



Webinar

THE DIGITAL WORKPLACE TRANSFORMING EMPLOYEE ENGAGEMENT



Ritwik Bose

Sr. Director – Technical Consulting

07th March 2019

IMPIGER 2019

Who we are today

360+ Clients

15+ Years

375+ Workforce

500+ Solutions

INC5000 3 Years

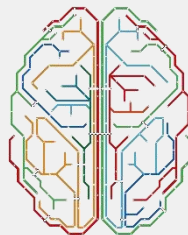
5 Global Locations

Mobile, Web, Alexa

RPA, AI & Blockchain

IoT, Cloud, MITS

DIGITAL TRANSFORMATION



Artificial Intelligence & Machine Language



Data & Infra



Blockchain



Business Intelligence



Robotic Process Automation (RPA)



Alexa & Headless



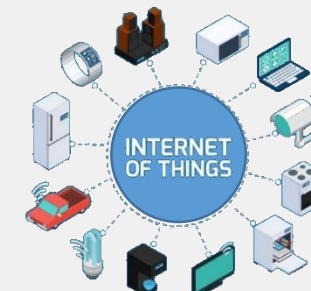
Mobile



Web



Kiosk



INTERNET OF THINGS

WHAT DO WE HAVE OUTSIDE OF WORK

- A whole lot of apps & websites to share
- Feel Connected with a friend or colleague
- Read Articles & Blogs and understand current trends
- View Photos and Videos from Colleagues and Friends
- Ask for help or recommendation
- Promote Friends / Colleagues on Professional Networks



And feel that You are the ONLY one who shares every post that your Organization publishes on Social / Professional Networks

WHAT DO WE HAVE OUTSIDE OF WORK – **SUPERPOWERS!!!**



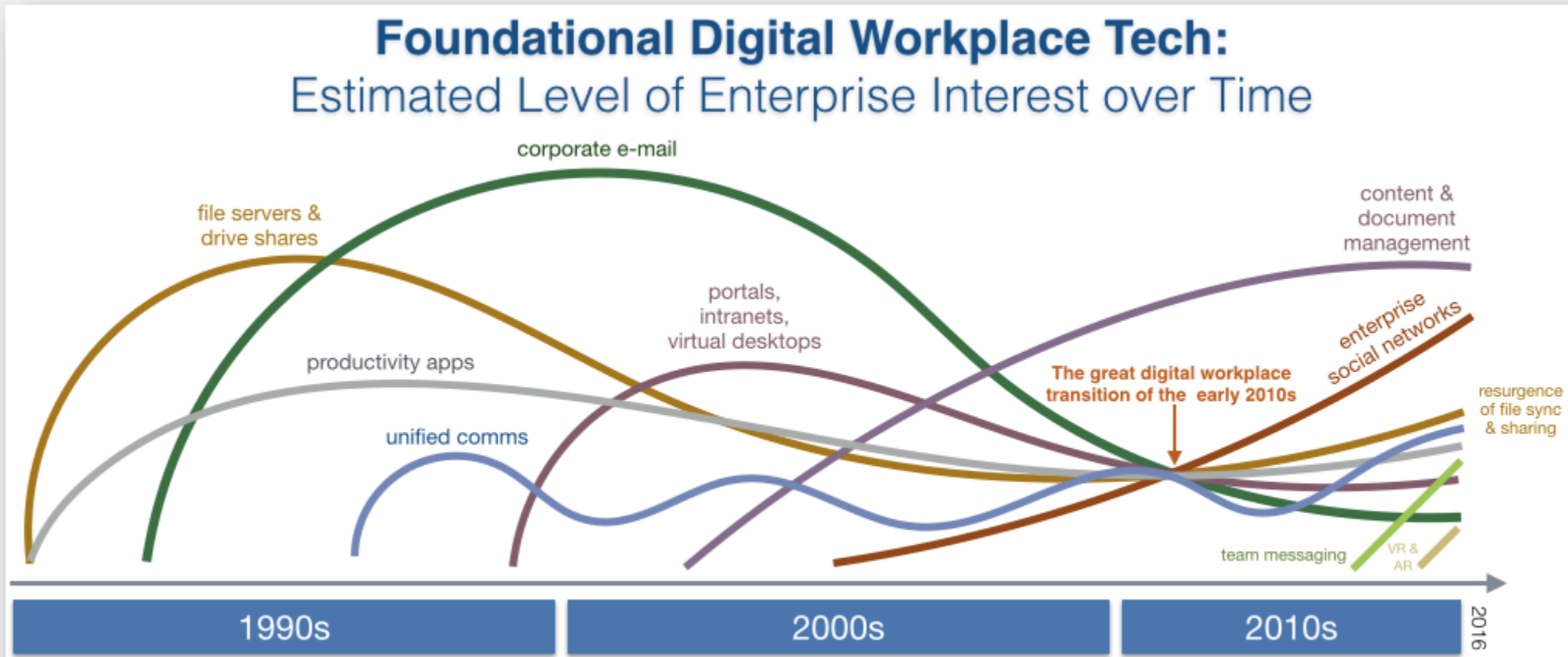
BUT AT WORK – DO WE FEEL STUCK IN THE '90s?

For an intranet site you need to determine if you're engaging employees by allowing them to interact, share and collaborate



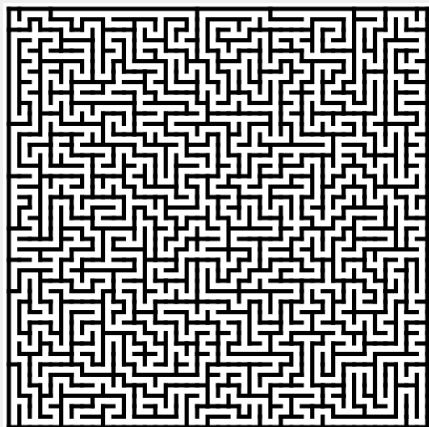
OH THE PATTERN!!

Every few years as orgs adopt trends that provide productivity quick wins; they then, shift their attention to another set

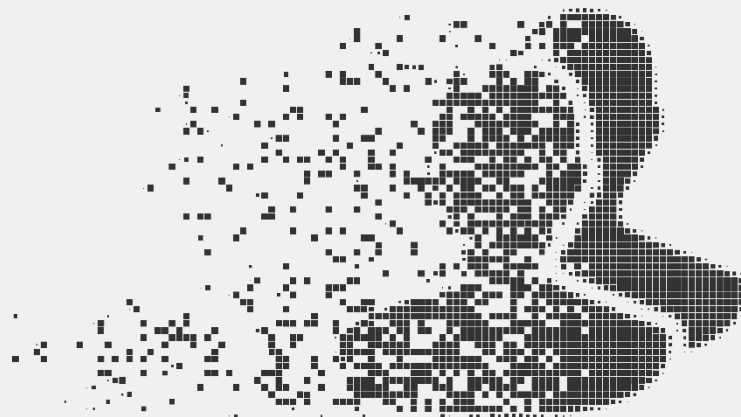


Note: Supporting workplace tech like search, security, identity, mobility, analytics/BI, and line of business apps omitted for clarity but are vital to a successful digital workplace.

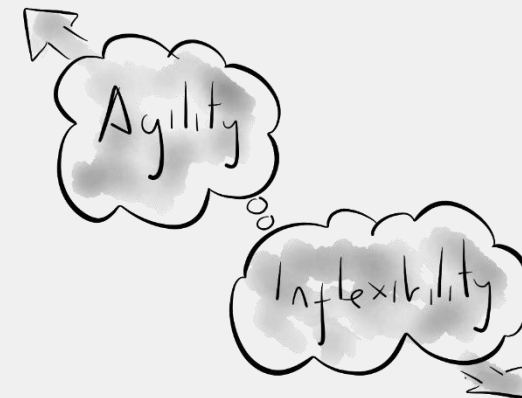
REALITY CHECK – INTRANET!!!



Complicated



Fragmented



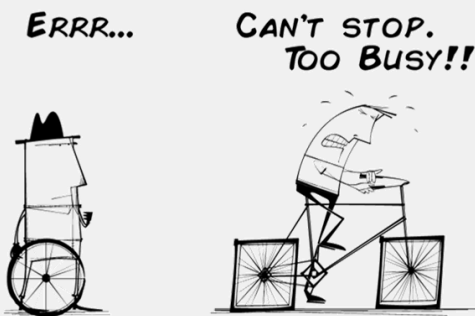
Inflexible



Inconsistent



Unstable



TOO BUSY TO IMPROVE?

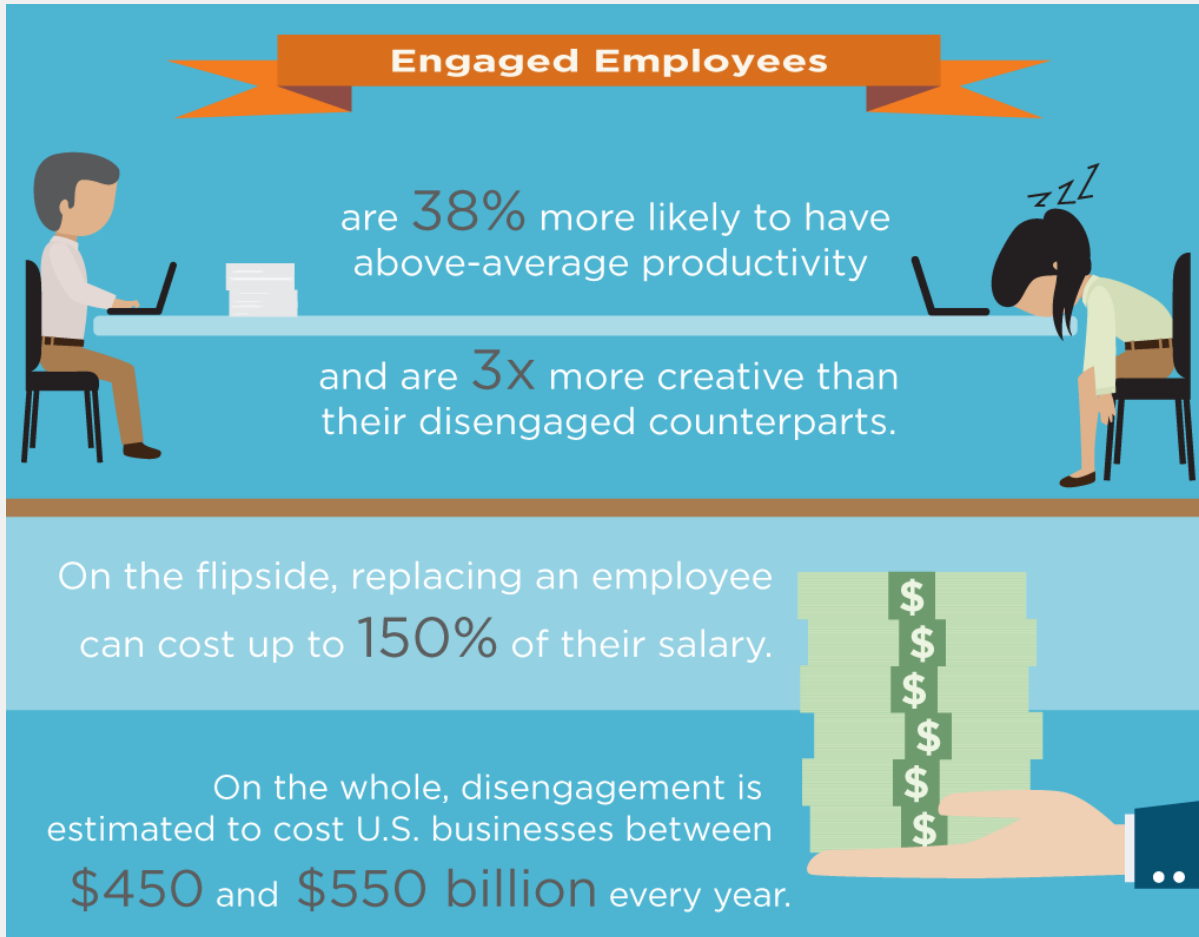
Bad Usability

AND WHY DOES THIS HAPPEN???

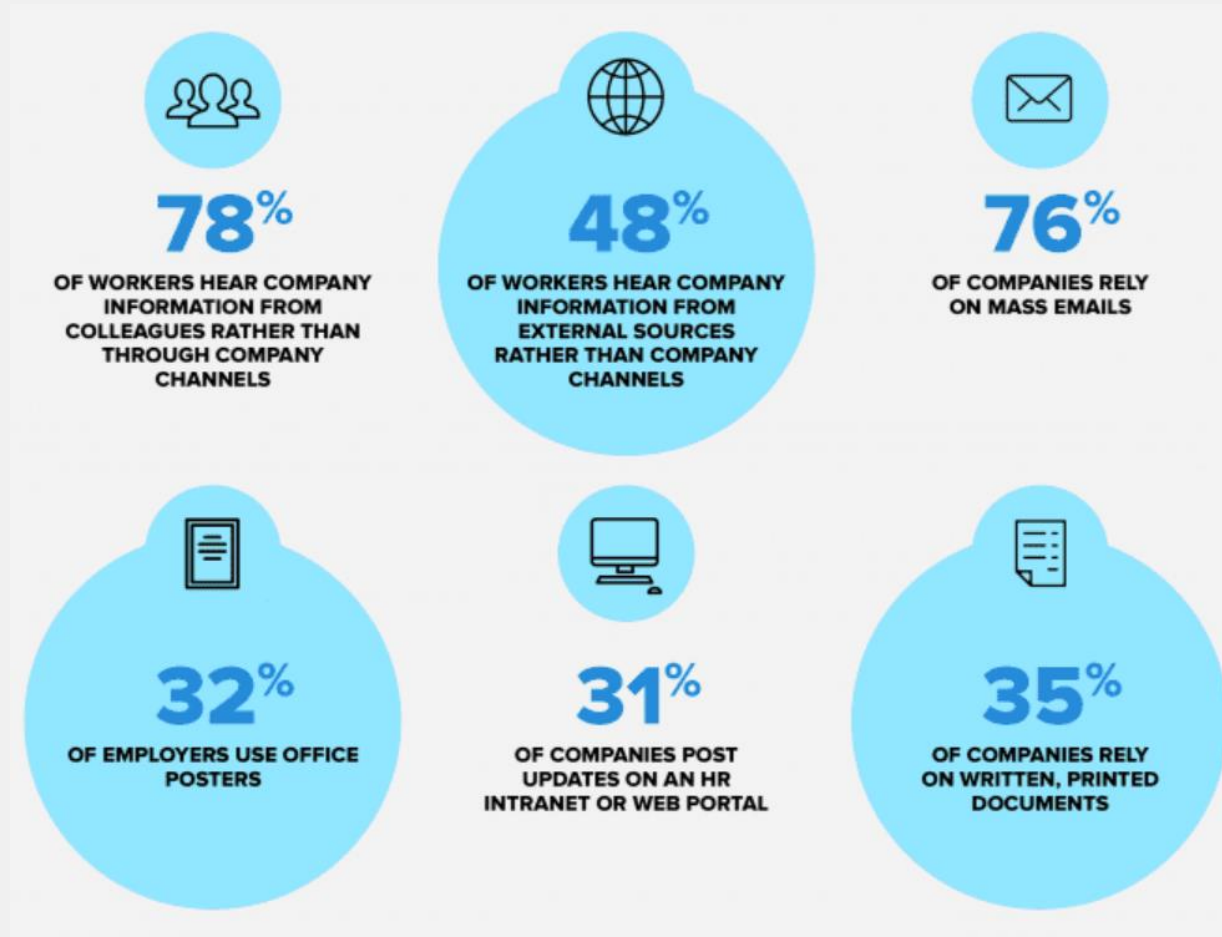


**Improve the
Employee experience...not!**

LOOKING AT NUMBERS



Source:  interact



Source:  Collective

TELL YOUR SELF...

I'm not afraid of
using the "i word"

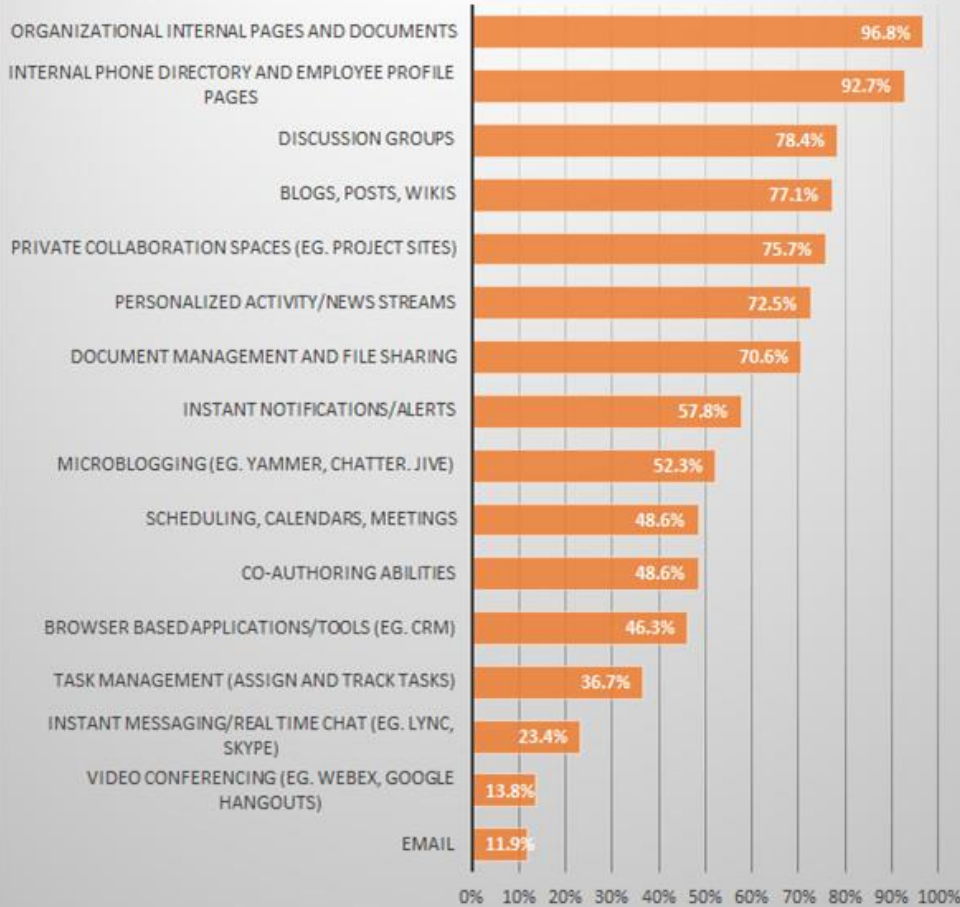
intranet

And I'm ready to
move on to "DEX"

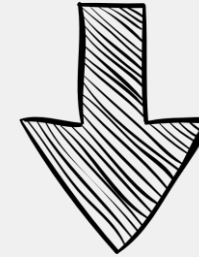
Digital Employee Experience

INTRANET JOURNEY...

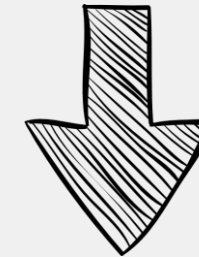
Intranet definition



Modern intranets are now more important than ever, to deliver **key tools**, and to provide an **enterprise front door**



A **digital workplace** consists of the set of tools, platforms and environments for work.



Digital employee experience (#DEX) is the sum total of the **digital interactions** between a staff member and their organization.

Source: <https://www.linkedin.com/pulse/what-successful-intranet-andrew-wright/>

5 PURPOSES OF DIGITAL EMPLOYEE EXPERIENCE

01



Content

A repository for information, at both corporate and business-unit levels.

02



Comms

A rich internal communication channel that reaches all staff.

03



Culture

Celebrating the current culture of the organisation, and supporting culture change.

04



Collaboration & social

Connecting staff with each other, and helping them to work together better.

05



Activity

The intranet as a place for doing things, not just reading things.

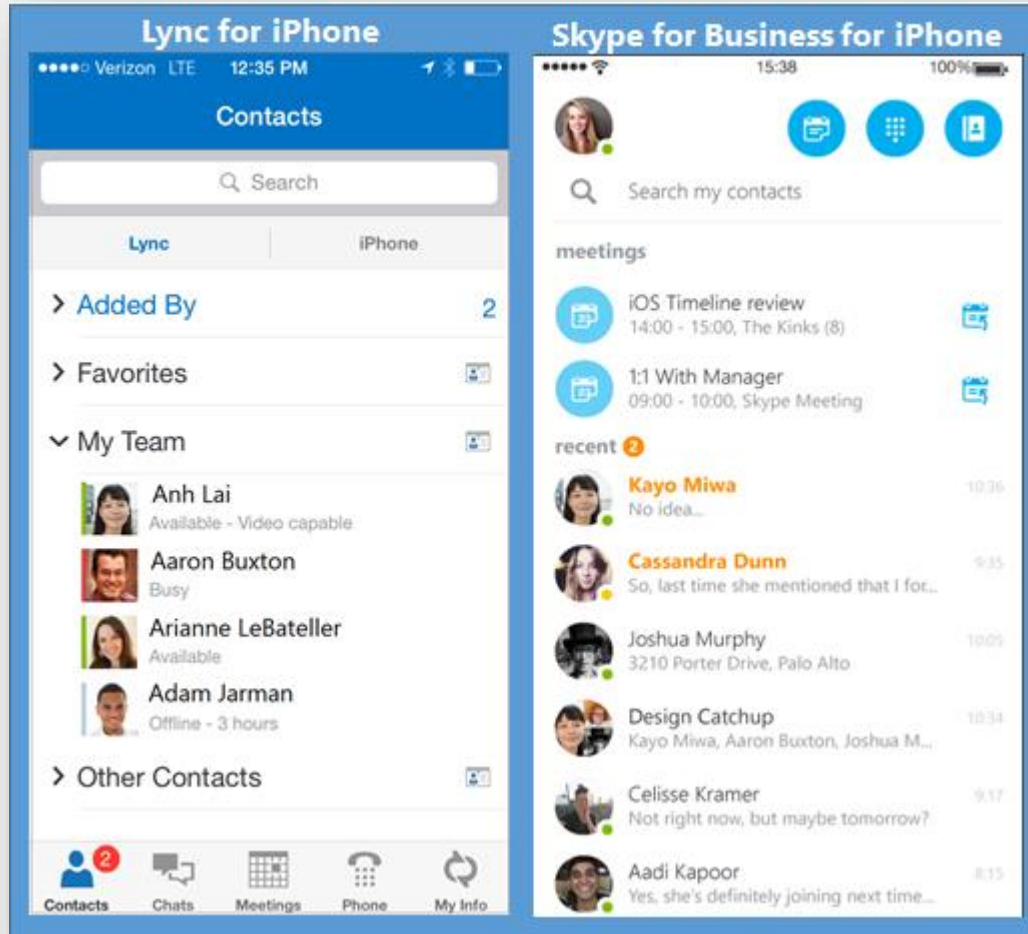
DIGITAL WORKPLACE = EFFECTIVE COMMUNICATION

Effective internal communication....

...is fundamental to any company's success.

Quick availability and efficient distribution of information are vital.

DIGITAL WORKPLACE = EFFECTIVE COMMUNICATION



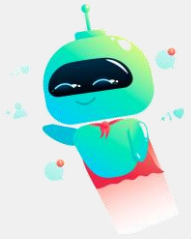
Our Business Chat Applications are always Open

DIGITAL WORKPLACE = EFFECTIVE COMMUNICATION



Everyone understands Conversational UI

CHATBOT IDEAS FOR FIRST PHASE



News bot

“What’s the latest company news?”



Event bot

“Who’s speaking today?”



Contacts bot

“What’s the number for Pat Davis?”



Subject matter expert

“When are we moving to new HQ?”

CHATBOT SOLUTION FEATURES – EMPLOYEE ENGAGEMENT



Chatbot for Pre-Boarding & On-Boarding

- Personalized Interaction
- Role Based inputs



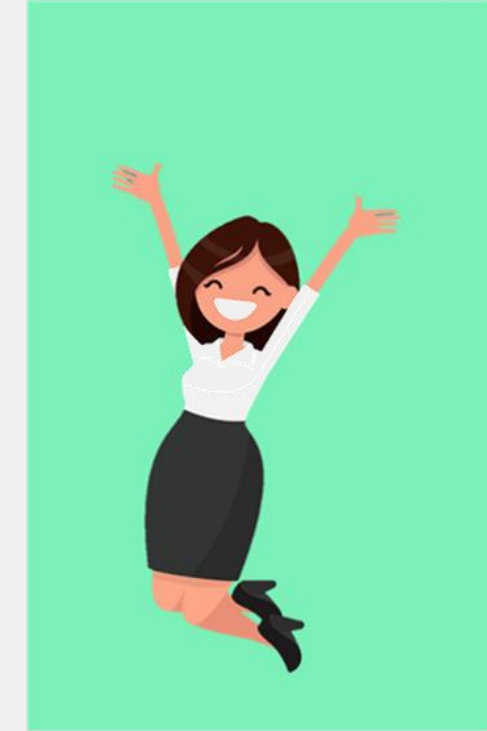
Chatbot for Training & Skill Development

- Employee Skill Identification
- Business/ Function Training
- Regular Interactions and Quiz



Chatbot for 24x7 HR/Admin Support

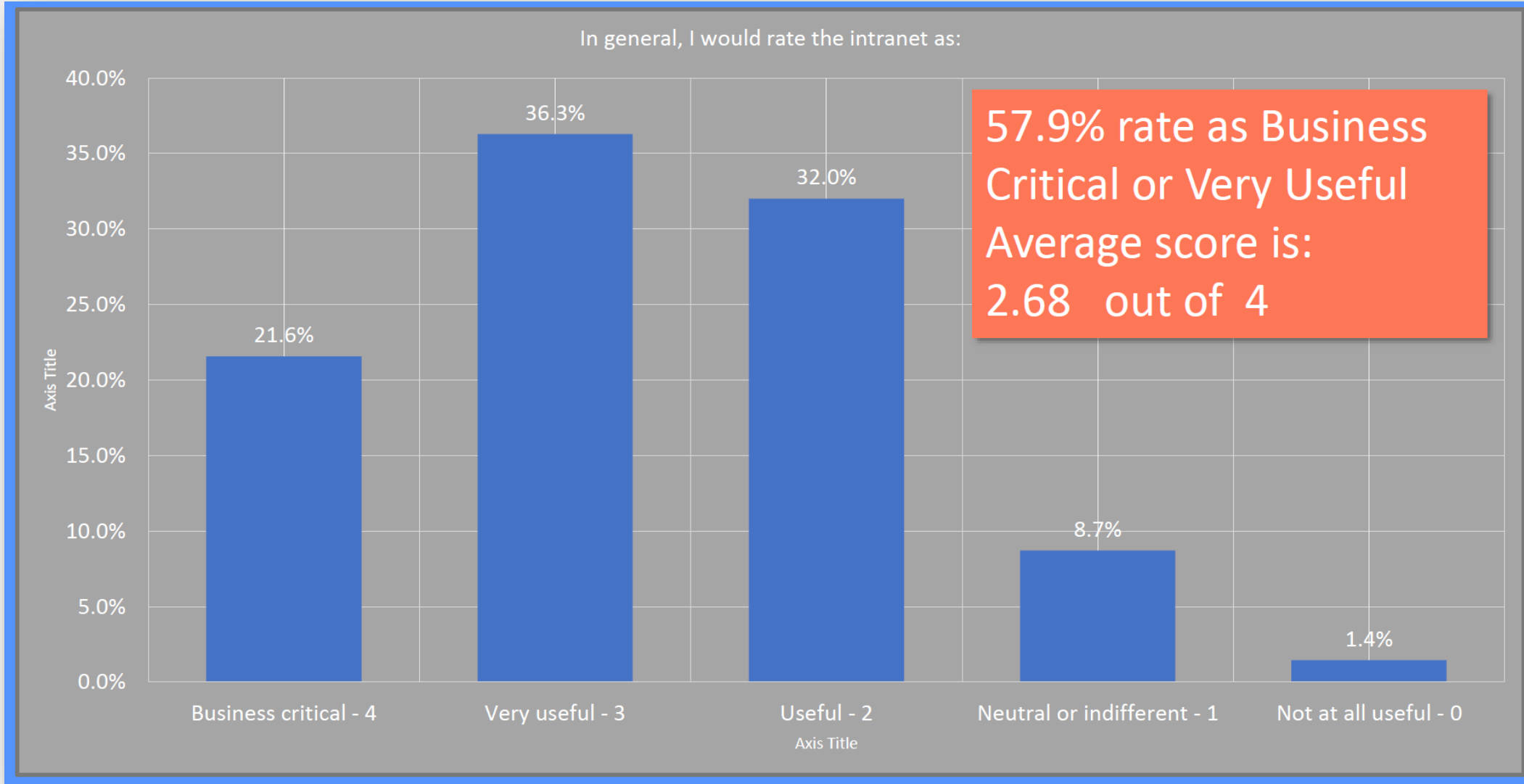
- Queries, FAQ & Updates
- Leaves, Salary & Policy support
- Data, Insights, Charts & Reports



Chatbot for Engagement & Employee Happiness Index

- Culture Score and Engagement Score
- Stress Score & Happiness Index
- Actionable Reports and Insights

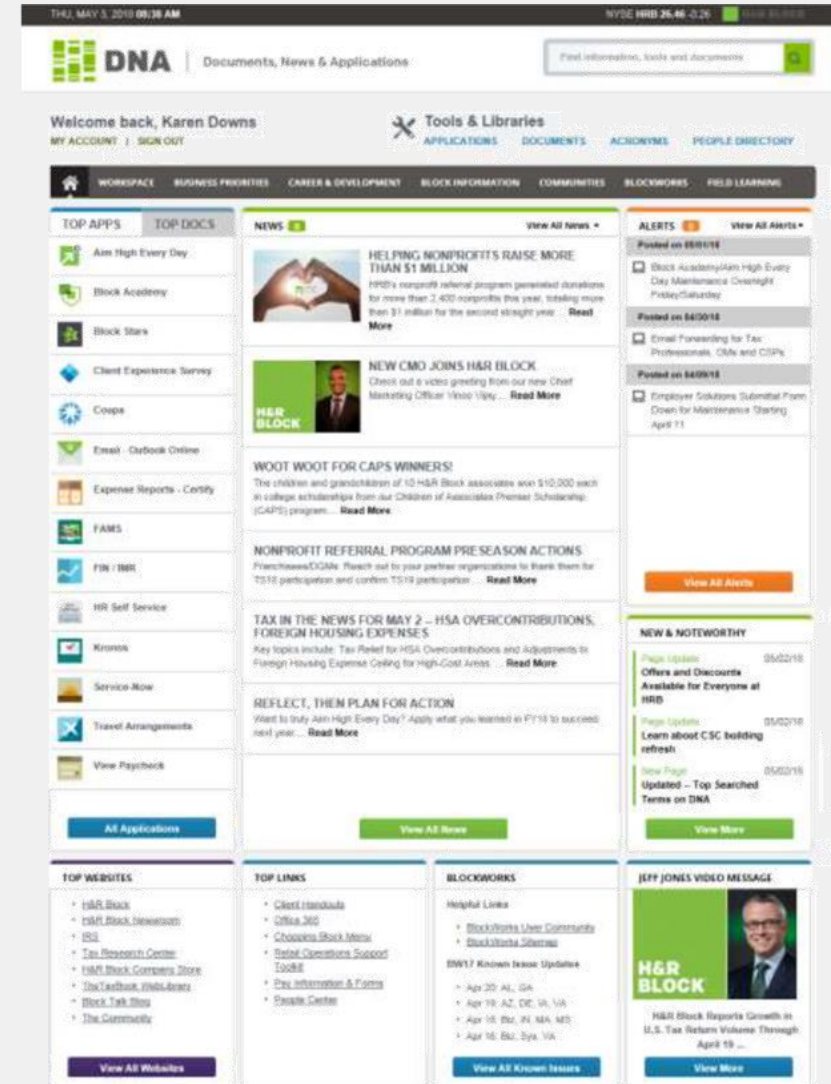
WOULD YOU SEE VALUE... YES...



TAX SEASON!!! – LET’S LOOK AT AN EXAMPLE



- 6672 responses from real intranet users
- DNA ranked #4 overall (316 surveys)
- Ranked #2 for home page (from more than 250 organisations)
- 95% “Agree” or “Strongly Agree” to the question, “I like the intranet homepage.”
- Information and resource links that are targeted to users categorized into one of 9 distinct profiles.
- 100% of associates are accessing DNA an average of 3 times per day and viewing an average of 3 pages per visit during tax season.



TAX SEASON!!! – LET’S LOOK AT AN EXAMPLE

◀ BACK TO ALL NEWS

April 03, 2018 11:31 AM Block Central

Cat Food Expenses (And Other Unusual Deductions)

#BlockPride
Share this article on social media today.

#BlockPride
Share this article on social media today.

#BlockPride
Share this article on social media today.

New social sharing toolbar: What's this?

We recently launched the ability for you to share **select H&R Block Newsroom articles featured in Block Central** via Facebook, Twitter, Google Plus and LinkedIn. Whenever you see a toolbar like the one above in a Block Central story, just click an icon on the **graphic** – and you can share the publicly-accessible Newsroom version of this article with your social networks. [Learn more about this new capability](#) and how to use it.



Sharable News Content – all associates are encouraged to serve as ambassadors of the brand. To make this easy, DNA provides 1-click access to share H&R Block News Room articles without ever leaving DNA.

Give us your feedback and you could win a prize

To kick-off this new social sharing ability, we want to share something with you. During the remainder of TS18, if you try this new feature on DNA and provide feedback on your experience, your name will be entered into a random drawing for a \$20 prize. Here's how it works:

- Fill out this [Sharing Survey](#).
- Periodic random drawings will be held - winning associates will receive \$20 in Block Stars points, winning franchisees or their associates will receive a \$20 gift card.
- Winners will be featured in an upcoming article on Block Central.

#BlockPride

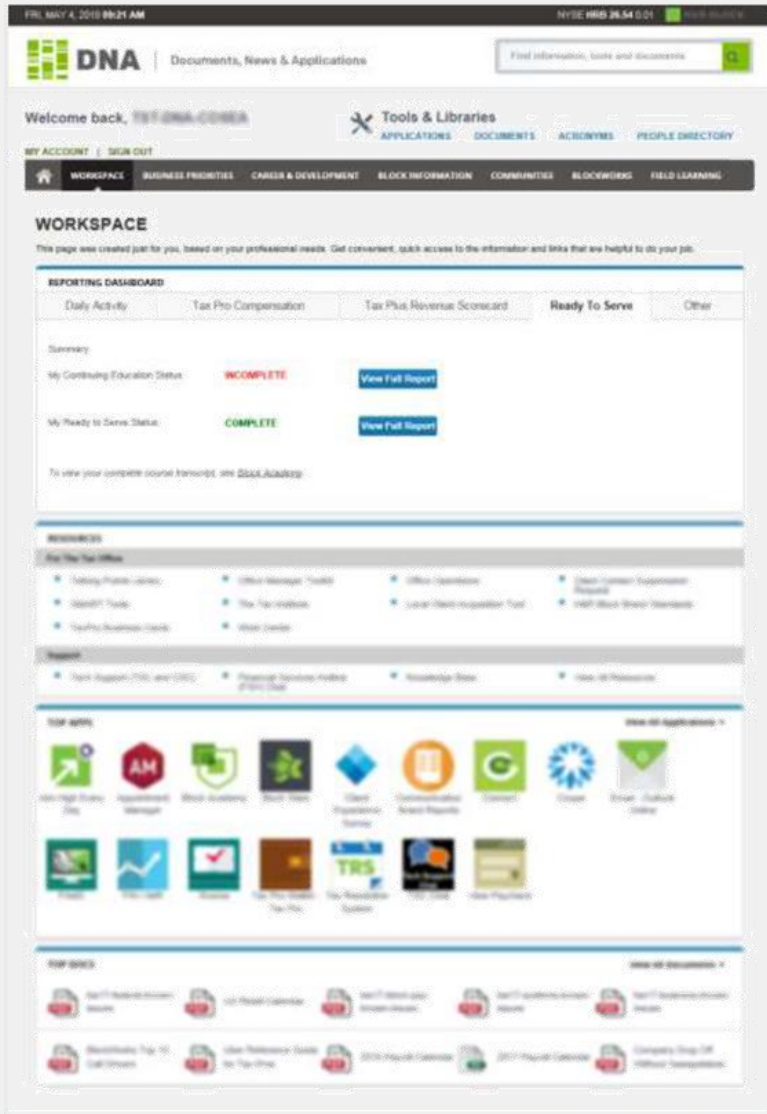
Show your #BlockPride: This H&R Block Newsroom article has been approved to share on social media - just click an icon to share. Learn more about the H&R Block social media policy [here](#).



Email Print

Your Rating Average (236 votes)

TAX SEASON!!! – LET’S LOOK AT AN EXAMPLE



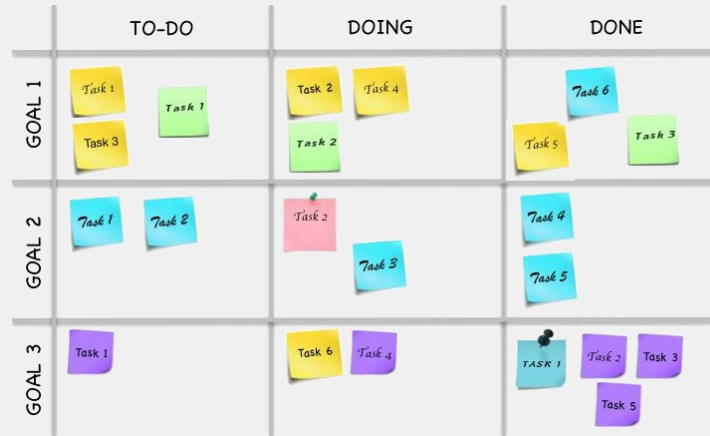
- DNA ranked #1 for reports and dashboards
- The most popular feature on DNA is tax pro reports
- Tax office professionals can access daily activity and compensation reports, learning reports, client experience data, bonus payout information and more.
- All reports are custom-built for the individual.
- All reports have been designed to provide at-a-glance summary information from the dashboard view, as well as a detailed view.
- Detailed reports include easy to read topline information, as well as contextually relevant links to help the user access additional information or get support, as needed.

THREE MOST IMPORTANT QUALITIES...



Interactive

- Publish content
- Online forms
- Workflow/tasks
- Upload documents
- Discuss
- Team spaces/Collaborate



Task based

- Get stuff done
- Access to tools/apps
- Integration with apps
- Business processes
- Transactions
- Role based aggregation



Personalized

- Role based aggregation
- Forager V cultivator
- Bookmarking
- Use of meta data
- Personal news, tools
- Automated (Amazon)

You May Ask...

How do I increase Interactivity within my Intranet / Digital Workplace?

1. Identify content contribution as a goal for your intranet
2. Start out small – enable ‘likes’, commenting, updating of profiles, lists
3. Easy to use platform, able to make edits on the run
4. Convert manual forms to online forms
5. Convert documents to easily editable web pages (Wiki pages)
6. Integrate your ESN/discussion groups/team sites with your intranet
7. Streamlined, quick and efficient content approval process
8. Become ‘content evangelists’ – get leaders to participate
9. Organise content community events
10. Gamification, rewards, incentives, measure contributions

You May Ask...

How do I provide a task based digital workplace?

1. Identify task support as a goal for your intranet
2. Convert manual forms to online forms
3. Provide personal task lists
4. Aggregate tasks by role
5. Identify relationship between tasks and support (e.g. tools, templates)
6. Convert job descriptions to online pages
7. Provide task based context around support information
8. Audit, categorise and tag content by the task it supports
9. Group tasks by topic
10. Enable all employees to create 'how do I' type pages



You May Ask...

How do I better personalization?

1. Identify personalization as a strategy for your digital workplace
2. Think “Cultivator” not “Forager”
3. Change the default home page to a personalized page
4. Enable data items to be manually tagged by role
5. Consider algorithmic solutions, like Delve, to group information
6. Aggregate information and tools by role
7. Enable employees to “bookmark” pages, tools, documents, web sites
8. Provide personalized reporting and data
9. Integrate data from other apps such as HR, Sales (e.g. Leave)
10. Provide personalised task list



DIGITAL EMPLOYEE EXPERIENCE SOLUTION



WHAT IS PEOPLE1



Employee Collaboration in the Digital Workplace

People1 brings in collaborative environment between employees and employer

- ▶ Get more from conversations - post messages, timelines, poll and much more
- ▶ Quick snapshot of activities, to dos, meetings in an interesting way
- ▶ Innovative intranet with latest updates
- ▶ Top stories posted by team and management
- ▶ Ease of access to trending documents without hassle

THE NEED FOR A DIGITAL WORKPLACE



Access to Work practices, SOPs



Missing Corp Comm.



Missing Bidirectional communication



Lack of access by Mobile Workforce



Finding Information



Finding The Right Person



Digital Migrants to Digital Natives



No effective utilization of Intranet



Real time alerts and notifications

PEOPLE1 SOLUTION

SHARED STORIES

Giving employees a voice and way to share with the organization.

ENTERPRISE SOCIAL

Integrate and enhance from commenting to interactive polls.

NEWS & PAGES

Keeps employees informed by targeted, easy to publish articles.

LEADERSHIP MESSAGING

Amplifies reach and impact of leader communications.

EVENTS

Shared calendar experiences to stay up to date on corporate and divisional events.

PEOPLE SPOTLIGHTS

Celebrating talent/connecting people within the organization.

TOOLS & QUICK ACCESS

Accessible and rapid access with single sign on to key tools/apps.

ACCESSIBILITY

Ensure WCAG 2.0 AA conformance

MOBILE EXPERIENCE

Provides the Intranet to employees anywhere at anytime, and on any device.

INTRANET SEARCH

Powerful full text search available across the entire Intranet and in specific collections.

PEOPLE SEARCH

Intuitive, intelligent and modern people search experiences.

FORMS & WORKFLOWS

Providing rich Forms and easy to understand workflows

ALERTS & NOTIFICATIONS

Proactive alerts and notifications to provide up-to-the minute real-time updates

INFORMATION ARCHITECTURE & SECURITY

Content Moderation, Management & Monitoring across site, file, and sensitive data classification, planning and defining audiences, site templates, page templates, content types and much more.

ACTIONABLE ANALYTICS

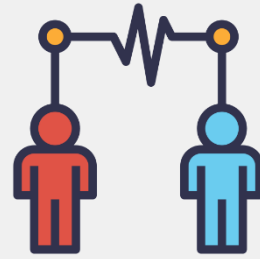
Provide actionable insights based on usage..

PEOPLE1 MODULES



Business

- HR Portal
- E-Leave
- Contract Management
- Policies & SOPs
- Admin
- Travel & Expenses
- Asset tracking
- Invoice & Billing
- Intelligent Chatbot



Communication

- News
- Announcement
- Events
- FAQs
- Classifieds
- Holiday Calendar
- CEO Desk
- Quick-Links
- Intranet Feedback
- Push Notification & Alerts



Content

- Enterprise Search
- Content Authoring
- Document Management
- Dashboard for Users
- Rewards



Social

- Find My Colleague
- Yammer
- QnAs
- Polls & Surveys
- Employee Engagement on Content

IMPIGER ON PEOPLE1

The screenshot displays the 'IMPIGER ON PEOPLE1' dashboard. At the top, there is a blue navigation bar with 'Office 365' and 'SharePoint' links, and a user profile for 'Karthikeyan Deva...'. Below this is a white header with a 'HOME' button and a search bar. The main content area is divided into several sections: 'ANNOUNCEMENT' with a featured article 'Impiger Develops Event Management App For Educational Institution'; a grid of 'Yesterday', 'Today', and 'Tomorrow' news items; a 'FAQ' section with categories like 'The Basics', 'Sharing', 'Account Access', and 'Tracks & Playlists'; a 'HOLIDAY CALENDAR' for 'Good Friday' on 'Saturday 14 Apr 2018'; an 'EVENTS' section for 'Dallas Tech Summit' and 'Gitex Technology wee..'; a 'CEO DESK' featuring a photo of a man and text about 'Impiger - Intrapreneurship'; a 'What are you working on?' section with a list of items; a 'FIND MY COLLEAGUE' search box; and a vertical sidebar on the right with icons for 'Admin Expenses', 'Asset Tracking', 'Cab Utilization & expenses', 'Capex Online', 'Consumable Inventory', and 'Contracts'.

IMPIGER ON PEOPLE1

The screenshot shows a SharePoint dashboard with a blue header bar containing 'Office 365' and 'SharePoint'. The user profile 'Karthikeyan Deva...' is visible in the top right. Below the header is a navigation bar with 'HOME' and a search box. The main content area is divided into several sections:

- ANNOUNCEMENT:** A large image showing a person using a VR headset with the text 'Virtual Reality App for Multiple Industries'.
- Timeline:** A vertical timeline with three items:
 - Yesterday:** Impiger At The MobileCON
 - Today:** Impiger's Break-Through WebRTC Mobile Solution For Hi-Tech Retailers
 - Tommorrow:** Wasp Barcode Technologies Leverages Their Partnership
- HOLIDAY CALENDAR:** Shows 'Good Friday' on Saturday, 14 Apr 2018, and 'May Day' on Tuesday, 01 May 2018.
- EVENTS:** Two upcoming events:
 - 20 DEC 2018:** Dallas Tech Summit at Marriott Quorum by the Galleria, 7:00 PM - 8:00 PM.
 - 21 DEC 2018:** Gitex Technology wee.. at Dubai World Trade Center, 7:00 PM - 8:00 PM.
- CEO DESK:** A post by a man with glasses titled 'Impiger - Intrapreneurship opportunity...'.
- QUICK LINKS:** Includes Hubspot and Jira logos.
- Grid of Tiles:** A large grid of 25 colorful tiles, each representing a different business function such as 'Admin Expenses', 'Asset Tracking', 'Cab Utilization & expenses', 'Capex Online', 'Consumable Inventory', 'Contracts', 'Credit Card Expenses', 'E-Leave', 'FMG Reports', 'Guest House online booking', 'Hotel Feedback', 'HR Portal', 'Knowledge Repo', 'Petty Cash', 'Project Management', 'Purchase Order', 'Travel Expenses', and 'Visitor Management'.
- What are you working on?:** A section showing a post by Ritwik Bose on Saturday at 10:21pm from iPhone, discussing AI systems.

IMPIGER ON PEOPLE1

Office 365 | SharePoint
Settings ? Karthikeyan Deva...

SHARE FOLLOW

1
DASHBOARD
ALL LIBRARIES
FAQ

Home > Groceries

Dashboard

Karthikeyan Devaraj
karthikeyan.devaraj@impigertech.com

+ Add Library
All Libraries

2
Total Libraries

0
My Libraries

0
My Rewards

Frequently Asked Questions

Top 5 Contributors

CONTRIBUTOR	REWARDS
Arunkarthik Shanmugasundaram	100
Manivasagan Arumugam	30
Karthikeyan Arulprakasam	30

Admin Expenses

Asset Tracking

Cab Utilization & expenses

Capex Online

Consumable Inventory

Contracts

Credit Card Expenses

IMPIGER ON PEOPLE1

Home > Flask

Travel Expenses

[New Travel Expense](#)

Office Region	Name	Reference	Cost Center / Project	Expense Type	Date of Travel	Cost	Status	Edit
India	Ramkumar Natarajan		Product	Bus	02/11/2017	2,000	Rescheduled	
India	Karthikeyan Devaraj		12356	Bus	26/10/2017	1	Travelled	
USA	Arunkarthik Shanmugasundaram;Senthil Raju		test3	Bus	09/11/2017	1,200	Travelled	
India	Vivekkanna Krishnamurthy		CA	Visa	09/11/2017	2,222		
India	Sarawinkumar Kathiresan		Product	Domestic Hotel	09/11/2017	7		

- Admin Expenses
- Asset Tracking
- Cab Utilization & expenses
- Capex Online
- Consumable Inventory
- Contracts
- Credit Card Expenses

IMPIGER ON PEOPLE1



CONTRACT INFO

REPORTS

Home > Table

Contract Info

UPCOMING CONTRACT RENEWALS

Employee Accommodation on Deputation	Monthly Rent	Days to Go
srividya Krishnamoorthy null, India	1,222.00 MONTHLY RENT	-90 DAYS TO GO
srividya Krishnamoorthy Coimbatore, India	44,221.00 MONTHLY RENT	-86 DAYS TO GO
srividya Krishnamoorthy Coimbatore, India	1,200.00 MONTHLY RENT	-85 DAYS TO GO

IMPIGER ON PEOPLE1



HOME

SHARE FOLLOW

Search this site

Home > Event Details

EVENTS



Dallas Tech Summit

Join your peers by registering now. Gather the key IT knowledge needed to be indispensable. This year's Tech Summit agenda is carefully designed to provide you with the latest IT trends and knowledge needed to make the best possible decisions on behalf of your organization. It will allow you to see the best practices other leading companies have adopted, key IT challenges they are facing, and new solutions that are solving these challenges. The available seating is limited so be sure to sign up as soon as possible to ensure you will have a seat. You are welcome to invite other key people on your team.

7:00 PM - 8:00 PM

Marriott Quorum by the Galleria

ARCHIVES

- 2017
- September
- October
- November
- December
 - Gitex Technology week
 - Dallas Tech Summit

- Admin Expenses
- Asset Tracking
- Cab Utilization & expenses
- Capex Online
- Consumable Inventory
- Contracts

IMPIGER ON PEOPLE1

BROWSE PAGE PUBLISH

SHARE FOLLOW EDIT



MY HR HR POLICIES JOB REQUISITION EMPLOYEE ONBOARDING

Home > HR

Job Vacancies

Job Title	JobLocation	No of vacancies	JobDescription	Created By	Created	ClosingDate	Refer a friend
SharePoint Admin	Chennai	1	SP 2013 SP 2010	<input type="checkbox"/> Sarawinkumar Kathiresan	December 8, 2017	12/29/2017	Employee Referral
sp admin	Kingston	1	test	<input type="checkbox"/> Test User 5	December 11, 2017	12/15/2017	Employee Referral

HRPolicies

Name	Country	Year
Leave policy 2018	... India	2,018
Working Hours policy	... India	2,018
Reimbursement policy 2018	... India	2,018

Admin Expenses

Asset Tracking

Cab Utilization & expenses

Capex Online

Consumable Inventory

Contracts

Credit Card Expenses

IMPIGER ON PEOPLE1

The image displays a collage of mobile application screenshots. The screens shown include:

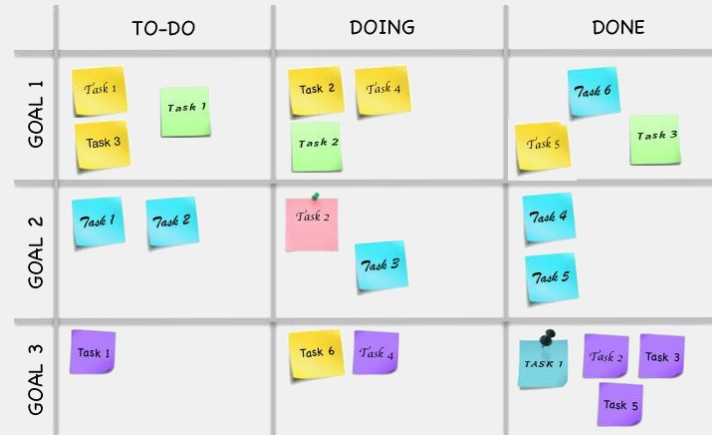
- Home:** A dashboard with a news article titled "5 Considerations For Small And Mid Planning For Cloud Migration", a "NEWS" section with "Wasp Barcode Technologies", an "APPS" section with "Leaves" and "Guest House", a "CEO DESK" section with "Impiger - Intrapreneur", and an "EVENTS" section for "Gitex Technology week".
- Project Overview:** A screen showing a list of projects with details like "Total Projects: 3", "People1", "Gnanasivam Gu", "Imp AI", "Karthikeyan Dev", "Our KWE", and "Sarawinkumar K".
- Meetings:** A screen showing meeting details for "People1 F" and "People1 W" on "Today" and "Jul 27".
- To do list:** A screen showing "Today tasks" with items like "IMPPEOPLE1 Login - App fo back to Previo", "IMPPEOPLE1 Fix the bug iss", "IMPPEOPLE1 Second level n", and "IMPPEOPLE1 Second level p".
- Top News:** A screen showing news articles such as "5 Reasons Why Building Customer-Centric Mobile App Improves Business Growth" and "Why Building Customer-Centric Mobile App Improves Business".

REMEMBER THE QUALITIES.... (Slide 16 😊)



Interactive

- Publish content
- Online forms
- Workflow/tasks
- Upload documents
- Discuss
- Team spaces/Collaborate



Task based

- Get stuff done
- Access to tools/apps
- Integration with apps
- Business processes
- Transactions
- Role based aggregation



Personalized

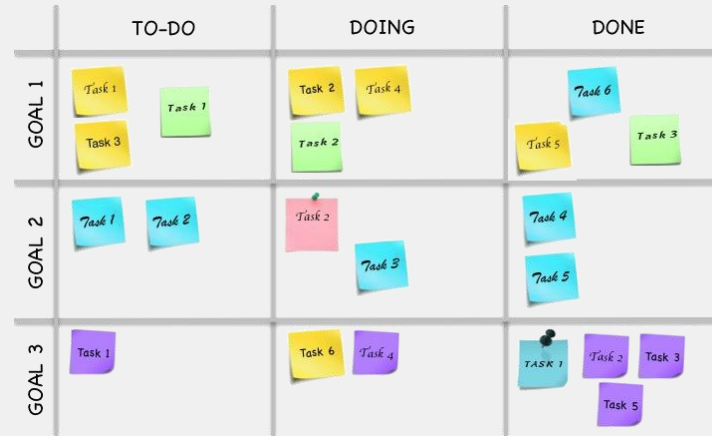
- Role based aggregation
- Forager V cultivator
- Bookmarking
- Use of meta data
- Personal news, tools
- Automated (Amazon)

NOW THE BENEFITS



Interactive

- Easy to share content
- Empowers people
- Meaningful contribution
- Demonstrate mastery
- Approval and workflow



Task based

- 'How do I' is a task
- Link to related tools
- Integrate into process
- Assign to a role
- Avoids re-invention



Personalized

- Clear starting point
- Role based aggregation
- Enables cultivation
- Use of meta data
- Personal list of tools

RECAP - DIGITAL WORKPLACE



HOW CAN YOU MAKE THIS HAPPEN

- ✓ Design Thinking - feedback, feedback, feedback
- ✓ Networking at all levels
- ✓ Prototyping, experimenting – the Digital Workplace is always a WIP
- ✓ Minimum Viable Proposition (MVP)
- ✓ Lean design principles
- ✓ Agile methodology – use sprints, stand-ups, release schedule
- ✓ Distributed publishing – ideally everyone should be able to publish.
- ✓ Build a community of publishers
- ✓ Compile stories, measures, numbers, evidence – a virtuous circle



Homework

- ① Use this slide deck to help you identify what you need for an improved next gen Digital Employee Experience
- ② Focus on Collaboration, Communication and Contribution
- ③ Start with an experience in mind and not a web portal in mind

Q&A

THANK YOU

FOR QUESTIONS & COMMENTS



2425 N Central Expressway #400, Richardson, TX – 75080



(972) 346 8186



sales@impigertech.com

