



YOUR DIGITAL WORKSPACE:

THE ULTIMATE GUIDE TO
CREATING DIGITAL EXPERIENCES
YOUR EMPLOYEES WILL LOVE

A blurred office scene with people in the foreground and a man and woman looking at a tablet in the background. The man is wearing a suit and the woman is wearing a white blouse and a dark skirt. They are standing in a modern office environment with desks, chairs, and a whiteboard.

1: THE IMPORTANCE OF PEOPLE

Your people journey

An organisation is only ever as good as its people. It is a simple idea – almost a truism – but one that is easily overlooked in the age of digital transformation. New technologies are changing the way that we live and work – they present new ways of solving old problems, create new business models, and impact our daily lives. These new tools create a golden opportunity to revolutionise the workplace and shape an environment in which your organisation can attract the best people and somewhere they want to come to work.

It's about more than technology though. It is a journey that begins with a clear organisational purpose and one that incorporates culture, the physical workplace, and technology to create an employee experience that attracts and empowers talented people.

This guide is for CIOs who aim to put people front and centre on their business transformation journey. It is designed to help you reap the benefits of employee engagement, create a more agile organisation, enable employee productivity from anywhere, and streamline your IT operations in the process to create a truly modern, digital workspace.



“Make sure everybody in the company has great opportunities, has a meaningful impact and is contributing to the good of society.”

Larry Page - CEO of Google



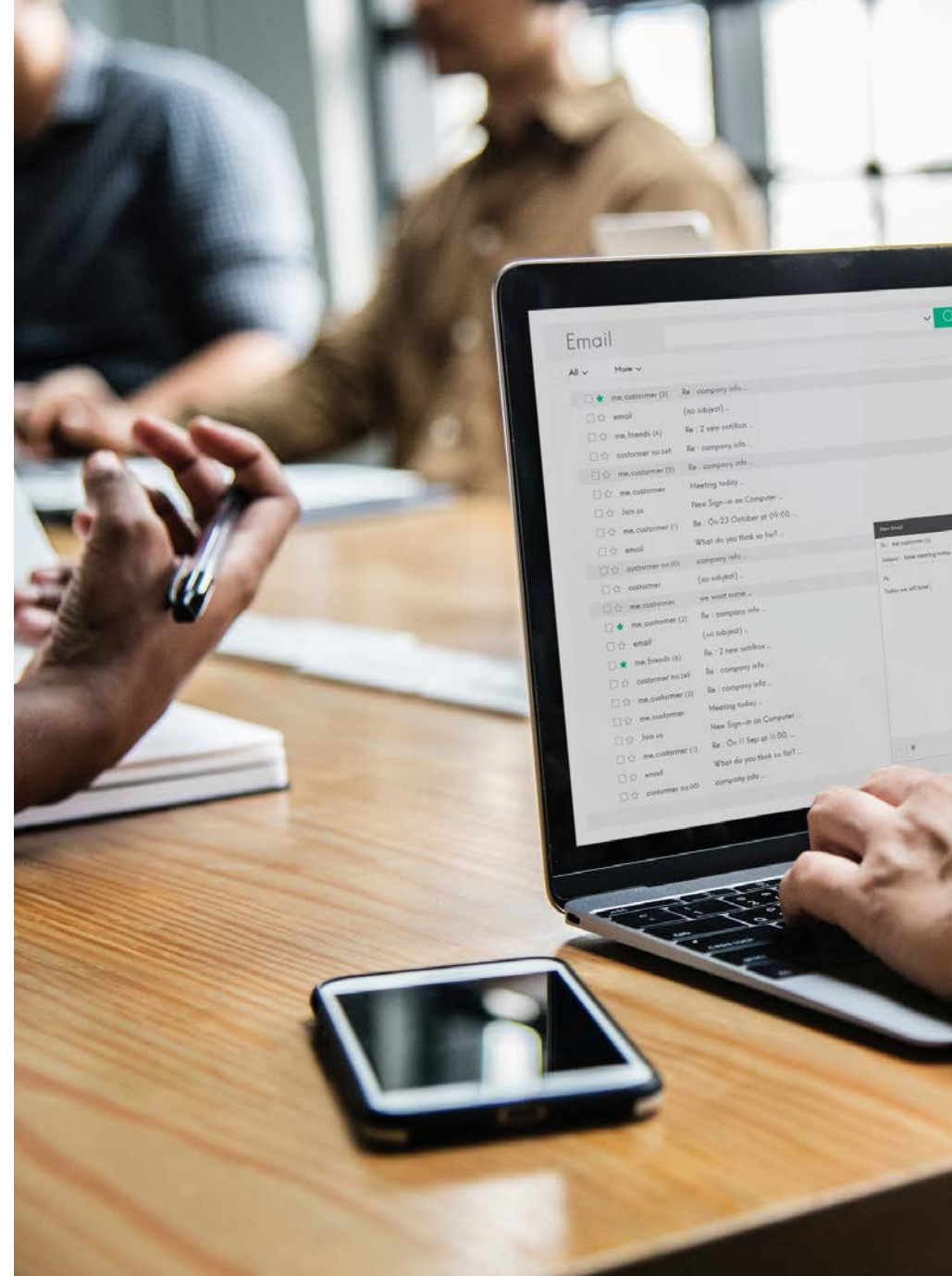
2: BUILDING A POSITIVE EMPLOYEE EXPERIENCE

Start at the core

Engaging employees in the modern workplace is about more than keeping up-to-date with the latest technology. You have to build an employee experience that people want to be a part of. How do you do that? It starts with having a core purpose for why you exist as an organisation and develops with a focus on creating the right work environment, comprising the culture, physical space, and technology that surrounds your employees.

“The importance of employee engagement within an organization is more prevalent than ever as a driver of business performance. The needs of your employees are changing and if you fail to adopt a digital workplace strategy you will fall behind. A successful digital workplace program requires a multifaceted approach across people, process, and technology.”

Gartner



Culture

An organisation's culture is difficult to define. Unlike the physical locations where we work and the technology we use there, culture is an abstract concept. Nevertheless, it is vital to engaging employees.

Developing a healthy workplace culture is first and foremost about how people feel. If people feel energised, motivated and empowered, they will view their organisation more positively and be more engaged in their work.

A successful workplace culture exists when employees:

- have a **positive outlook** on the organisation
- feel **valued**
- have a sense of **purpose**
- feel like part of the **team**
- see **diversity and inclusion** taken seriously
- make **referrals**
- feel supported to **learn and advance**
- feel **fairly treated**
- are **mentored** by managers
- see a dedication to their **health and wellness**

“It is no secret that your organization’s culture guides the way your employees behave and work. People and culture lie at the heart of organizational performance and typically drive both success and failure.”

Deloitte

“Office spaces are re-emerging as employee experience centers. All of the companies that are investing in new or redesigned spaces are doing so because they realize one crucial change that has happened in the workplace: that organizations can no longer assume that employees need to work there and organizations must in fact create environments where people actually want to show up.”

Jacob Morgan

3x Best-Selling Author, Speaker, Futurist,
& Founder of FutureOfWorkUniversity.com

The physical space

Where we work has an enormous influence on how we feel about the work that we do. Too often office environments work against people.

The modern workplace physical environment is oriented around the needs of the people who work there. This might include:

- Making the space accessible for visitors (e.g. not locking people away in the bowels of a building)
- Offering flexibility (e.g. hotdesking, remote working, or similar initiatives)
- Reflecting the organisation’s values in the space it occupies (e.g. recycling facilities, access to healthy snacks etc.)
- Using multiple workspace options (e.g. employees can work from a desk, lounge areas, home, café etc.)
- Not having a physical workspace at all – opening the workplace to become anywhere, anytime through a digital workspace

Technology

These are the tools people need to work. Just as the physical workplace should meet the needs of the people who work there, the technology they use should also align with the needs of employees.

The organisation's core technology should be available to everyone, anywhere to ensure that people are always on the same page and able to contribute.

Any technology used by employees should be just as good as anything you would give to a customer. It's hard for people to feel valued when there is an obvious difference in the way an organisation invests in its employees and its customers.

As with the physical workplace, digital workspace technology should not be focused solely on the needs of the business. The way that people work and how they use the tools they need should be factored in to ensure that employees are getting the most out of the technology available.

“By integrating the technologies that employees use, the digital workplace breaks down communication barriers, positioning you to transform the employee experience by fostering efficiency, innovation and growth.”

Deloitte



**3: PUTTING PEOPLE
AT THE CENTRE OF
TECHNOLOGY**

The human element

A focus on improving employees' experience of a organisation has enormous benefits. Research reveals that companies that have invested in people-oriented culture, physical space, and technology see twice the revenue, quadruple the profits, and 40% lower staff turnover than those which do not.

The modern digital workspace needs to reflect the people who spend time there and cater for their needs. So the first step, naturally, is to understand the needs of your employees.

Today's workforce is increasingly diverse – from the roles that people fill, to their lifestyles outside of work.

That's why it's so important to understand the human element – how they work, where they work from, what apps and data they need to be productive, and what their needs are – before we ever look at technology.

Some of your people really do need the flexibility to work anytime, anywhere, from any device. If your sales team are out on the road, then making sure that their down time between meetings is productive is vital. They absolutely need to be able to access the apps they use on their mobile device, or be able to connect into your systems from a café between meetings. But does everyone else actually need that flexibility?

Factory workers, call centre staff, or other employees who work defined hours and aren't going to be checking their emails at 9pm at night aren't necessarily going to need (or want) the same level

of flexibility. Instead, you'll need to make sure that they've got the tools on hand to empower them – without taking over their lives.

Sales staff, factory workers, execs, engineers... Whoever makes up your team, essential to a modern digital workspace is acknowledging and exploring the human element – and then selecting and designing technology to suit your people.

**He aha te mea nui o te ao?
He tangata, he tangata,
he tangata.**

Māori proverb

A photograph of three business professionals (two men and one woman) in a meeting, looking at a tablet. The image is overlaid with a semi-transparent blue filter. The text is centered over the image.

**4: TECHNOLOGY
FOR YOUR
MODERN DIGITAL
WORKSPACE**

The right technology

Alongside culture and the physical work space, technology is a key element of the modern workplace. The right technology will help rather than hinder people in their work. So what are the key aspects to consider when you're deciding on which technology to harness to create your digital workspace? As you're planning your digital workspace, consider the core tenets of a successful digital workspace:

- Always **secure**
- **Productive** from anywhere
- An awesome **employee experience**
- **Serviced** from anywhere
- **Automated**
- Managed digital experience



Finding the right technology for your organisation is crucial.

The modern digital workspace isn't just a shift for the end user – it's also an opportunity for your IT department to improve operations and evolve. From our discussions with countless CIOs, we're seeing a move away from in-house infrastructure. Instead, the clear desire is for a cloud-delivered workspace which allows IT to be more efficient and more agile while making people more successful in their jobs.

Security is top of mind for most CIOs – one of the challenges you're left facing as you move to a modern way of working is that traditional boundaries are broken down. From people to devices to data, making sure that every aspect of the digital workspace is secure, no matter where they are, is a key part of providing a solution.

Developing the right digital workspace solution also takes a unique skill set. One of the most significant challenges we often observe lies not in adopting new technology, but in shifting to the mindset needed to successfully do so. With a faster software release cadence, IT staff have to move from a 3-5 year large project cycle to a continuous release cycle. We often see IT struggling to adapt to this significant operational change. Giving IT teams the support and education they need is vital to help them adapt to this change in rhythm.

At Deptive, we work alongside IT teams to make sure that they're armed with the right tools and understanding to make your modern workplace successful – from the humans to the technology.



5: THE TRANSFORMATION JOURNEY

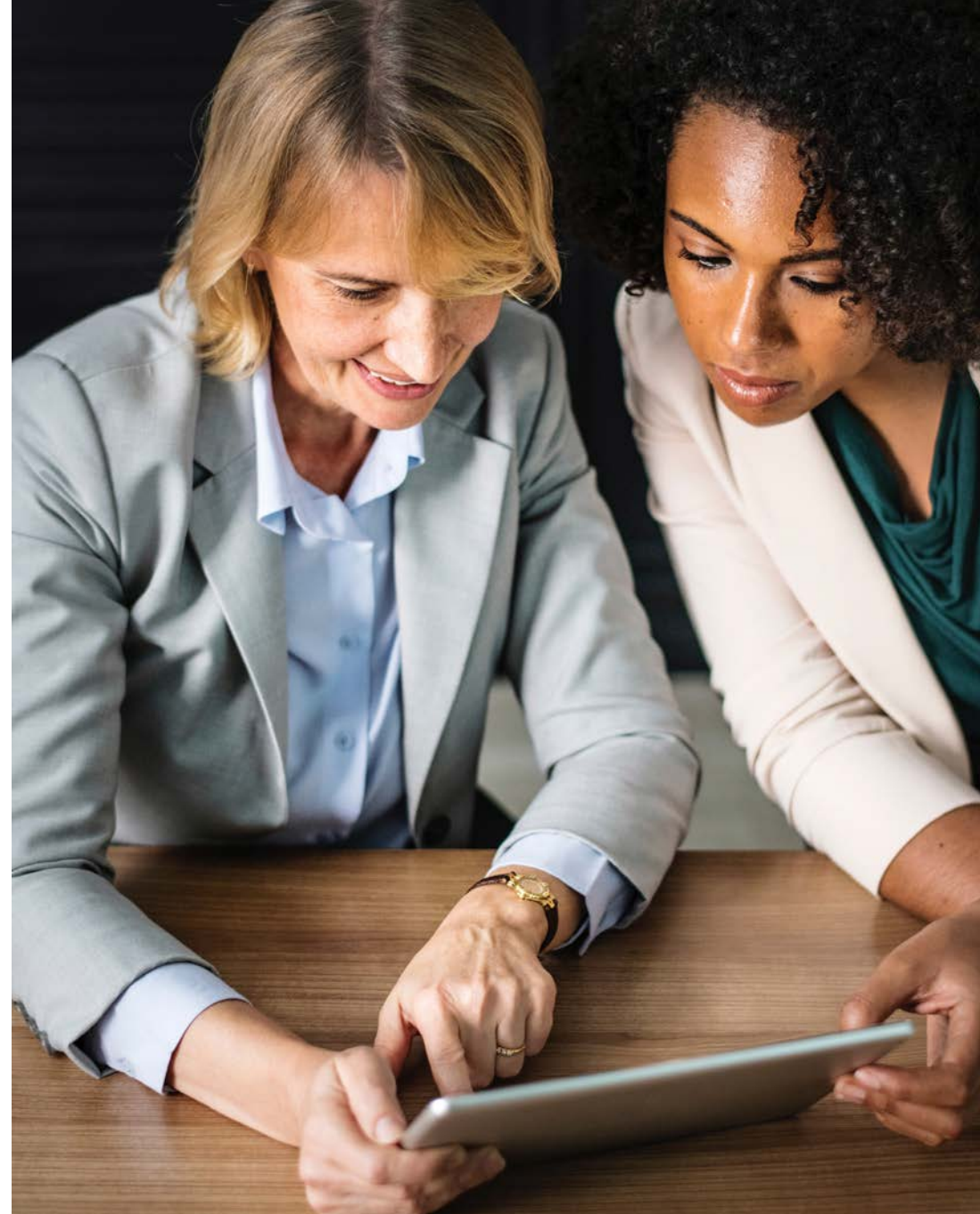
Starting your transformational journey

Transitioning to the modern digital workspace is a journey and it begins with understanding who your people are. The modern workplace is more openly diverse and inclusive than ever before, adapting to and benefitting from a cornucopia of different points of view and personal experiences. It is important to understand and respect that different people work differently and they have different needs.

So what does a successful transformation journey entail? Below we outline the Deptive approach to transforming your digital workspace in a way that works for your business – and your people.

“Digital transformation is top of mind of every leader but often forgotten and ignored is the employee. At the heart of every digital transformation journey therein lies the importance of employee engagement.”

Gavin Tay - Research Director, Gartner



The digital workspace transformational journey



- Understand how people work
- Develop personas based on the different business functions
- Identify user experience issues
- Audit apps, devices, network, and data
- Assess IT capability and capacity
- Audit licensing

- Get a clear understanding of the business drivers
- List risk and compliance requirements
- Consider what benefits you want
- Decide what you're looking to achieve
- Determine your priorities
- Examine who would get the biggest benefit
- Consider the financials – is there budget? CAPEX or OPEX constraints?

- Assess products and conduct proof of concepts
- Align with technology partners for expert guidance and support

- Design solution
- Pilot to get quick feedback
- IT training and user training
- Communicate with employees
- Deploy first to people who will get the biggest benefits

- Configure analytics and review data
- Monitor and manage the user experience
- Continuously upgrade and improve the solution
- Educate employees
- Look for processes to automate and ways to make life easier for people



6: MEET DEPTIVE

The digital workspace specialists

If you're not adopting the modern way of working, you're not getting the most out of your people. Operationally, you simply won't be as efficient. Nor will you be able to retain and attract the best talent.

As specialists in end user computing, Deptive empowers your workforce, providing secure access to be productive anywhere, anytime. Whether you're switching to hot desking, allowing employees to work from home, keeping the team connected while out in the field, or moving part of the team offshore, Deptive helps you securely create a more flexible workstyle for everyone in the organisation.

By partnering with Microsoft, Citrix and VMware, we ensure that the digital workspace solutions we provide fit the diverse organisations we work with, both in the private sector and in local and national government.

We love helping CIOs who are passionate about improving productivity, enabling the freedom to work anywhere, and creating digital experiences that employees love – because you're the people who are capable of creating a truly modern workplace.

Contact us today to begin your digital workspace transformation journey.

“The modern workplace is a lot more than the cliché of work is what you do, not where you are. We see that our customers have very diverse workforces, so it's key in the modern workplace to understand that human element.”

Jason Poyner - Technical Director, Deptive



Jason Poyner
CEO & Founder
+64 21 931 334
jason.poyner@deptive.co.nz
www.deptive.co.nz