



The Digital Workplace:

How Digital Tools Can Transform Your Business



Introduction

Today, innovation, productivity and maintaining a competitive edge depend, to a large extent, on driving business agility. Designing a digital workplace is the key to a new, modern way of working - one with processes that are effective, flexible and error-free. It's a long-term strategy that promotes growth and positions your company to respond to an unpredictable economic climate. It also improves employee engagement and minimises the effects of the shortage of skilled workers.

Are you wondering how the digital workplace will shape the business of the future? Read our eBook to find out what to keep in mind when introducing and designing it, what benefits it will bring you and what challenges you may face on your journey towards digital transformation.

"We've learnt a lot over the past few years, including how to continue our business without restrictions by going digital. Our employees are able to easily access our digital document pool while working from their homes across the country. Thanks to faster processing times, we can offer our customers better service. At the same time, we can handle a higher volume of business with the same resources."

Paul March President,
Horizon Underwriting Managers

What is a digital workplace

A digital workplace is a cloud-based platform that transfers a company's documents, data and workflows into a virtual space. It contains applications, tools and collaboration functions that provide secure document storage, instant permissioned access and automated workflows that free employees from tedious manual tasks. These capabilities work together seamlessly and are used via a secure, online connection that can be accessed from anywhere, any time.



Explore the possibilities

The digital workplace plays to its strengths in almost every organisation across departments. These are a few examples of the role of the digital workplace:

- **Government departments** provide the public with electronic forms rather than requiring in-person visits.
- **Universities** share student information between the admissions and financial aid departments and the registrar's office while easily meeting privacy requirements.
- **Manufacturers** improve communication between the engineering department and employees on the factory floor.
- **Field service personnel** can collect information on-site with a customer and share it with the central office in real time.
- **Financial institutions** use online forms and digital signatures to open new customer accounts more quickly.
- **Digital processes** also set a new standard for the customer experience. After all, every employee is available to participate in workflows and answer questions for customers, vendors and team members, regardless of their location.

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The benefits of a digital workplace have a significant impact on organisations of all sizes. Companies that can effectively implement the shift towards a mobile workforce are well-positioned to enhance agility and productivity. Factors such as streamlined processes and a more adaptable infrastructure can provide an advantage over more complex, traditional structures. And as operations become more efficient, it drives further adoption – businesses quickly recognise that a mobile workforce can rapidly outperform their industry peers. Here are some key aspects to consider.

Keeping costs low: Companies, especially small businesses and start-ups, generally have little financial leeway. Experience has shown that recruiting additional employees to cope with growing demand inevitably leads to higher requirements for premises, workstations and software. The budget required for this often presents expanding companies with a Herculean financial task.

Strengthening customer loyalty: Online and mobile technologies open up new opportunities to increase customer loyalty. Any business that is in close contact with its customers can benefit from providing customer-friendly online services, quicker answers to their questions and the ability to offer products and services tailored to meet the needs of different market segments.

Increase productivity: With a digital workplace, employees are able to more productively use time that was previously spent travelling to meetings. Modern mobile collaboration tools create the flexibility to participate in meetings from any location, share data securely and stay in constant communication with colleagues and superiors. The result is a significant increase in productivity because up-to-date information is available to everyone involved at any time, regardless of location.



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These are three ways in which your company can realise a quick ROI.

Reduce paper: Digitalisation in the business world is here to stay. Regardless of this, many core business processes such as customer onboarding, accounts payable and human resources are still based on paper. Digitalising these processes is the first step towards digital transformation. It paves the way for a hybrid workforce and process optimisations.

Eliminate unorganised file sharing: Don't depend on a file-share solution like Google Docs or a file sync-and-share product like Dropbox. Without clear guidelines for document and data management, controlling information becomes a challenge. As the volumes of digital data grow ever-faster, becoming more diverse and complex, this situation can lead to greater problems than those associated with paper-based processes.

Embrace the cloud: Cloud-based software solutions make it possible to meet the needs of a hybrid workforce while providing further digital efficiency gains. Cloud solutions can be implemented without substantial infrastructure investment and can be up and running much faster (and more easily) than on-premises systems. They provide secure information exchange and seamless communication between employees working in the office and those working remotely.

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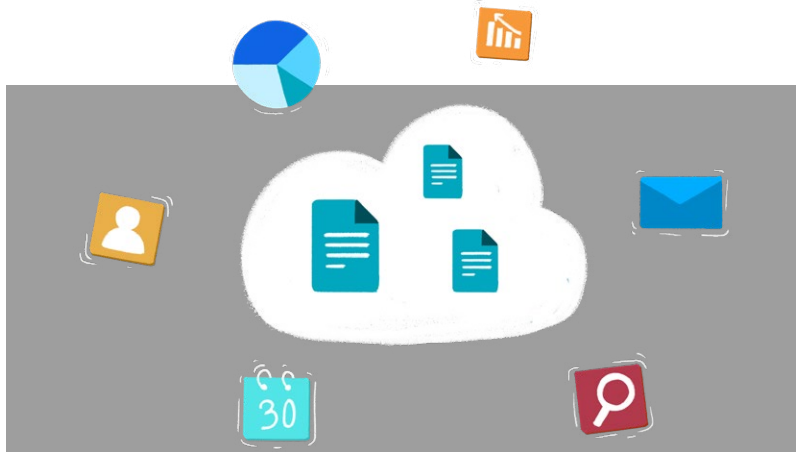
Chichester College Group goes paperless with cloud-based document management

Chichester College Group serves over 20,000 students and faced challenges with paper-heavy processes. Driven by a green initiative and a merger in 2017, the college recognised the need to digitise their document management to handle the increasing flow of paper documents.

They implemented DocuWare's cloud-based document management system in their HR department. This transition aimed to re-engineer outdated processes, improve compliance, increase storage and promote environmentally friendly practices. The new system allowed for quick and easy access to employee data, significantly reducing the time and effort previously spent on managing paper documents.

Sara Barrett, the Group's HR Project Coordinator, highlighted the benefits of the new system, including the ability to drag and drop documents from Outlook and access data from home without a VPN. This capability proved invaluable during the COVID-19 lockdown, ensuring continuity of work.

The digital transformation led to substantial cost savings on paper and consumables and helped the college meet its environmental goals. The HR department now manages hundreds of thousands of documents digitally, freeing up physical space and enhancing data security.



“Rethinking paper-driven processes really helped us identify inefficiencies and reimagine how different processes within other departments could work more efficiently. We have streamlined access to documents and improved information flow, all whilst maintaining the ability to track, edit and retrieve documents in a GDPR compliant fashion.”

Sara Barrett, HR Project Coordinator

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Remote work and the use of mobile technology has evolved from a trend to standard practice. This highly adaptable approach enables modern, progressive and productive business operations. The following steps will help you achieve your goals:



1. Assessing the initial situation:

Before you implement the essential elements of a digital workplace in your company, you should carry out a thorough analysis of the current status quo. Check how well your company is already prepared for the requirements of a digital workplace.



2. Determining the need for action:

These questions can help you decide on the specific measures to take. Ask: How should your company develop digitally? What is your ultimate goal in increasing digitalisation and introducing a digital workplace?



3. Software selection:

The next step is to look for software solutions that best meet your requirements. Compare your expectations with the offerings of various providers, do your research and use free trials to test drive the software. In the end, you should be able to make an informed decision in favour of a tool that offers all relevant functions as well as service, support and training from a single source.



4. System implementation:

Your provider should accompany you throughout the entire introduction process, carry out the implementation and ensure the integration of the tool into your existing software landscape. You can then start to fill your digital workplace with data by digitising and migrating paper-based information.

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5. Employee integration and authorisation management:

Your employees are now the focus of the digital workplace implementation. Make sure you take their expectations into account. Use your employees' experience with powerful programs to gain valuable insights into the evaluation of the new solution. Define individual access authorisations so that employees can only access the information for which they are authorised. In the backend, you can precisely control which content is visible to each user.



6. Testing and training:

As not all employees will be immediately familiar with the new system, comprehensive training is the next step. During a test phase, selected employees check the software for possible errors and usability issues. These „super users“ then train the remaining employees and are available to answer any questions.



7. System introduction and everyday use:

Once your employees are confident in using the digital workplace and any initial issues have been resolved, the system can be officially rolled out for day-to-day operations - taking your business to a new level of efficiency and collaboration.



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Digital transformation is a worldwide phenomenon. Many organisations are on their way, others are preparing to begin. Taking the best route toward your objectives requires new strategies and skills that go beyond traditional business management approaches.

With careful planning, the digital workplace can be an important building block for your company's success. Now it's up to you. Evaluate providers and partners who have the right mix of expertise, competence and vision and help your hybrid teams perform at their best.



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Find out how we can make your digital workplace a reality

DocuWare specialises in the digitalisation of the work environment.
We will accompany you on your journey into the digital future.
Would you like to learn more about how the digital workplace can
make your company fit for the future?

Contact us - we're happy to help!

Contact us!



About DocuWare

DocuWare is a leading provider of document management and workflow automation solutions. Together with its 800+ strong Partner network, DocuWare has helped approximately 20,000 customers across 100+ countries simplify their work through digitizing, automating and transforming key processes.

start.docuware.com