TruWorkspace

WHITE PAPER · REMOTE & HYBRID WORK · 2026

Closing the Connection Gap: how remote and hybrid teams stay one team.

Remote work gave people back their commutes, but it quietly took away the hallway, the lunch table and the moment someone noticed good work. This paper shows what that loss costs and how TruWorkspace brings it back.



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Distance didn't break productivity. It broke connection.

Remote and hybrid work are here to stay, but the informal signals that hold a team together did not make the move. The result is a **connection gap**: people who are online all day yet feel unseen, unaligned and alone. TruWorkspace is a **video-based virtual office** that gives teams of 10 to 1,000+ one place to connect, align and celebrate, without adding another meeting.

20%
of employees worldwide are engaged at work
Gallup, State of the Global Workplace 2026

22%
of employees felt lonely a lot of the previous day
Gallup, 2026

70%
of team engagement is attributable to the manager
Gallup, 2025

9%
of global GDP: the productivity cost of low engagement
Gallup, 2025–2026

How TruWorkspace closes the gap

Connect
A live virtual office with presence, mood status, video drop-ins and team hangouts, so teammates can see and reach each other like they share a floor.

Align
Async video check-ins with AI transcription, shared to-dos, goals and KPI reporting replace status meetings and keep everyone moving the same way.

Celebrate
Peer recognition, gamification, motivational content and feedback tools make good work visible and give managers a real read on morale.

"Remote work removed the commute. It shouldn't remove the team."

THE TRUWORKSPACE POINT OF VIEW

WHAT THIS PAPER COVERS

The anatomy of the connection gap (Section 02), why today's tool stack hasn't closed it (03), the TruWorkspace platform and a day inside it (04), how to measure progress and roll out in 90 days (05), and where to start (06).

When the hallway disappeared, so did the glue.

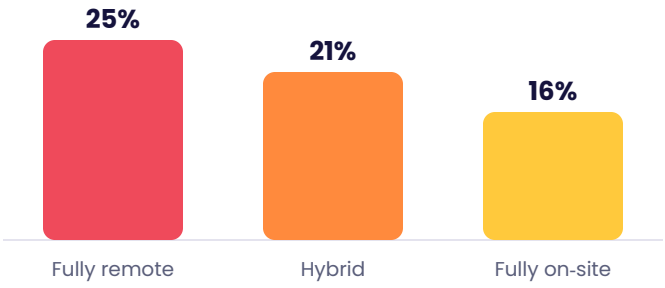
Offices run on signals nobody designs: a quick hello, an overheard problem, a glance that says someone is heads-down. Remote teams lose those signals by default, and **no amount of video meetings brings them back**.

What the office gave you for free, and what remote teams get instead

In the office	On a remote or hybrid team	The cost
Hallway hellos	Silence until the next meeting	Weak ties fade; new hires never build them
Overhearing a problem	Issues stay in private DMs	Silos form and blockers surface late
Seeing who is busy	Guessing, then pinging anyway	Interruptions and slow responses
Lunch with the team	Lunch alone at the desk	Loneliness and lower belonging
Recognition in passing	Good work goes unseen	Disengagement and quiet attrition
Manager walk-arounds	Status meetings and surveys	Meeting overload and late warning signs

THE REMOTE WORK PARADOX

Remote workers feel loneliest



Share of employees who felt lonely a lot of the previous day. Gallup, 2024.

WHY IT MATTERS

Remote workers can be among the most engaged in their tasks, yet the least connected to their people.

Gallup calls this the remote work paradox. Engagement with the work isn't the problem; belonging is. That is a problem software can address directly.

More tools, more meetings, the same gap.

Most remote teams already pay for chat, video, project management and engagement surveys. Each solves one job well. **None of them owns the space between the jobs**, which is exactly where connection lives.

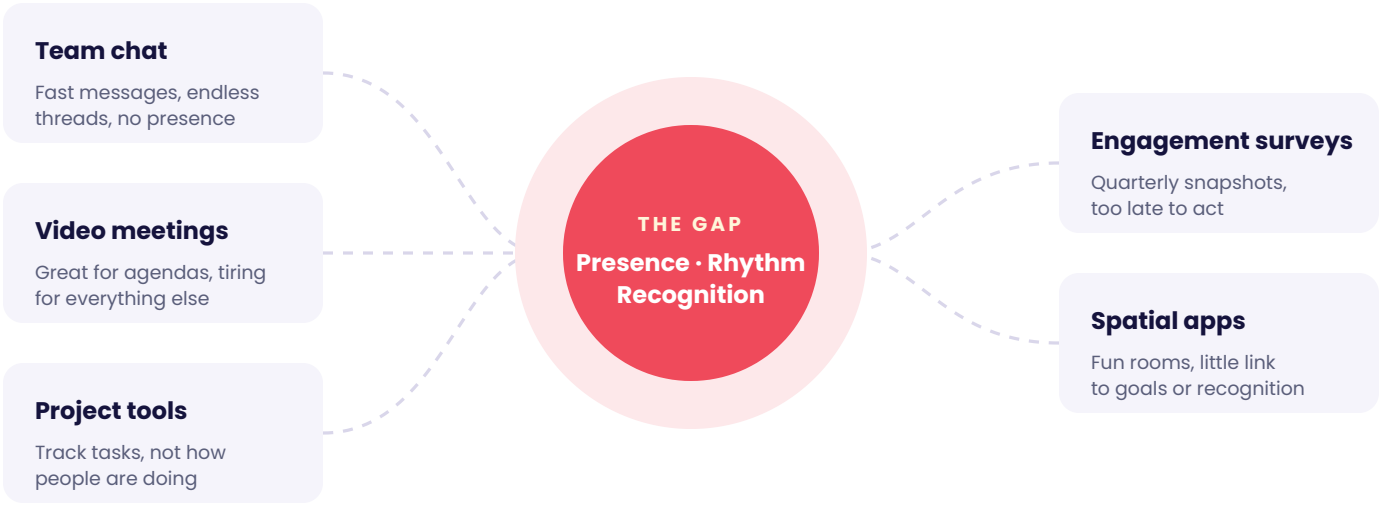


Figure 1. The typical remote stack covers communication and tasks, but not the connective tissue between them.

Five symptoms leaders recognize

01
Meeting overload
Status calls fill the day because nothing else shows progress.

02
Invisible work
Quiet contributors go unrecognized and start to drift.

03
Slow onboarding
New hires never build the informal network they need.

04
Silos
Teams lose sight of what others are doing and why.

05
Blind managers
Morale problems surface in exit interviews, not in time.

One interface for presence, rhythm and recognition.

TruWorkspace is a video-based virtual office that sits on top of the tools teams already use. It adds what the stack is missing and connects it to **the integrations your people live in every day**.

HOW THE PLATFORM STACKS UP

Outcomes — What leaders get

- Stronger connection
- Fewer status meetings
- Visible recognition
- Earlier morale signals
- Faster onboarding

Connect

- Live virtual office floor with presence
- Mood and availability status
- Video drop-ins and team chat
- Virtual hangouts with food delivery

Align

- Async video daily check-ins
- AI transcription and summaries
- Shared to-do lists
- Goals, KPI reporting and time clock

Celebrate

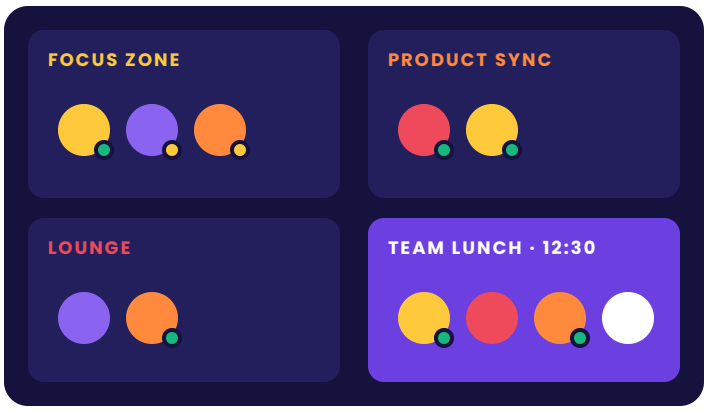
- Peer recognition and kudos
- Gamification and team challenges
- Motivational content
- Team feedback tools

Works with your stack — AI-POWERED · ONE INTERFACE

- Slack
- Microsoft Teams
- Zoom
- Google Calendar
- Jira
- Okta SSO

A shared floor, without the commute

The team floor shows who is in, who is heads-down and who is open to talk. One click starts a video drop-in, the way you'd lean over a desk. Rooms carry the culture: a focus zone, a lounge, a standing team lunch.



A day inside TruWorkspace.

Connection isn't one feature; it's a rhythm. Here is how a distributed product team uses TruWorkspace across a single workday, **with fewer meetings than before**.

9:00

Async video check-in replaces the standup

Each person records a short update on their own time. AI transcription turns it into a searchable summary the whole team can skim.

10:00

Focus time, visible to everyone

Mood and availability status show who is heads-down, so teammates hold questions or add them to a shared to-do instead of interrupting.

11:15

A two-minute drop-in unblocks a decision

An engineer sees the designer is open, clicks once and talks it through on video, the way they'd walk over in an office.

12:30

Team lunch in the virtual lounge

Food delivery integrations put the same meal on every table. The new hire meets three colleagues outside her own squad.

3:00

Recognition makes good work visible

A teammate posts kudos for a tricky fix. Points and team challenges keep the momentum fun rather than forced.

5:00

The manager sees the whole picture

Goals, KPIs, check-in themes and mood trends in one view, so the next 1:1 starts with what actually needs attention.

Illustrative scenario.

Built for everyone who feels the gap.

The connection gap shows up differently depending on where you sit. TruWorkspace gives each stakeholder **a reason to say yes**.

Stakeholder	Pain today	What TruWorkspace delivers
CEO / COO	Culture is fading as the company spreads out	One shared place where the company feels like a company
HR and People teams	Engagement data arrives too late to act on	Continuous signals from mood, check-ins and recognition
Team managers	Status meetings crowd out real coaching	Async check-ins, goals and KPIs in one view
CTO / IT	Tool sprawl and another app to secure	Integrations with existing tools and Okta SSO
Employees	Online all day, connected to no one	Presence, easy drop-ins, team rituals and recognition

How TruWorkspace compares with the usual approaches

Capability	Chat apps	Video meetings	Spatial apps	Surveys	TruWorkspace
Live presence and status	◐	○	●	○	●
Async video check-ins with AI	○	◐	○	○	●
Goals and KPI reporting	○	○	○	◐	●
Peer recognition and gamification	◐	○	◐	○	●
Mood and wellbeing signals	○	○	○	◐	●
Team rituals and hangouts	○	◐	●	○	●

● Strong ◐ Partial ○ Limited or none. Author's assessment of typical category capabilities.

Not another app to check. The place work already happens.

TruWorkspace complements Slack, Teams and Zoom rather than replacing them, so adoption doesn't depend on anyone giving up a tool they like.

05 · MEASURING PROGRESS

If you can see the gap, you can close it.

Connection feels soft until you measure it. TruWorkspace makes the leading indicators visible, so leaders can **track a baseline, act early and prove impact**.

Six indicators to track

Check-in participation
Share of the team posting regular updates

Meeting hours
Status-meeting time per person per week

Recognition frequency
Kudos given and received across teams

Cross-team connections
Drop-ins and hangouts outside one's squad

Mood trend
Direction of team sentiment week to week

Goal progress
KPIs on track versus at risk

Your first 90 days

Days 1–30
PILOT ONE TEAM

- Connect Slack or Teams, calendar and SSO
- Launch daily video check-ins
- Capture baseline indicators

Days 31–60
EXPAND AND RITUALIZE

- Roll out to adjacent teams
- Set team rooms and a weekly lunch
- Turn on recognition and challenges

Days 61–90
MEASURE AND SCALE

- Compare indicators to baseline
- Retire redundant status meetings
- Plan company-wide rollout

Day 1
Pilot live

Day 30
Baseline captured

Day 60
Rituals running

Day 90
Impact readout

START WHERE THE GAP HURTS MOST

Begin with a team that is newly distributed, growing quickly or onboarding several hires. That is where connection is weakest and the change is easiest to see.

06 · CONCLUSION

Make remote work feel like a team again.

The connection gap is not a side effect leaders have to accept. It is a design problem. TruWorkspace gives distributed teams the **presence, rhythm and recognition** that offices used to provide by accident, and makes them deliberate, measurable and fun.

01

Less miscommunication

Async check-ins and AI summaries keep everyone current without another call.

02

More connection

Presence, drop-ins and team rituals rebuild the ties remote work wears down.

03

Higher motivation

Recognition and gamification make contribution visible and momentum fun.

THE BOTTOM LINE

Remote work removed the commute. TruWorkspace makes sure it doesn't remove the team.

BOOK A FREE PRODUCT DEMO

See your team on one floor.

www.TruWorkspace.com

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SOURCES

Gallup, State of the Global Workplace: 2026 Report, global data summary (engagement and daily loneliness, 2025 data). Gallup, State of the Global Workplace: 2025 Report (manager share of team engagement; productivity cost of low engagement). Gallup, 2024 loneliness by work location, as reported in remote engagement research. Product capabilities from TruWorkspace.com.

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