shared document visible to the entire team. What's intended as a tool for collaboration can become a public stage for embarrassment. This underscores the importance of great leaders, as well as tools that help all employees reach individual, team, and company goals.

In a market where talent is king, a broken tech stack can hurt your ability to attract and retain talent.

> 32% of knowledge workers are not opposed to looking for a new employer that provides collaboration technologies that are more useful to them in their roles, including those that are better integrated and result in less digital exhaustion.

Using a data-driven approach to understand the DNA of a more efficient tech stack

We've taken a magnifying glass to the DNA of tech stacks across industries. By examining thousands of digital toolsets, we've uncovered patterns that separate highly productive individuals from the rest.

15 — this is the number where magic happens for enterprise companies (for smaller and mid-sized businesses, it's approximately 11). Our data reveals that beyond 15 digital collaboration tools, additional technology tends to clutter rather than clarify, adding noise, confusion, and increasing exhaustion for most companies.

Diving deeper, we've identified six core types of tools used by the most productive workers.

1. **Business Operations Tools** – Sometimes called "back office tools," these are the tools keeping the lights on behind the scenes, such as human resource management and expense management. Think Workday or SAP. In terms of business operations tools, we found that Salesforce, Hubspot, Docusign, and Workday are the biggest drivers of productivity for the knowledge workers we surveyed.
2. **Communication/Conferencing Tools** — The digital town squares and conference rooms where ideas are exchanged, such as Zoom or Slack. We found that two communication and conferencing tools (in addition to email) leads to the biggest productivity gains. We recommend choosing one tool to support asynchronous communication and one that supports real-time phone and video conferencing. Knowledge workers are 3 times as likely (66% versus 22%) to use collaboration tools for real-time collaboration vs. asynchronous collaboration, signaling a need for more training and investment in asynchronous communication.
3. **Data Analytics Tools** — The crucibles of information, turning raw data into insights, like Tableau or Databricks. Two data analytics tools leads to the biggest productivity gains. We recommend one tool that's purpose-built for data exploration and one that's purpose-built for data consumption.

4. **Design/Visual Tools** — The canvases for creativity, where ideas come to life, like Adobe, Figma, and Canva. We found that one design tool leads to the biggest productivity gains.

5. **Document File Management Tools** — The virtual filing cabinets keeping our digital paperwork in order, like Box and Dropbox. Three document file tools lead to the biggest productivity gains. Document file management tools include tools ranging from Google Sheets and Microsoft Word to Dropbox and Google Drive. The widespread adoption and ubiquity of document file management tools, combined with their distinct yet complementary features, makes it essential to use multiple tools to boost productivity.

6. **Work Management Tools** — The air traffic control for work, these are platforms like Asana where projects are steered from inception to completion. Adopting more than one work management tool is associated with declines in productivity.

How to design a data-driven tech stack

Increasing the number of tools in your tech stack does not inherently enhance productivity. In fact, overloading on tech can sometimes lead to diminishing returns. This holds especially true when we delve into each specific category of tools in our dataset. Take communication and conferencing platforms, for example. If your team is already using Slack effectively, incorporating a similar tool like Microsoft Teams may not yield a significant boost in productivity. It may even cause confusion or inefficiency. This underscores the critical need for careful evaluation of new tools, ensuring they don't merely replicate existing functionalities. The most effective tech stacks combine tools that each bring unique, complementary capabilities to the table. By focusing on synergy rather than redundancy, organizations can craft a tech ecosystem that truly amplifies productivity.

To identify the point of diminishing returns for each of the categories of tools, we used machine learning (generalized additive models or GAMs) to determine the non-linear relationships between the number of tools from a given category in a tech stack and productivity gains. In Table 1, we outline where adding more tools in a category no longer boosts productivity:

Table 1: Relationship between tool categories and productivity

Tool category	Ideal number of collaboration tools in tech stack[1]	Increase in likelihood of feeling very productive when employee uses technology	Additional increase in likelihood of feeling very productive when all employees use technology
Business Operations	3	55%	+4%
Communication / Conferencing	2 (in addition to email)	36%	+39%
Data Analytics	2	40%	+23%
Design / Visual	1	43%	+16%
Document File Management	3	35%	+40%
Work Management	1	40%	+20%

[1] Adding another tool beyond the ideal numbers identified here won't necessarily harm productivity. However, you won't see the same kinds of positive gains you do when building your initial tech stack leading up to those ideal numbers.

Mark Hoffman, Collaborative Intelligence Lead at The Work Innovation Lab by Asana

"With so many apps in the modern stack, companies are taking a serious look at how to reduce tech bloat and optimize their tech stacks. Doing that effectively necessitates a data-driven approach. Only by looking at the data can we start to really understand how apps impact productivity and connectedness in an organization and to make rational decisions about which apps should stay and which should go. Employees will also be more likely to buy-in when they can trust that the decisions are backed by hard evidence. The result is an optimized, data-backed tech stack that helps the whole company thrive and win."

We found that two types of tools — security and social network tools — do not drive productivity gains. That's not to say they aren't important for other outcomes. Security tools, in particular, are critical in today's workplace. Although they may not directly contribute to productivity in the traditional sense, they are indispensable for ensuring the protection of data and systems, which is foundational to maintaining an organization's reputation and trust, as well as its overall productivity.

Similarly, a long literature in management science highlights the important, yet indirect impact of social network tools on productivity. Because their effects on productivity are indirect, it is possible that our respondents did not recognize their role in enhancing their own productivity. We found that their impact is especially important for individuals who work in communications and marketing, and who use social media to reach their audiences, highlighting the importance of strategically adding function-specific tooling to your tech stack.

Taken together, what emerges from our analysis is a blueprint for building a better tech stack. It's not about the sheer number of digital widgets at your disposal; it's about choosing the right tools that work in concert, creating a symphony of efficiency. About one-third (32%) of our respondents claimed not to need all the collaboration technologies they use to perform their work.

What do employees value most in their tech stack? The majority (74%) highlight ease of use as the primary attribute of a useful technology tool, followed by whether it is reliable. Interestingly, only 40% of workers say that a tech stack is useful if it can be customizable to their work preferences. This underscores the hunger for more standardization so that everyone is on the same page.
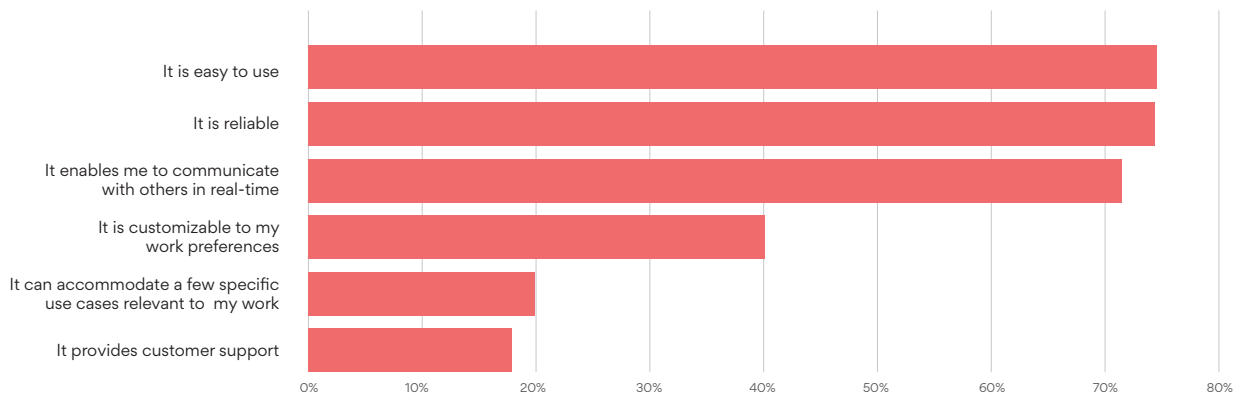
Adding AI to the mix

AI can help us automate routine tasks, intelligently organize data, and provide actionable insights, thereby potentially reducing the need for multiple overlapping tools. AI can also help us prioritize tasks and information, making it easier for employees to focus on high-value activities without the distraction of navigating through a myriad of platforms.

A whopping 74% of knowledge workers are craving more standardization – saying that they prefer that everyone in their organization use the same set of core collaboration technologies.

What are the drivers of a useful collaboration tool?

% of knowledge workers who say that the following characteristics make a collaboration tool useful

"The way we work is broken. Leaders globally are struggling to find the right tools to reach their goals with limited resources. We're wasting time in email, spreadsheets, and docs trying to understand who is doing what, by when. But today, AI and our work with AppFabric is a catalyst for change."
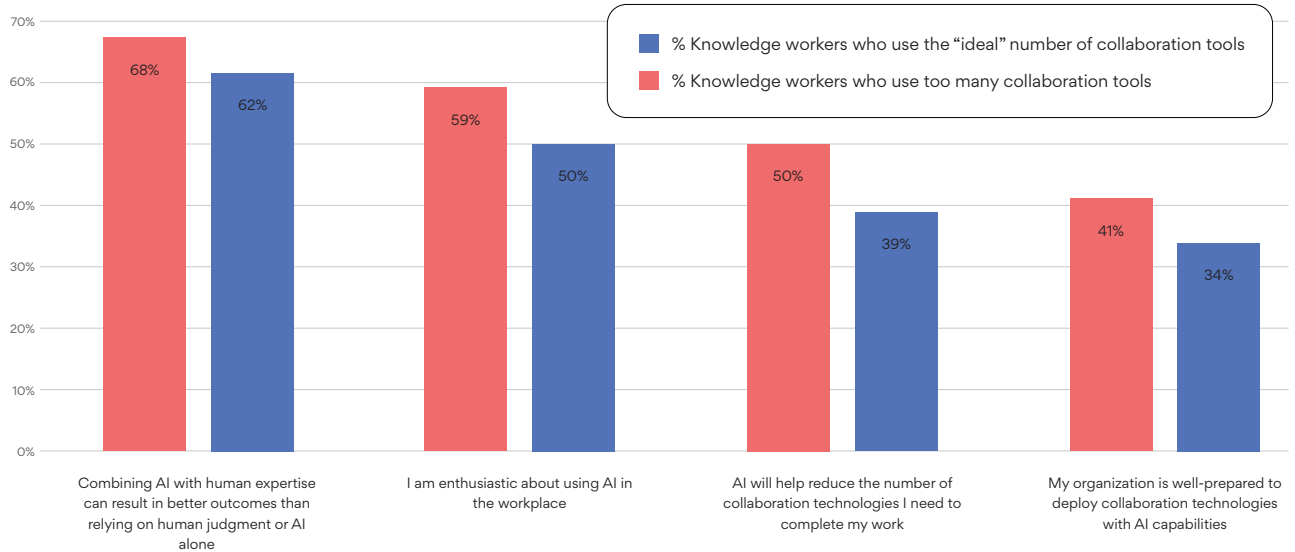
– Alex Hood, Chief Product Officer at Asana

Readiness to harness AI in our collaborative technology is also low. Only 28% of knowledge workers say their organization is well-prepared to deploy collaboration technologies with AI capabilities.

Clearly, there's a need for tech vendors to step up their game, focusing on AI that doesn't just dazzle but truly serves the team and organizational needs. Employees using too many tools are most enthusiastic about AI (59% versus 47%) and its ability to help reduce the number of tools they need to complete their work (50% versus 36%). But adding AI tools by themselves into the mix is not likely to help, but rather further increase frustration and exhaustion. Companies need to integrate AI capabilities into existing tools in ways that reduce the constant "waltz" between each tool that drains employee productivity. AWS AppFabric has been a leader here, enabling organizations to quickly connect SaaS applications across their organization.

How tool overload relates to perceptions about AI

Legend:
- % Knowledge workers who use the "ideal" number of collaboration tools
- % Knowledge workers who use too many collaboration tools

Data:
- Combining AI with human expertise can result in better outcomes than relying on human judgment or AI alone: 68% / 62%
- I am enthusiastic about using AI in the workplace: 59% / 50%
- AI will help reduce the number of collaboration technologies I need to complete my work: 50% / 39%
- My organization is well-prepared to deploy collaboration technologies with AI capabilities: 41% / 34%

Federico Torreti,
Head of Product for AWS AppFabric at Amazon

"Generative AI marks a seismic shift in technology, offering a unique moment to reimagine how we work together. With AppFabric, we're empowering developers to build smarter assistants that provide personalized and secure experiences. By intelligently unifying a user's workflow across applications, AppFabric taps into the power of large language models to generate personalized recommendations and insights from an employee's content and context. With a privacy-first approach, AppFabric enables developers to seamlessly incorporate the benefits of generative AI into the interfaces employees know and love. This allows us to help app developers provide personalized experiences in familiar interfaces, without compromising privacy."

Case study: A lesson in the importance of top-down change as cited in Harvard Business Review

At Asana's Work Innovation Lab, in collaboration with Amazon Web Services, we conducted a "collaboration cleanse" intervention to tackle the issue of collaboration technology overload and better understand the science behind effectively streamlining your tech stack.

Here's how it worked. Employees from both companies were divided into two groups and asked to evaluate the collaboration tools they used weekly. The first group was required to stop using half their collaboration tools for two weeks, while the second group had the flexibility to choose which and how many tools to eliminate. Participants kept daily diaries of their tool usage to document the experience. The cleanse aimed to help employees become more aware of their "digital clutter" and was inspired by the "subtraction mindset," which posits that removing elements can sometimes be more effective than adding new ones.

The good news was that 41% of participants reported becoming more mindful of the impact of using too many tools on their focus and productivity. More than half even said they would use at least one tool less frequently moving forward.

However, the cleanse also had some unintended consequences: it made employees feel more helpless and exhausted. Participants found it challenging to eliminate tools they had initially thought they could

do without. The decision to stop using a particular tool wasn't solely theirs to make, as it often affected their teammates and their work processes. What these findings suggest is that many employees are suffering from broken tech stacks, but they are unaware of just how much pain they are in. Our case study inadvertently showed them, and their level of digital exhaustion increased. If companies wait for employees to realize on their own how broken their tech stacks really are, it may be too late to pull them back from the brink.

The study concluded that effective change to combat technology overload should come from top-level management. Despite increased awareness and willingness among employees to minimize tool use, the interdependent nature of collaboration tools made it nearly impossible for individual employees to effect meaningful change on their own, although they tried to do so by increasing their usage of integrations and work management platforms. Therefore, the initiative for streamlining tool use needs to be a top-down effort for it to be truly effective.

The relationship between gender and tech use

We also found a gender gap in perceptions regarding collaboration technology in the workplace. Women (71%) are more likely than men (64%) to say that collaboration tools are crucial to their work. As well, a much greater number of men (21%) feel confident in their ability to work effectively without these technological aids, in contrast to 14% of women. This disparity suggests that men may place a higher value on independence in their work style, or perhaps women feel more comfortable using collaborative tools.

These statistics may reflect deeper societal trends regarding expected gender roles within collaborative environments. Women are often socialized to value and engage in cooperative work, which might lead them to leverage collaborative technologies more extensively.

In work cultures that emphasize teamwork, women might not only prefer such arrangements but could also be shouldering a disproportionate share of collaborative burdens.

Another aspect the digital collaboration world has recently introduced is the "self-view" feature, where individuals see themselves on the screen during video calls. Research demonstrates the self-viewing feature can lead to heightened self-focus and more critical self-evaluation. This constant self-monitoring can be particularly taxing, potentially leading to increased stress and tiredness. Women, in particular, may be more affected by this aspect of video conferencing due to social and psychological factors socializing a hyper-focus on appearance.

We also found that more women (67%) than men (62%) experience some level of digital exhaustion. This aligns with other research that found that women tend to experience higher levels of exhaustion than men after video calls. The researchers suggest that the constant 'self-view' on video calls might be a contributing factor to this fatigue.
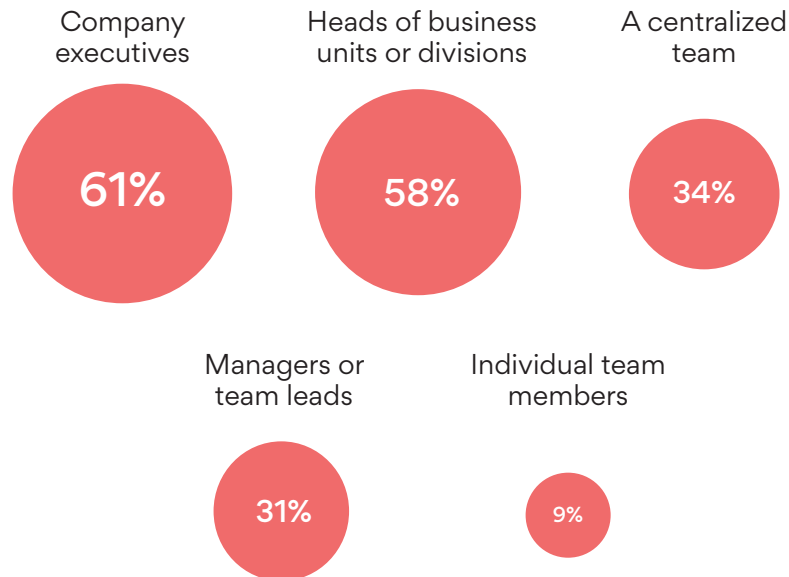
> *"Building an effective tech stack involves stakeholders at all levels of the organization. While executives wield the most influence in these decisions, every employee has a role to play. It's a dynamic interplay of top-down and bottom-up change. Absent top-down change, the tech stack risks becoming fragmented and misaligned with strategic objectives. Conversely, without bottom-up change, technologies risk low adoption as they won't resonate with daily work."*

Rebecca Hinds,
Head of The Work Innovation Lab

Who decides which technologies to add to an organization's tech stack?

% of knowledge workers who say the following individuals have significant influence over which technologies are used by their organization

Company executives
61%

Heads of business units or divisions
58%

A centralized team
34%

Managers or team leads
31%

Individual team members
9%

Executives and tech stacks

Perceptions about the necessity of certain tools vary. Individual contributors and managers are more inclined to identify some tools as expendable, whereas executives tend to view the entire tech stack as essential.

Tackling workplace friction: A decade of insights from the "Friction Project"

By Bob Sutton, Research Partner at The Work Innovation Lab

My colleague, Stanford Professor Huggy Rao, and I embarked on what we now call the "Friction Project" over a decade ago. Our goal? To make the right things in the workplace easier to do and the wrong things harder to do. This journey forms the backbone of our upcoming book, "[The Friction Project.](#)"

Our research with The Work Innovation Lab has taken us deep into the complexities of tech ecosystems in organizations. What we've uncovered is a pervasive affliction in today's organizations: "addition sickness." It's the incessant accumulation of "more"— in this case, an overload of new tools and applications, often mistaken for progress and efficiency. Ironically, this surplus doesn't enhance productivity. Instead, it spawns a cluttered, bewildering, and ultimately inefficient work environment—a clutter that's as much cognitive as it is physical.

Our findings highlight that the best friction-fixing is a blend of top-down and bottom-up intervention. When friction happens because people make unfettered local additions, such as adding one software tool after another, and do so without considering the aggregate impact, then top-down intervention is often the best solution. Leaders must be active architects of their tech landscapes. This is not a call for micromanagement, but a plea for mindful management and "strategic subtraction." Leaders need to use data to distinguish the essential tools from the extraneous—understanding not just what their teams use, but crucially, what they don't need.

A systematic "tech reset" or "collaboration cleanse" isn't just an operational adjustment; it's a strategic move. The purpose isn't productivity for productivity's sake—it's about creating space for better collaboration, clearer thinking, and ultimately, more meaningful work.

The importance of a tech audit

Tech audits are like health check-ups for your company's digital toolkit, but our research suggests they're not happening nearly enough. Nearly half of knowledge workers (43%) aren't sure if their company ever stops to evaluate whether their collaboration tools are useful.

Ready to reset your technology stack? Here are our recommended steps for success:

1. Build your tech stack council: Your first move should be to gather a cross-departmental team to evaluate the tech stack your employees rely on. This group acts as your "jury," evaluating each tool's value through hard data and different functional use cases. Your tech council should include a representative from every major functional group in your organization including marketing, operations, revenue, and product.

2. Conduct a tool audit: Before you can manage your tools, you need to fully understand them. Conducting a tool audit helps you identify your tech landscape and set a course for optimization. A successful tool audit involves two steps:

- **Inventory roundup:** Create a comprehensive list of every software and application at play within the organization. This list helps quantify the scope of tools at your disposal.

Beware of the sneaky credit card charge: One way to find tools that have crept into the organization's tech stack is to look for those that are being charged on someone's corporate credit card. Many tool vendors (especially SaaS companies) price their monthly fees at just below the charging approval limit for a manager's corporate card. It's easy to spot tools that people think they need by seeing what they've snuck onto their credit cards.

At one midsize organization that we worked with, we how the CTO used "good friction" to manage software expenses. The CTO directed the accounting team to monitor and report all software-related charges on the corporate credit card. Any software subscriptions not pre-approved by the IT department were immediately suspended. Managers who needed these tools had to justify their use through a formal request to the CTO. This strategy led to a significant reduction in the company's SaaS tool usage, dropping from around 55 to just 20 essential tools. The primary culprits in excessive spending were overlapping project management, communication, and data visualization tools. For instance, the organization was concurrently using Slack, Teams, and Webex for similar communication purposes. This approach effectively utilized 'good friction'—intentional barriers to streamline processes—to eliminate 'bad friction' caused by redundant tools and systems.

- **Categorization:** With your list in hand, categorize each tool based on its primary function. Use the categories in Table 1 as an anchor.

3. Redesign your tech stack: When it comes to your tech stack, employees want standardization to cut through the noise. You should evaluate tools based on several key factors to optimize productivity within each category, as recommended in Table 1.

For each of the categories above, we suggest choosing the number of tools that we found optimizes productivity (e.g., two communication and conferencing tools). Your specific organizational context might warrant more or fewer tools, but this should be a starting baseline. When choosing tools, consider the following criteria:

- **Current usage:** How often is the technology being used and by whom?
- **Impact:** The impact the tool has on your company objectives.
- **Effort:** How much effort does it take to learn to use and use the technology?
- **Interoperability:** How well each tool integrates with others.
- **Degree of cross-functional support:** 68% of knowledge workers say that they work with people in a different function than theirs daily. The highest impact tools will break down silos not just within teams but across functions.

It's also important to avoid eliminating tools strictly because they aren't relevant to most of your employees. If a team has a highly specialized need that only one tool can meet, that's a valid consideration. In this case, it's essential to formally identify and articulate what that unique need is. Is it a feature no other tool has? Is it about compliance, data security, or some other non-negotiable factor? If yes, it should stay.

4. Initiate a vendor showdown: If you find multiple tools with similar features, set up a direct comparison or even a live "bake-off" to determine which tool best meets your needs. Empirical evidence, such as head-to-head metrics comparisons, can facilitate data-driven decision-making.

5. Run proof of concept trials with technology vendors: Before fully committing to a new tool, run a small-scale campaign or project. Measure its impact compared to other tools. Trialing a tool in a real-world setting provides concrete data that can either validate or challenge perceived benefits. Moreover, making

sure everyone on the team is onboard with a new tool will make it more effective in the long run and help boost productivity while reducing technology exhaustion. This "proof of concept" is an effective risk mitigation strategy—making a mistake on a small scale is far less detrimental than rolling out an untested tool company-wide.

6. Communicate about your enterprise tech stack, the "rules of the road," and provide training: As we saw earlier, 74% of employees say they'd prefer that everyone in their organization used the same set of core collaboration technologies, and 45% want their organization to provide training on how to collaborate effectively. If you have agreement on which tools to use and training on how to use them, employees will be less exhausted by keeping so many tools straight, choosing which tools to use, and switching between multiple tools all day long.

This underlines the critical need for organizations to clearly communicate their chosen enterprise tech stack and establish clear "rules of the road" for technology use. Equally important is the provision of comprehensive training programs. These programs should not only cover the technical aspects of the collaboration tools but also include best practices for effective digital communication and teamwork. In doing so, organizations can ensure that their teams are not only equipped with the right tools but also possess the necessary skills and understanding to use these tools effectively, thereby enhancing overall productivity and collaboration.

7. Integrate to simplify: A smarter tool stack isn't just about consolidation—it's equally important to focus on integrations. An overflowing tech stack is a financial and user headache. We found that two-thirds (66%) of enterprise knowledge workers indicate some degree of digital exhaustion.

One of the simplest ways to cut back on the number of tools you're using is with integrations. Instead of having to switch between tools to get everything you need, you can use integrations to connect them all on one, centralized work management platform.

8. Decommission tools that don't make the cut: Once a tool is deemed expendable, follow a standardized offboarding protocol. This includes data migration, user notification, and formal termination of service contracts. Develop a routine process and share it widely with your department, ensuring consistency and compliance across the team.

9. Optimize vendor relationships: Building a strong relationship with tech vendors can be a game-changer. Vendors can offer insights into features that could benefit multiple departments, negotiate pricing, or even develop custom functionalities. This long-term approach not only adds value to your tech stack but can also make IT's life easier by providing more complete, integrated solutions.

Combatting tech overload

The state of collaboration technology is at a crossroads, demanding we use strategic interventions to decode digital clutter and reset tech stacks for enhanced productivity. Repercussions of a cluttered tech stack are not purely financial - the effects of toggling between apps and lack of control over digital clutter are seen in employee productivity and feelings of digital exhaustion.

Download more research and insights at: workinnovationlab.com

The Work Innovation Lab is a think tank by Asana that develops human-centric, cutting-edge research to help businesses evolve today to meet the growing changes and challenges of the future of work. To learn more about The Work Innovation Lab and get our other research-backed insights, visit workinnovationlab.com.

THE WORK INNOVATION LAB

BY asana