

NextGen Workplace Unlimited work performance

The Connected workplace

Highlight & Business Issue

As Technology made our life so much easier as Consumers, why is this reality so different in the Workplace?

Fulfilling simple, daily processes is nowadays a main source of frustration for workers in many companies - technology becomes the barrier, not the solution. With so many applications, processes become complex, dull and time-consuming. As a result, the workforce energy is lost and unable to achieve their full potential.

This was our client's reality, a global Services firm, that wanted to change their workplace digital tools to improve the employee experience and performance.

By simplifying the work experience - make services useful and relevant to all their UK employees, the robustness of the digital platform (ServiceNow) was key.

To make the change successful it was essential to inform and entice workers, engaging them with new experience, fully consolidated across the various work domains, with the many benefits it could bring to their browsing experience.

Deloitte's team redesigned an internal app, making it more attractive and functional. A tool that not only helped people emotionally connect with technology but also ensure a fit-for-purpose, human-centered way of working.

With the new Support app, employees could get help, find answers, complete tasks or get things fixed, as easy as they do on their daily life as Consumers.

The future workplace is about simplifying processes, streamlining day-to-day tasks and empowering workers through intuitive, easy-to-integrate technology and tools that address employees needs and expectations.

Expect the unexpected in future work connections.

The workplace of the future is based on a consumer-grade work experience – simple, intuitive and fast.



Many companies which have incorporated digital tools into their workday life routine, now understand that the lack of integration raises more problems than advantages. Now used to interact with user-friendly apps outside of work, employees often feel frustrated when they have the opposite experience at work: going from platform to platform, each with different approaches and languages – employees are not only confused but also overwhelmed with the time wasted on routine tasks.

NextGen Workplace approach, ensures that the same digital language is implemented throughout the company, enabling the standardization of tasks and processes, making them more flexible and efficient with improved communication and productivity among teams.

By investing in an innovative, engaging and motivating work environment, the employee experience is enriched, productivity is increased, and a greater focus is given to consumer needs.

Create a next generation workplace, focused on value creation for your workforce and your customer.

NextGen Workplace

Bring efficiency and a better experience to core business processes, Fast.

Automate the work processes and increase your workforce user experience with an integrated service management platform. Start with the customer in mind, baseline set of defined processes and assign clear roles and responsibilities – and to this Fast, Iterate and Scale as needed.

Develop and improve your internal and external service level.



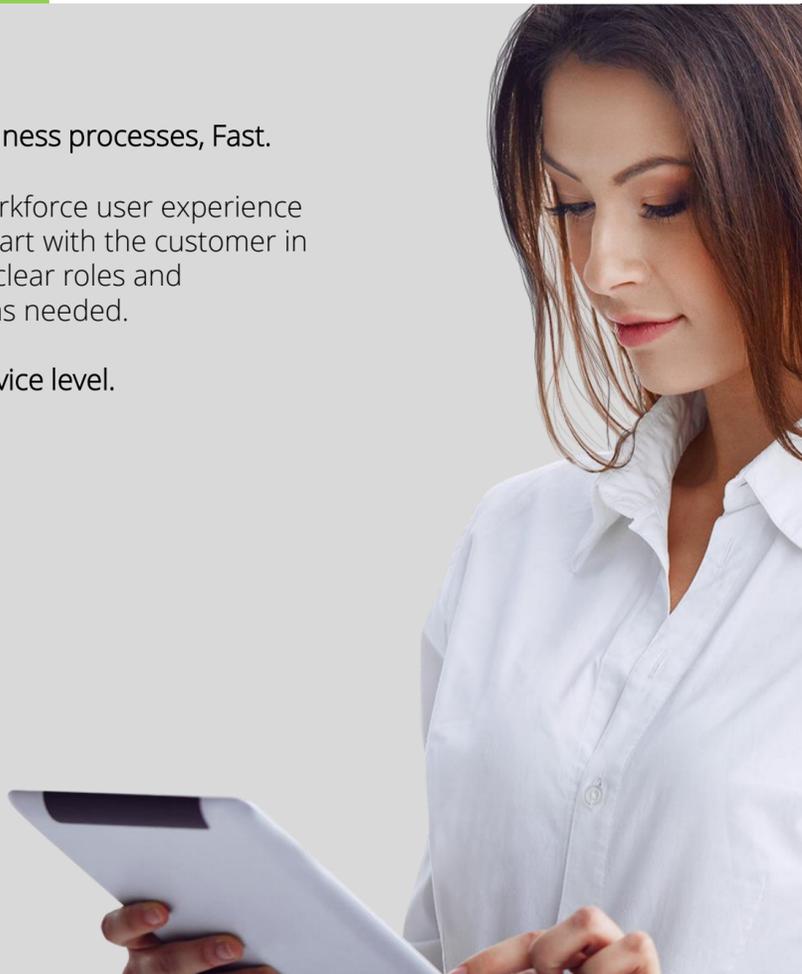
Operate to innovate

Start with an outcome, a clear target that you want for your workplace. Our team helps you Operate your current Process, Re-Design and Transition to this new way of working. Innovate comes every step of the way with various delivery milestones and on-going results.



Accelerator: ServiceNow® Platform

We leverage our Alliance with ServiceNow to re-imagine the way we work – building simplicity into every aspect of our life at work and delivering enterprise digital workflows that connect people, functions, and system - accelerate innovation, increase agility, and enhance productivity.



The work revolution has started. Be part of it.

What's in it for your business?



Increase productivity

- Less time spent on internal issues
- Engage with internal service levels
- Deliver real agility and efficiency
- Adopt a modern employee experience



More innovation

- Less Routine, More Creation
- Ensure emotional connection with a sense the purpose
- Differentiate your value proposition



Higher Customer Satisfaction

- Monitor service patterns
- Improve service and product quality
- Increase brand loyalty
- Long term sustainable value creation

Ready to enter in the NextGen Workplace? **Let's talk.**



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