An alliance that sets the blueprint for digital transformation
Partnership with IT is increasingly integral to the day-to-day running of organisations. Fujitsu uses its skills and experience to:

- Move IT out of the back office and enable firms to rapidly bring new products and services to market, improve efficiency and reduce costs.
- Assist organisations, who are faced with the challenge of introducing a growing range of external software, applications and devices into the work environment.
- Deliver a seamless and unified workplace, by supporting the integration of these technologies and maintaining productivity by troubleshooting issues encountered by users.

Organisations are also faced with the problems caused by the demand for choice. The rise of initiatives such as “bring your own device” (BYOD), “corporate-owned, personally enabled” (COPE) and “choose your own device” (CYOD) means that the IT department no longer has strict control over the systems and technologies within the workplace.

New customers, new demands

- By 2025, millennials are expected to comprise 75% of the workforce.
- We will have 5 generations working together which will be a major challenge for organisations to manage and support their diverse needs.
- A significant proportion of these will be “digital natives” – those who have grown up using technology in much of their personal lives.
- This new breed of technology users expects to have the same high quality of IT support at work as they receive in their personal lives and is demanding mature and thought through experiences in their interactions with technologies.
- Assistance needs to be available whenever and wherever.
- All the while, organisations are confronted with a need to find ways to cater for a strong cohort of “digital novices” – a generation of older workers who see technology simply as a way of getting by.
- A one-size-fits-all approach to IT service management is no longer possible.
- Attracting and then retaining talent is a growing concern for organisations that need to keep pace and maintain their competitive advantage.

Fujitsu Digital Workplace

Fujitsu’s Digital Workplace can help organisations create the right foundation to support digital transformation across the business.

Over the next few pages, we’ve mapped out how we’re creating a more personalised, contextual, frictionless workplace which delivers an optimal employee experience. It demonstrates how we’re moving away from a ‘one size fits all’ approach for Workplace Services, to one that is tailored to your needs and the needs of your workforce; one that recognises that every business is at a different level of maturity with different investment priorities.

This vision will not only help you deliver reduced cost and risk, but also create an environment where you have engaged employees that are empowered and can deliver an outstanding customer experience. Where you can exploit the latest technologies with creative freedom and together support you in your ambition to deliver growth within the business today and transform the business tomorrow.

What’s in the blueprint?

- The next generation of Managed Workplace Services for the Digital Workplace.
- How support services are the difference between a dissatisfaction unproductive workforce and a happy, productive one.
- Why investment in predictive and preventative support pays dividends.
- How Fujitsu will help you succeed in driving down service desk costs and engineering call-outs with self-service and contact channel shift as well as robotic process automation.

End User Experience (EUX) in Industry 4.0

“A user-centred, intelligent environment in which skilled and empowered personnel experience a personalised, contextual frictionless workplace.”

The world is in the midst of a digital revolution. Fujitsu is working with organisations who are embracing emergent technologies to transform their businesses, their employee and customer experience and engagement in order to sustain and drive new competitive advantage.

“61% of Gen Y and 50% of 30+ workers believe the tech they use in their personal lives are more effective and productive than those used in their work life”
Digital transformation is founded on technology. But people are central to how we leverage technology to create real impact.

The way people work is changing
We are in the midst of unprecedented change and disruption across all industries. This technological and generational boom is known as the Fourth Industrial Revolution – Industry 4.0. It’s challenging the way CxOs think. It’s changing the way users work. And, most importantly, it’s transforming how data and applications are provisioned, managed and consumed.

We’re empowering people with digital technology
We place the user at the heart of transformation. We are moving away from the traditional, technology driven approach for Workplace Services, to an environment that is human-centric and in which every experience matters.

People create the future
The Human Centric Intelligent Society
We use the power of human centric ICT to build a safer, more prosperous and sustainable society, where knowledge is continually harnessed and people are empowered to innovate.

A human centric ICT strategy:
- Connects everything and everyone.
- Harnesses information to create knowledge that will be used anywhere, any time on any device.
- Enables innovation and drives business value.
- Fuses existing technologies (such as cloud, mobility, big data and analytics) with modern and emerging technologies (such as AI, IoT, Sensors and automation).

In this hyper-connected world, autonomic services, sensors, wearable devices, digital applications, Machine-to-Machine learning and AI services (to name but a few) will be the norm.

People and objects will create Exabytes of data, so analytics will be the key to unlocking business value.

The future will be very different from what we know today.

Already, in the last five years we have seen unprecedented change in End User expectations and this pace of change shows no sign of slowing down. Given the enormous changes that are likely to occur over the next five years driven by generational fusion in the workplace, organisations will have to meet and exceed business demand and user expectations to remain competitive, attract new talent and retain that talent.

“87% of employees worldwide feel disengaged”
Workplace Services are no longer one size fits all. They should deliver an environment in which your people can flourish.

Your people, empowered
You can’t start your workplace transformation without recognising your employees as your most valuable assets. You’ll only extract true value from change when your new workplace is based around transforming your workforce and aligning these decisions based on their needs to improve employee engagement and productivity. There are no short cuts here; the process involves looking at how new ways of working are put in place through cultural and change readiness programs. This is what will deliver you TCO savings, improved productivity and a competitive edge.

A new breed of innovation
In this new era, innovation has changed. It is fast and accessible, open and collaborative. It is being led by individuals and teams leveraging a partner ecosystem rather than by organisations alone. In this world where everything and everyone is connected, operating in silos is the thing of the past and all the information needed is instantly available.

An IT landscape that never stays still
The boundaries within corporate IT will continue to be consistently challenged. This will be exacerbated by the consumerisation of IT, along with the myriad of new devices, technology and applications that will be prevalent within the marketplace. Technology and the needs of the employee are changing at an ever faster pace and IT must respond to these changes at pace to ensure they enable the business.

Experience Centric
We believe that the infrastructure layer is shifting further and further into the background and applications are rising to the foreground. We are working with our customers to build and exploit this new era of technologies that are always available, performant and paid for on a consumption basis.

Secure, simplified access to applications
Applications will be hosted on a grid of cloud technologies enabling seamless user access and service interoperability.

We understand that employees will consume applications from a mix of cloud and legacy infrastructure with a unified and consistent experience, securely accessed on any device and anywhere.

We place the employee at the centre of everything we do. Cognitive and artificial intelligence will deliver a truly personalised world. Our mantra is “every experience matters”.

“Every experience matters.”

More personal communications between teams and customers
Digital Workplace Roadmap

We’re already well on our way to delivering the vision. This vision encompasses all elements of the Digital Workplace including our Customer Support Services, cloud capabilities, Digital transformation and Big Data Analytics.

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<th>2019 H2</th>
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<td>Workplace (DNS, VCS, EMM, EMS, RMS: Intune, O365, WIN 10) UaaS, Telecom Expense Management, End User Analytics, (TEM), Software Defined Workplace</td>
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<td>Employee Journey Mapping</td>
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<td>Digital 4.5 Natural Interface Applications</td>
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<td>Converged Digital Workplace, Wearables and Mixed Media Collaboration</td>
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<td>Application Fabric v3 Enterprise Integration Platform</td>
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<td>Personalisation Context Aware, Cognitive, Biometric Infrastructure, Integration Predictive Capability</td>
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<td>Deep Machine Learning COE (IoT, Biometrics, AI, Analytics)</td>
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<td>New Collaboration tools consolidation for Office 365, Skype for Business, Social component for sharing &amp; team collaboration</td>
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<td>Biometric security without compromising usability</td>
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<td>IoT, Big Data Analytics, Smart Systems &amp; Digital Virtual Assistants to deliver new &amp; enhanced services &amp; efficiencies</td>
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<td>Fujitsu Hybrid IT to bridge to transformation</td>
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EUX in The Digital Workplace

MetaArc Framework Layers

Security, Testing, Remediation Service Layers
The workplace is digital. It requires a more agile, collaborative and productive workforce.

A personalised workplace
Our vision for the Digital Workplace creates a unified approach to the delivery of Workplace Services. It is designed to securely connect people, data and applications in order to transform the way in which they work by delivering a fully personalised and contextual user experience at scale. It is a standardised, global service that delivers a localised look and feel.

A workplace that just works
This approach enables employees to securely access applications and information on any device and in the most appropriate manner that works for them. The result of a more consultative and personalised provisioning of services is a more agile, collaborative and productive workforce who have the confidence that their Digital Workplace will ‘just work’ as and when they need it to.

A contextual workplace
Your employees could be accessing information and services from a mobile device or a PC. They could be working from an office, from home or a third party location. The Digital Workplace understands the context of their role and location and applies business policy in the background to ensure they can be productive, secure and compliant with corporate policies.

A frictionless workplace
Data is at the heart of understanding the workplace estate. Through collection and mining of data across the estate, Fujitsu is not only able to understand the employee experience but also has the tools available to begin to predict and/or proactively respond to problems within the estate. Through analytics and automation technologies Fujitsu is able to deliver its ambition of a frictionless workplace.

A seamlessly connected workplace
The Digital Workplace is a seamlessly connected component of enterprise IT services. Let’s take an example. When your teams need to communicate with the Service Desk, the agent understands who they are and what services are important to them in order to be more productive and to provide a more personalised service.

A workplace that can accommodate change
From an IT service management perspective, the Digital Workplace is software defined and policy aware, ensuring that changes in security or in cost control needs can be delivered simply, either holistically or by department or job role.
Today’s employees expect and demand more from IT, including choice. Technology is everywhere. Nearly everyone has modern devices or systems at home. They are spoilt for choice. Their purchasing decisions are influenced heavily by personal preferences, peer pressure, relevance to their needs and desired functionality.

Many of these employees are extremely tech-savvy. That means their expectations of how business IT should help them are now elevated to levels never experienced before.

So how can we help fulfil these high expectations?

Your teams will be able to access an intuitive, very simple to use, omni-channel support experience with a familiar, look and feel. Because it’s like the tech they use at home, your teams are likely to choose a self-service portal, virtual agent or web chat rather than calling a traditional Service Desk.

We can deploy Virtual Agents so that your teams only need to type their question, and the virtual agent will guide them along the path to remediation or fulfilment. The Virtual Agent can be configured to interact with other business systems giving them an interface to carry out their business needs. The Virtual Agent content grows over time as it learns how well it is supporting employees. Live Chat is integrated with the Virtual Agent so when it cannot support an employee it offers an escalation path to speak with an agent.

Our Service Desk provides an omni-channel unified and consistent experience regardless of how the end user chooses to interact with support. We use technologies such as machine learning to identify opportunities to deliver proactive automated resolution of issues or to continue to evolve our self-service capabilities, empowering the employee to resolve their own issue and maximise productivity. This generates the levels of adoption, utilisation and advocacy your organisation need to shift the right number of issues to the left, away from more expensive manually handled channels towards cheaper self-service channels and fewer engineer call outs. Consequently, Service Desk agents can then focus on more value add tasks or improving customer/employee satisfaction rather than mundane tasks such as resetting passwords.

Our Digital Workplace vision is strategically aligned to complement the entire Digital Workplace portfolio. By using an AI-driven Virtual Assistant as the primary interface to the Service Desk, your teams can be guided smoothly to self-help and self-heal tools, meaning they’re back to being productive very quickly. When your teams need to talk to the Service Desk, their experience is the same, the Digital Workplace is contextually aware. In all cases, the call handler would receive a pre-qualified query with the full context available to the AI virtual assistant. That means the support call would be a fluid, frictionless experience for the person who needs help.
Intelligent Engineering: The Fujitsu Connect IT Bar

It’s a shift-left to self-service and a shift-right to a premium, personalised service.

Our end-to-end focus on business value is a fundamental part of our culture and it cuts right through to the engineering teams. On the one hand, we help you ‘shift left’, accelerating issue resolution through self-help and self-heal. But on the other hand, we’re also enabling a ‘shift right’, moving the perception of Technical Support services from a ‘cost of failure’ to a “business enabler”. We do this through the Connect-IT Bar.

An IT Box, for smaller sites or for extended service hours, delivers personalised 1 on 1 video connectivity to a service desk agent. Replacement peripheral devices can be managed and immediately provided through connected Smart Lockers minimising or eliminating the need to initiate an order request.

Power in the hour at the Connect IT Bar
The Connect-IT Bar team can deliver targeted training for small groups. It’s highly personalised and it keeps pace with your teams’ knowledge level. It can be scheduled as a ‘power in the hour’ session for small, tailored learning needs. It helps you support changes or the introduction of new products or training.

What does the Connect IT Bar deliver for your teams?
- A more personalised service at times that are convenient to them
- A single point for drop and collect services, problem remediation and useful tips.

What does the Connect IT Bar deliver for your organisation?
- An expert service in one location
- A single point for ordering and collecting or handing in hardware
- More efficient use of on-site resources
- It is an investment in user autonomy, productivity and experience
- Increased first-time fix at the point of need, which reduces calls to the service desk.
Engineering Services are changing. Intelligent and preventative support enables your teams to be more productive.

From resolution to prevention
The focus of engineering services is shifting from problem resolution to predictive and preventative support underpinned by data analytics. Today, technical maintenance services are often perceived as a ‘cost of failure’. But tomorrow, they will be seen as an ‘intelligent business enabler’.

Less disruption for your staff
As engineering services move to being more preventative and predictive, engineering activities are managed at a time to suit users and cause minimum disruption but can also be batched to make sure the services are effective and cost-efficient.

Fix First Settle Later
This is all backed by “Omotenashi” our Fix First Settle Later way of working. When we proactively spot problems, we’ll fix them with exceptionally high levels of speed and responsiveness. Determining fault and cost will be left to a later date. This will support high productivity and low disruption across your business.

Take a look at the key improvements intelligent engineering brings:

- Real-time dashboards and business insight
- Improved capacity and demand management
- Service improvement plans underpinned by data (e.g. when to refresh)
- Calls moved back to next day with business justification from analysis
- More intuitive reports for service delivery managers and less reliance on spreadsheets
- Improved stock management and logistics arising from better call diagnosis and shift left support

- Flexible commercial models based on reducing call volumes, callouts, refreshes and alternative delivery approaches
- Reduced end user downtime through more remote and automated responses
- Better SLA compliance based on understanding and proactive warning of issues
- Increased automation of monitoring and fixing and increased remote fixing to avoid any disruption as an end user receives a remote fix; proactive maintenance means calls can be bundled and visits batched

The Blueprint for Digital Innovation
Aggregating data in one view enables a proactive and predictive IT Support

**Dynamic recommendations and fixes**
When you can aggregate different data sources into one single ‘pane of glass’, you can make informed operational and business decisions by visualising the data and, with analysis, provide insight and predictive trends. Intelligent engineering uses this insight and trend data, providing truly dynamic predictive modelling and makes recommendations or delivers automated fixes.

**Reduced operational downtime and increased productivity**
This ensures your employees are more productive and experience a far better level of service, operational downtime is minimised and a reduction in costs associated with traditional reactive support is realised.

**Example benefit areas:**
- Device lifecycle analysis (benefits of refresh)
- Identification of trending issues, with resolutions, and improvement impact analysis
- Prediction of device failure leading to early warning and / or preventative visit, leading to fewer parts used and visits
- Automated resolution of predicted failures leading to availability improvements (e.g. automated reboots, patching etc.)
- Trading influence / impact of failures (transaction analysis)
- Support aligned to trading impact
- Incidents reduced compared to other organisations
- Improved management of location occupancy and improved efficiency management.
Change is the only constant. Continuous innovation is the key to reducing costs and improving employee satisfaction.

To help you generate a continuous pipeline of innovation, we are proposing our Co-creating Program. To complement the Co-creating Program, we suggest implementing an innovation fund, which amongst other initiatives, can be used to drive demand reduction and ongoing evolution of the alternative contact methods for your service desk and other areas that are likely affected, such as the more traditional Managed Desktop Services.

Digital Transformation Centres: Our unique approach to co-creation
The digital world thrives on inspiration and innovation. Creativity drives disruption, change and transformation. Our Co-creating Program helps you to harness the power of collaboration to deliver your unique digital workplace transformation by driving ideation. The Co-creating Program has been developed over decades of experience; working with customers, exchanging perspectives, ideas, and information in a highly focused and innovative way.

You get the time, space and intense focus to achieve your specific outcomes based on your strategic needs. We continue to open Digital Transformation Centers (DTC) in major cities around the world to provide venues where we can apply the Fujitsu Human Centric Experience Design (FUJITSU HXD) methodology, our unique iteration of design thinking. Whilst the DTCs are purpose built, the approach and methodology is mobile – we can deliver these co-creation events anywhere, maybe much nearer to you and your people. We’re applying it to real world requirements with a range of customers.

The approach is based on simple, collaborative engagement. We bring multiple perspectives together using digital technologies. To do that we ask customers to identify their key business and IT decision makers as well as people from across their enterprise who are open to creative thinking as well as having a deep understanding of the strategic needs of the business. Fujitsu’s talented and experienced experts facilitate their collaborative engagement to achieve a dynamic mix of knowledge, creativity, ideation and concept development. Our unique form of ‘design thinking’ is added to the mix to create innovative concepts faster than could be achieved if those people worked in isolation.

Fujitsu Human Centric Experience Design (Fujitsu HXD)
Fujitsu’s philosophy, developed over eight decades, has enabled us to face severe challenges and overcome them. We pioneered ideas like ‘ergonomics’ and ‘universal design’ and our approach is always evolving, as any good philosophy should. Fujitsu HXD is our methodology for enabling customers to accelerate their digital journeys.

Half-day ‘Define’ workshop to accelerate transformation
The workshop target is to define and design a solution or concept that helps solve a focused business challenge. This culminates in a plan for rapid development immediately after the workshop.

Outcome:
These sessions are intended to achieve an agreed concept, plan, and a shared commitment for joint working. We will agree a fast start plan and propose resources for rapid solution development. We will also include a co-creation report, a digital library of workshop material and outline the opportunities for joint working.

Full-day workshop ‘Explore’ session
These sessions are ideally suited where a business challenge is less well understood and where potential solutions may be addressed with emerging technology.

Outcome:
We will agree a joint way forward to address the challenge including a clear idea about how we can start developing or testing potential solutions. A co-creation report, a video of concept presentations and, most importantly, a clear plan for next steps will be provided quickly after the session in completed.
The starting point of a digital workplace transformation journey is a workplace assessment. Here, we understand your business strategy and compare your organisation’s current maturity to the digital workplace agenda. By understanding your vision, your users and the services you want to provide, we can help you map out your workplace vision, benefits and roadmap, and drive you towards a digital workplace.

Your workplace roadmap
We will gain a current picture of your users’ profile, the technologies being used, applications and services consumed, and business and employees’ needs. From this, we can get a picture of your maturity against best practices and unveil your opportunities. Together with your executives and key users, we then construct a vision of the workplace that your organisation and employees will need in the years to come.

After this analysis, we can refine your initial vision and provide a realistic and pragmatic digital workplace model. The roadmap we provide enables you to manage the implementation yourself or revert management to us, giving you the choice to leverage our unparalleled experience, in-depth technological knowledge and our extensive partner ecosystem. With our modular, agile and pragmatic approach, we aim to achieve concrete results quickly by using the services you need, as and when you need them.

Workplace Assessment: The business technology baseline

By examining your employees’ daily interactions with the systems, services and processes aligned to their function and role, we will help you identify what areas you need to improve. We start by understanding what the employee is looking to achieve, what their expectation and objectives are, and what outcomes both the employee and the business are looking to gain. Each touchpoint can add to or detract from the employee experience, impact engagement and, by extension, productivity and creativity.

By leveraging the insight gained we know what processes to automate and what technology innovations will significantly improve the journey. It means we can be confident all our recommendations will identify where to channel your investment, the tangible benefits you will receive and deliver your employees a five-star experience.

Employee Journey Mapping
Employee Experience Design

While there are no hard and fast rules governing the design of a digital workplace, you cannot afford to ignore the employee experience. Honing in on this will allow you to achieve the desired outcome from your future workplace, like talent attraction and retention, employee productivity and satisfaction. We use Human Centric Design to design interactions and experiences that deliver against both visible and invisible needs.

We put the employee experience at the heart of your business by taking both a top down and bottom up approach, aligning your company’s strategic vision and direction to your employees’ needs. We create an employee led vision, mapping the processes and services to the different personas and touchpoints. Then, based on your success metrics, we develop a roadmap on how you can achieve these outcomes. On the back of the insight gained, we apply this concept to the broader business to drive change and improve adoption, providing you with the flexibility to embrace new business and technology innovations and ensuring the right benefits are being realised.

New ways of working

Creating a culture of engaged, invested and happy employees is what drives a company’s vibrancy, growth and success. But, this culture is dependent on delivering a great employee experience; where employees feel respected, trusted, valued, empowered and autonomous. With an influx of millennials entering the workplace, change is inevitable. They will take the time to shop around for a workplace culture that fits their needs, so if you want to attract and keep the best talent within your organisation, you need to adapt your workforce and not just your workplace. This means not only supporting new ways of working, but underpinning it through appropriate organisational, cultural & technological changes so they become more effective, engaged and collaborative.

Change Readiness - Assessment change and adoption

Change is inevitable within any business. The increased demands, ever-evolving technology and the need to continually improve productivity forces change upon businesses, whether they like it or not. Any transformational programme can be met with friction before, during and after implementation. How you manage this change is crucial to driving value and maximising employee adoption rates and engagement in your new workplace. The key to ensuring it’s a success is all in the management of it.

We examine this in three ways: people, processes and culture. This ensures you get the right alignment, buy-in, user engagement and processes from our recommendations, and covers everything from strategic vision to alignment of operations.
A continuously improving service: Equipping Service Desk teams

With advanced analytics we can detect and prevent issues before they become problematic. We can further accelerate issue resolution by equipping Service Desk portals and teams with the right knowledge-based articles and prioritise investment in self-help and self-healing tooling and even gamification.

Our service to you will continuously improve and our improvements will enable us to deliver against your required business outcomes. Measuring, preventing, mitigating and improving and then measuring again is at the heart of how we work. We call this Kaizen.

Where we are accountable for managing or orchestrating complex multi-vendor environments, this focus on business outcomes is critical for successful service management. Having an agreed measure of performance for a given business process and having the right reports that show which elements of the service are causing the whole to drift away from expectations is invaluable in driving timely conversations with the right vendor.

‘Kaizen’
Continuous Improvement

成本
Cost

质量
Quality

时间
Time

改善
Reduces costs and improves quality

Make things happen faster and at a lower cost

Make things happen faster and improves quality
Free up your teams from repetitive tasks: Robotic Process Automation

We’re leading the way in Artificial intelligence (AI) and Predictive Analytics (PA). Virtual workers can automate repeatable tasks. Issues can be simplified or predicted ahead of failure. This means your teams are free to invest their time and efforts in solving more complex problems that drive tangible value to the business.

The Robot Process Automation tool we use is an as-a-service automation platform. It uses software to replicate the interactions of people and technology to automate a wide range of operational and support processes quickly, cost effectively and reliably.

Depending on the complexity of the process, a single virtual worker can replace from 3 to 15 multiple human workers and operate on a 24x7 basis.

Deployed non-disruptively, it requires no replacement of systems, deployment of agents, software development or system integration.
Reduce cost and risk with biometric authentication

Industry analysts have estimated that at any large enterprise, up to 30% of Service Desk call volume is related to password issues. Moving to biometric authentication would reduce cost (because you’d require fewer agents to field password issues), increase productivity and reduce risk.

We’d therefore highly recommend accelerating the adoption of biometric authentication in the organisation such as: Fujitsu Palm Secure, voice recognition or facial recognition technologies.

Biometric authentication would also assist in reducing any potential for risk with personal or corporate account detail leakage. Analysts have confirmed that 63% of data breaches involve lost, stolen, weak or poorly implemented policies leading to default passwords or local administration access being over-ridden leading to exposure – this risk could be substantially reduced.

Biometric authentication can also be used to control access to key department areas or floors. For example: secure Finance or HR rooms, or communication rooms housing local infrastructure.
Safe-guarding the productivity of the remote workforce: Self-Provisioning

The move to a mobile workforce and increased hot desks can mean for some users they are many miles away from their nearest office and may not be readily able to access traditional IT support services to become productive again if their device fails. To close this productivity gap, BYOD or CYOD device strategies are becoming far more acceptable to organisations.

An employee could purchase a device from their nearest high-street store, and by simply entering their credentials as a part of the “first use” wizard, they could convert it into a fully secured corporate device using Unified Endpoint Management. This approach would enable remote workers to become productive much more quickly, and reduce the cost to IT of holding spares, and configuring and couriering devices to remote locations. Self-service provisioning can also be used to limit the engineering resource traditionally required to upload a device build. Employees will only need the engineering resource if an issue develops after the build has been deployed.

We have extensive experience migrating organisations to Office365, Azure and AWS, and a growing practice for Google Cloud technologies. Using Office365 and further leveraging public or private cloud services to host Citrix or VMware based Unified Endpoint Management services can provide a platform agnostic secure approach to assuring Office productivity for locations with reasonable network connectivity.

Furthermore, we’d also note the potential significance of an “evergreen” approach to workplace technologies for remote and mobile workers. An approach of regular small and planned changes can help to mitigate costs and disruption when compared to traditional desktop OS upgrade programmes. We’re already running Windows 10 evergreen services in large-scale environments.

Maximising productivity in an agile working environment: Activity Based Office

Consolidating an estate and moving to a flexible, shared hot-desking or agile working strategy can alleviate significant expenditure, but can also potentially jeopardise personal productivity. Whilst fears around the loss of a desk or office may not materialise, many organisations report that frustrations run high mid-week when “everyone is in” and free desks are at a premium. Our Activity Based Office solution provides tools for helping employees remain productive by finding the people and resources they need whilst ensuring that facilities administrators can efficiently manage and plan office space in line with demand trends. We’re also able to offer room and seat booking services that allow employees to book rooms or seats via an application on their smartphones to ensure that they know exactly where they will be seated. Wayfinding can direct users to and locate desks, printers, office rooms and colleagues; often useful when navigating unfamiliar or infrequently visited offices. If a space is not available they have the option to not travel and therefore save expenses, time and frustration. Building this capability into future office locations at the point of design and indeed after build can help to provide a Digital Workplace environment that maximises the end user’s productivity and ultimately gives them a far better experience.
Leveraging Productivity and Collaboration Benefits

Organisations face the challenge of overcoming skills shortages at a time when major demographic shifts mean that workforces are set to fundamentally change. Generation Z have entered the workplace with a very new and fresh attitude to their work patterns and working environments. They will neither work, act, nor think in the same way as the workers they replace. The workforce of today expect to work anywhere, anytime and on any device. You will need to demonstrate how you are embracing flexibility and enabling collaboration if you are to attract and retain key skills by adopting a cloud-based productivity platforms. Having transformed platforms at scale in large enterprise organisations, we are able to support and/or perform these migration and integration projects in a secure and seamless way.
We can empower your teams to deliver tomorrow’s vision of digital industry today

Our goal is to deliver an environment in which your people can flourish, your services can grow and develop organically, and in which constant improvement, driven by productive interaction with customers and businesses, is a way of life. We are committed to deliver this user-centric digital workplace, because this is how we see our business.