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In the globalized information economy, companies are at risk when it comes to making complex, non-routine decisions. Social, mobile and cloud technologies have made data far more abundant, ubiquitous and valuable. Still, many high-impact teams are hamstrung by document-centric IT systems with cumbersome user experiences. They whipsaw knowledge workers from one context to another—presenting cognitive obstacles that drastically lower efficiency and competitiveness.

A variety of Digital Workplace solutions have emerged as a recent response to this problem.

Too often systems labeled as a “digital workplace solution” fail to empower knowledge workers and teams. Instead they leave knowledge workers underserved and overwhelmed. This whitepaper analyzes the nature, history, and capabilities of digital workplace solutions that can address the unmet needs of high-value employees.

We trust that this whitepaper will provide you with insights to help you transform the IT user experience of knowledge workers in your organization, and enable your high-impact teams to address the challenges and opportunities of the information economy.

The Digital Workplace Innovation Imperative

The business world is more global, mobile, accelerated, and non-stop than ever. Events across the globe instantly affect our personal and work lives. This whitepaper provides an overview of key digital workplace concepts, trends, and best practices to help you implement effective digital workplace solutions. Infolio’s goal is to help you and your organization’s high impact teams innovate and thrive in the hyper-connected world of business.

**Executive Summary**

**KEY TOPICS ADDRESSED INCLUDE:**

1. The impact of consumer-focused information technology on knowledge worker expectations, and the need for digital workplace innovation.

2. The changing nature of work carried out by high-impact teams responsible for non-routine tasks associated with complex information-intensive collaboration and decision making.

3. The inadequacy of document-centric corporate intranets, “bolted on” social tools, and “one size fits all” solutions that are mislabeled as digital workplaces.

4. Current thinking about making the business case for digital workplace innovation.

5. The need for secure, configurable, role-based digital workplace solutions that provide mobile knowledge workers with information-centric workspaces for streamlined information gathering, content curation, workstream collaboration and communication.
“What confronts every company, large or small... is learning to thrive in a world where change is discontinuous, unrelenting and pitiless... companies are much better at optimization than they are at rule-breaking, gamechanging... radical innovation – and yet, that is exactly what is required in turbulent times.”

Gary Hamel | LEADING THE REVOLUTION: HOW TO THRIVE IN TURBULENT TIMES BY MAKING INNOVATION A WAY OF LIFE, 2002

Innovations in consumer information technology—particularly mobile—have outstripped innovations in enterprise IT. The appeal of consumer tech to today’s information workers cannot be ignored. However, successful integration of consumer IT paradigms in the enterprise is a formidable challenge. In 2005, Vice President and Gartner Fellow David Mitchell Smith predicted, “Consumer IT will affect every enterprise. Attempts by enterprises to deny this are doomed to failure, just as previous attempts to deny Wi-Fi, ‘smart’ mobile phones, the Internet, and even the PC itself failed.”¹ Smith’s prediction has now become an imperative.

Businesses are confronted with exponential growth in the volume, velocity, and variety of information—from a bewildering number of channels. Determining the veracity of information is also a growing challenge.

Addressing these challenges requires new approaches to the workplace based on fundamental concepts, trends and best practices.

¹ http://www.gartner.com/newsroom/id/492209
Work is a Team Sport

Work is increasingly a team sport. It is more, varied, complex, and fast paced than ever. As routine tasks are being automated, knowledge workers and high impact teams are tackling more non-routine work. Confronting this growth and change requires fresh approaches to the configuration of physical workplaces as well as innovation for a new generation of digital workplace solutions.

“There’s no company that isn’t struggling with this new business environment. Everywhere, resources are stretched thin from downsizing and a struggling economy. Business issues are more complex than just a few years ago, more organizations are working on a global platform, and every company needs its employees, along with every other corporate asset, to do more than ever.”

John Hughes | PRINCIPAL OF APPLIED RESEARCH & CONSULTING AT STEELCASE

Traditional automation, which facilitated the downsizing of companies by making routine work more efficient, is not sufficient when dealing with complex, often ad hoc team approaches to problem solving.
Knowledge workers are also upping their expectations for digital tools at work. Businesses are under pressure to provide their multi-generational workforces with digital workplace options that are in sync with the highly visual, social, mobile, cloud-connected capabilities that they expect as consumers. Our physical and digital work environments need to change in order to attract mission-critical knowledge workers and high-impact teams needed to succeed in the new world of work.

CMS Wire journalist David Roe² summarized ten trends shaping the future of the digital workplace. The first trend, Redesigning the Enterprise, highlights leading organizations, or those leading the digital charge, that have already moved past the digital workplace design phase and are now actively building digital workplaces. Such companies need to create a culture of continuous learning, in Real Time, All the Time, offering readily available classes over a range of mobile platforms to keep employees up to speed.

Roe points out two important, “people” trends critical to the development of digital workspaces: Talent Acquisition and Employee Culture. Recruitment will become a digital experience as candidates expect convenience and mobile contact. Digital companies will adopt these policies to underline their digital credentials. Similarly, digital enterprises will expand their focus on employee engagement and integrate a new focus on creating employee experiences that incorporate a new range of feedback and self-service tools.

Human resources will be one of the key players in digitizing workplaces and will play a role in delivering the Work Technologies that change the way people interact. This will of course include Performance Management and People Analytics. Companies that have undergone digital transformation processes will have to reassess their entire management programs from goal setting and evaluation to incentives and rewards, and aligning all with business strategy. Analytics will continue to move into the area of business operations with new real-time analytics used to assess what is happening in the workplace. When describing Digital Human Resources, Roe notes that human resource managers will be forced to take a more significant role in digital organizations and will be key in ensuring the organization is committed to digital transformation rather than just “doing digital.”

In discussing disrupted leadership and the future of work Roe notes that digital organizations need new kinds of leaders who are more agile and “digital-ready.” They will be forced to experiment with new cognitive tools and rethink the role of people as more and more work becomes automated.

The habits and preferences of “digital natives” in the workforce cannot be underestimated. This new breed of worker is providing the creativity and collaborative energy required to thrive in today’s hyper-competitive business environment. However, they also demand role-based work environments that attract and engage them; enable them to access, create, organize, and contextualize information—anytime and anywhere. For these knowledge workers, the digital workplace must provide them with the ability to connect, collaborate, and communicate on desktops and mobile devices; and provide them with an incentive to stay. Just as there is no single definition of the digital workplace, for today’s knowledge workers and high impact teams there is no one-size-fits-all digital workplace solution. Increasingly they expect role-based solutions that are tuned to their needs.

“An effective digital workplace for mobile knowledge workers and high impact teams requires understanding user personas. This includes the unmet or under-served aspects of the employee user experience, as well as how their work gets done and how innovations in the user experience can be improved. So, to be successful companies need to be proactive about fostering collaborative digital workplace innovation, adapting outmoded policies, transforming corporate culture, and exploring ways to make work more enjoyable.

“We are entering a new era where employee-facing technologies and enhanced digital dexterity within the workforce will generate significant competitive advantages.”

Matt Cain | GARTNER ANALYST

Failing to address these needs can lead to losing productivity as well as losing employees and customers.

Dion Hinchcliffe | ENTERPRISE ARCHITECT AND STRATEGIST

“The digital workplace can no longer be just a physical place where employees carry out routine tasks during regular hours. Similarly, a digital workplace cannot be limited to a desktop or laptop computer with access to the company intranet, email, an internal file sharing system, or a standard office productivity suite.

Physical workplaces need to become smarter and connected to digital workplaces that leverage social, mobile, and cloud-based consumer IT.

“As business applications continue to proliferate in the workplace, enterprises have begun to realize that their ever-more complex landscape of digital tools for their workforce should be more effectively organized and integrated to better deliver their full value and provide returns on their often significant cumulative investment.”

Matt Cain | GARTNER ANALYST

“...and enhanced digital dexterity within the workforce will generate significant competitive advantages.”

“...can lead to losing productivity as well as losing employees and customers.”

Dion Hinchcliffe | ENTERPRISE ARCHITECT AND STRATEGIST

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References:
Digital Transformation Imperatives

Digital Transformation initiatives that effectively engage and support high impact mobile teams must address 8 essential factors:

1. **VISION:**
   Articulate the scope, scale, timespan, and value of the initiative to achieving business objectives in a manner that is inspirational and consistent with the organization’s values.

2. **STRATEGY:**
   Articulate the roles, responsibilities, relationships, and authority of all stakeholders (marketing, sales, customer support, manufacturing, R&D, HR, IT, partners, vendors, customers, etc.)

3. **USE CASES:**
   Define the current and desired state of work in terms of personas, functions, and patterns of work based on interactions among and between stakeholders, information, hardware, and software in accordance with the values, business objectives, and policies of the enterprise.

4. **CULTURE:**
   Values that foster engagement, provide reward and recognition, and ensure executive sponsorship to model behavior and provide incentives as well as resources to support change.

5. **INFORMATION:**
   Provide access to sources of data and metadata (structured and unstructured) residing in systems of record, systems of interaction, EFSS systems, data lakes, cloud based repositories, etc. to support work and continuous improvement.

6. **TECHNOLOGY ARCHITECTURE, INFRASTRUCTURE & UX:**
   Provide hardware, software & IT architecture to support effective access to information, communication, collaboration, analysis, and reporting in accordance with the policies and business objectives, as well as the governance, security, controls and reporting requirements of the enterprise.

7. **POLICY:**
   Document the policies, authorizations, permissions, and entitlements as well as the governance and reporting rules for the enterprise associated with information.

8. **METRICS & MODELS:**
   Establish and refine metrics for in-process activities and business results as well as causal models to provide an objective basis for establishing value, benchmarking and continuous improvement.
Is Your Digital Workplace Up to Date?

While the term “digital workplace” is growing in popularity, there is no single definition that all agree on. Just a few years ago a Google search for “digital workplace” yielded few results, yet today a search for the term yields hundreds of thousands of results and dozens of definitions. These range from broad, all-encompassing framework statements to narrow definitions focusing on emerging technologies or application specific aspects of the concept.

Much More Than an Intranet

By 2014, use of the term Digital Workplace had begun to grow dramatically, and many well-known experts had weighed in on the topic. However, many conflated the term with the term Intranet—the internal private document-centric network that uses an integrated suite of tools based on public Internet protocols. In 2009, Paul Miller, CEO and founder of the Intranet Benchmarking Forum (IBF) was one of the first to use the term “digital workplace” to describe a broader set of technologies and processes than a company’s intranet.

In the ensuing years many vendors, associations, and consulting organizations repositioned their intranet offerings as digital workplace solutions. Peter Miller went on to found the Digital Workplace Group ⁵, while Gartner, Forrester, Constellation Advisers, Aragon Consulting Services, and a number of other consulting organizations formed digital workplace practices. Gartner also refreshed its conference lineup with an annual Digital Workplace Summit. ⁶

Despite hundreds of research reports and dozens of conference presentations, for many organizations “digital workplace” is still just another name for an Intranet. But all too often, intranets are where information goes to get lost, not where people go to work. Many companies are now beginning to realize that calling an intranet a digital workplace is not the same thing as delivering an effective digital workplace. According to Forrester, 75% of people still only use their intranet for human resources purposes like benefit information, company directories, and training courses. In large part that stems from tendency for intranets to be process bound and content-centric rather than adaptable and user-centric.

⁵ http://digitalworkplacegroup.com
⁶ http://www.gartner.com/events/emea/digital-workplace
Social Intranets

The next phase in the evolution of intranet-based digital workplaces was to add social tools and mobile enablement. The goal was to allow remote workers and workers-on-the-go to find people in their organization so they could collaborate and chat with them more easily. While these systems tend to be more user-centric than document-centric intranets, they often left employees feeling overwhelmed by too many disjointed digital messages and digital tools to manage. Social and mobile applications offer a world of new possibilities for organizing and orchestrating work, but they also present a number of challenges.

“Humans across the globe report being overwhelmed by the digital capabilities they now possess and find it difficult to put limits or control how much technology they consume or how it infiltrates their lives. Workers are also often thrown onto demanding cross-functional teams that bring new people together at a rapid rate, which can make it hard to create truly cohesive and collaborative teams.”

“DIGITAL WORKPLACE AND CULTURE”, DELOITTE 7

From an individual worker perspective, an ideal digital workplace experience should be as engaging, versatile, contextually relevant, easy to use, and user-centric as the popular digital consumer devices—services and apps that satisfy their needs in their personal lives as consumers. Users of popular social networking and chat tools don’t care about the departments or divisions within the brands they interact with, and they don’t want to read manuals or FAQs. They just want to connect and have their needs met. Similarly, knowledge workers don’t want to encounter technical or bureaucratic obstacles to getting work done, or training on how to use their organization’s intranet.

Digital Workplace Hubs

Frustration with the limitations of intranets and all-in-one solutions has led to the rise of “Digital Workplace Hubs.” These are information-centric, end-user configurable digital workplaces that provide employees and approved third parties with secure and policy compliant access to legacy systems of record, an approved array of apps, algorithms, physical office resources and computational resources, as well as the ability to integrate emerging technologies such as interactive video, artificial intelligence (AI), Augmented Reality (AR), Blockchain, Virtual Reality (VR), and the Internet of Things (IoT).

In part, the success of digital workplace hubs is based on open APIs such as REST® and OData® that support interconnecting an ecosystem of applications, computational resources, and infrastructure to create significant business value at scale. However, the success of any digital workplace solution requires more than just an array of digital technologies or APIs. It requires a focus on the digital workplace user experience and the value of that experience to the organization.

“From a technology perspective, the organization can create an integrated, internal user experience layer that brings together what is usually at present just a collection of point solutions and off-the-shelf software. From the perspective of employees, this shift toward lateral integration cuts the puppet strings that control them from above, instead weaving processes and workflows into a supportive platform that becomes a stage on which to shine. Stage directions still provide guidance, but employees become actors with greater freedom to perform.”

Brian Solis | AWARD-WINNING AUTHOR, BLOGGER, KEYNOTE SPEAKER

Digital Workplace Culture

There is a growing consensus that effective digital transformation is as much about cultural change and changing the characteristics of the customer or employee experience as it is about technology. Unfortunately, when working out the technical details, there is often disconnect between organizational leaders in IT and digital workers accustomed to their own devices and apps.

Workers using consumer technologies are adapting to digital technologies much faster than enterprises are. One reason for this is that the business case justification for enterprise IT solutions has been based on cost savings achieved through automation of routine functions, headcount reduction, reduced travel expense, or the elimination of redundant systems. Consumer technology choices are more often based on lifestyle and personal convenience.

As a result, a growing number of companies are dedicating executives and innovation teams to foster experimentation with various digital workplace technologies, culture change initiatives. They are also exploring ways to establish metrics and models for the calculation of ROI on factors such as engagement, collaboration, productivity, innovation, and retention.
The Experience Matters

A productive and enjoyable User Experience (UX) is essential for the success of a digital workplace. However, developing a business case for the experiential benefits of user-centric digital workplaces also requires new thinking. The metrics and models required to determine the business value of factors such as engagement, collaboration, productivity, innovation, and retention are different from those traditionally employed to calculate NPV, IRR, and Operational ROI.

There is a growing body of research about the value of the employee experience to establish baseline measures for the activities and behaviors likely to deliver desired business results that can be drawn upon to guide their investment decisions. For example, research conducted by Jacob Morgan, author of The Employee Experience Advantage (Wiley, 2017), The Future of Work (Wiley, 2014), and The Collaborative Organization has found that a significant financial return is realized by organizations that focus on employee experience. Adobe, for instance, is making considerable investments in providing employees access to consumer-grade technologies to accommodate different styles and preferences.

HOW INVESTING IN EMPLOYEE EXPERIENCE AFFECTS STOCK PRICE

Numbers are higher for the 15 experiential organizations—the top 6% analyzed— that invest most heavily in employees’ cultural, technological, and physical work environments.

STOCK PRICE, BASED ON A $1,000 INVESTMENT

Source the employee experience advantage, by Jacob Morgan (Wiley, 2017)

© HBR.ORG

13 https://www.amazon.com/Collaborative-Organization-Strategic-Internal-Challenges/dp/0071782303
Organizations are also developing models and metrics to addressing the increasing number of workers who expect their digital workplace to provide them with a workplace experience that is as delightful as play.

“Even those who have a natural appreciation for the benefits of play often see play and work as separate. Some believe that play is the opposite of work.”

Dr. Stuart Brown | PSYCHIATRIST AND AUTHOR, FOUNDER OF THE NATIONAL INSTITUTE FOR PLAY 14

Executives running organizations currently do not have the information to understand the true nature of play. Dr. Brown is often quoted as saying that the opposite of play isn’t work - the opposite of play is depression.

When it comes to justifying investment in digital workplace solutions based on how much fun they are to use, some organizations may require an ROI based on quantitative metrics and credible causal models, but they are in the minority. According to a recent international study of 100 IT decision makers by the independent research firm Vanson Bourne, twenty four percent (24%) stated that the ROI of digital workplace innovation initiatives won’t be calculated at all because they are strategic imperatives. An increasing number see the strategic importance of improving the quality of the digital workplace employee experience.

“The joke I use is that we always say, ‘what gets measured gets done’ but in reality it’s ‘what is fun gets done.”

Shari Storm | AUTHOR AND SENIOR VICE PRESIDENT OF THE 26,000-MEMBER $400 MILLION DOLLAR VERITY CREDIT UNION IN SEATTLE 15

14 http://www.nifplay.org
15 https://www.veritycu.com
Growing appreciation for the value of an enjoyable user experience and work that is fun also have high correlation with the growing importance of teams and collaboration as major factors driving digital workplace innovation. Teams of workers now crave the same user experiences from the IT they use at work as they enjoy with game consoles and other digital gear they enjoy in their personal lives. Organizations have nowhere to hide and must adapt to the needs of the modern workforce. If they don’t, they’ll struggle to attract and keep great employees and, therefore, customers.

“As the nature of teams becomes more complex, organizations need to become more agile and collaborative than before. More people do their jobs virtually or remotely and at various times of the day. This is resulting in coworkers having fewer face-to-face interactions and communicating increasingly through email, instant messaging and conference calls.”

According to the recently published Gallup’s State of the American Workplace Report 16

Deloitte’s Josh Bersin maintains that classical hierarchies and top-down management and decision making are dying.17 This gives rise to decision making by cross functional teams who work in sprints of activity, are funded via micro-budgets and able to deliver at unheard of speeds. Accordingly, digital transformation requires new ways of organizing, engaging with employees and other stakeholders to build networks of expertise and trust through unorthodox approaches to cooperation and collaboration. Hierarchical organizational structures are being replaced by flatter, leaner, more agile team concepts to foster innovation, agility, and productivity.

Invest in Innovation

Research by MIT Sloan Management Review, Deloitte Digital, Gallup, Bersin and others suggest that many employees across all generations are dissatisfied with their organization’s digital progress to date and are voicing a desire to work for organizations that invest in digital workplace innovation.

“HR needs to be empowering, employing, and engaging their working community as if they were an external management consultancy that can explode business potentially exponentially through the use of new tools, new ways of working and new constructs around employee engagement.”

Jeff Wellstead | PARTNER IN THE DIGITAL PEOPLE PRACTICE AT DIGITAL WORKS GROUP

HR teams now need to de-prioritise away from their core remit of administration, compliance, and governance efforts by automating, delegating or outsourcing those tasks to systems, managers or 3rd party providers. They need now to jump headlong into creating the environment, structures, and tools to support 21st century speed of creation, innovation, and collaboration

The desire to attract, engage and retain high-potential employees and high-impact teams is driving business leaders, HR professionals and IT professionals to work together to accelerate digital transformation and foster digital workplace innovation. An example is The 2016 Citi Smarter Worklife Challenge. This was developed as a joint IT/HR initiative to improve employee lifestyle and enrich corporate culture at Citi by connecting individuals with productive digital workplace solutions. It consisted of a competition and pitch event that engaged 133 tech companies from 21 countries and shortlisted 19 finalists who presented their projects at a “Demo Day” in New York City. Participants submitted advanced working prototypes of proprietary technology that Citi could use to improve its digital workplace capabilities.

“The Smarter Worklife Challenge is an exciting channel for Citi to harness new technologies that improve how we work, bank, and live, and enables us to better serve our clients and communities. It’s a privilege to herald the future of banking through co-creation and collaboration between the business and technology community, improve how we work, bank, and live, and enables us to better serve our clients and communities.”

David Chuback | CITI’S HEAD OF PRODUCTIVITY

Mind the Gap

While efforts like the Citi Smarter Worklife Challenge are being undertaken by a growing number of companies, there is still a significant gap between the need for digital workplace innovation and the reality most knowledge workers encounter.

“Despite the appearance of modern communications and collaboration tools, old-school methods of emails, phone calls and texts still make up 75 percent of all communications with co-workers.”

A recent workforce productivity study by Bain & Company shows that the average organization loses more than 20% — or, more than one day each week — of its productive capacity to “organizational drag,” or the existing structures and processes that inhibit productivity. 21

A key aspect of digital workplace innovation is the need for mobile enablement. However, progress on that front also lags behind. According to a 2016 study of 12,000 employees across 17 countries by IPSOS and Steelcase, despite the high global adoption of mobile devices for personal use, the vast majority of respondents reported that their organizations provided twice as much desktop technology—versus mobile options for work. Remote working is still uncommon in organizations according to the research. Only nine percent of firms use remote working every day and more than half of employers never allow their employees to work away from the office.

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Mix It Up

When it comes to digital workplace innovation, success is highly correlated with teamwork and diversity. Based on a decade of study into the origins of historic inventions and modern innovations from the light bulb to the transistor to the Reebok Pump athletic shoe, Stanford Professor Andrew B. Hargadon, author of “How Breakthroughs Happen: The Surprising Truth About How Companies Innovate” maintains that breakthrough innovation typically emerges from formal and informal groups of people ranging from employees across departments, to suppliers and customers… and other stakeholders.

Effective innovation networks are highly social in nature, which means that cultivating relationships and trust are important. Another key observation is that the ideas that underlie innovations are rarely new. Innovation is typically the result of the recombination of old ideas. Therefore, engaging diverse teams of people, ideas and experience is a key factor for innovation.

Some organizations take the first step toward innovation by creating an innovation group. In order to be effective this group or team needs executive sponsorship and a mandate to network across organizational boundaries. One leading indicator of innovation potential is the diversity and number of interactions between the innovation team and different teams in IT, marketing, sales, HR, operations, finance etc.

A practical way to get started is with a pilot project that focuses on improving the user experience of a high-impact team in sales, or a team devoted to innovation. And even if your organization has a digital workplace of one sort or another, a well-framed effort to experiment with role-based digital workplace applications is an investment worth undertaking. It has the potential to enhance the user experience and productivity of knowledge workers and high-impact teams.

According to Deloitte some of the benefits are:

- **INCREASED PRODUCTIVITY:** Organizations with strong online social networks are 7% more productive compared to organizations without

- **EMPLOYEE SATISFACTION:** Organizations that rolled out and installed social media tools internally found that there was a 20% increase in employee satisfaction.

- **EMPLOYEE RETENTION:** When employee engagement goes up, there is a corresponding increase in employee retention of up to 78%.

- **IMPROVED COMMUNICATION:** Present day knowledge workers prefer newer communication tools as compared to “traditional” tools like e-mail.

Lastly, digital workplace innovation should not be thought of as an expense. Rather it should be seen as an investment. Likewise, don’t limit the business case for innovation only to increased revenues or cost reductions. Revenue and cost are important metrics, but if they become the sole focus of innovation project ROI calculations you are likely to lose sight of the value that can be associated with outcomes such as more employee engagement, higher employee satisfaction, lower employee turnover, better customer experiences, more customer referrals, reduced support calls, fewer complaints, and more positive social conversations.

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A New Approach

The needs of high-impact teams are not being met by systems merely labeled as digital workplaces. These include document-centric intranets or portals, virtualized desktops, and uniform communications and collaboration (UCC) systems.

“What has changed now, and the reasons we are seeing this disruption in the workplace, is that the way we work is changing. Historically, we worked in very linear ways — one step leads to the next step leads to the next step in defined teams and hierarchies. Now we live in a world where we work in teams that form and reform around projects and ideas.”

Michael Gretzko | PRINCIPAL WITH DELOITTE’S HUMAN CAPITAL BUSINESS UNIT

Clearly, a new approach is needed to facilitate high-value knowledge work. Mobile-first digital workplaces can yield significant increases in productivity, employee satisfaction, employee retention, and improved communication for mobile workers and geographically dispersed cross-functional or cross-departmental teams.

Infolio allows users to quickly switch contexts from one workspace to another, with workspaces seamlessly and securely synchronized across their iPads Pro, iPhones and desktops, dramatically improving the speed of team communication, collaboration and decision making.

Infolio Information-Centric Workspaces

- TASKS
- DOCUMENTS
- EMAILS
- WEB BOOKMARKS
- CONTACTS
- PICTURES
- NOTES
- STRUCTURED DATA AND CHARTS
- MESSAGES AND FEEDS

For over 15 years, Infolio has been helping Global 500 organizations in the insurance, banking, energy, pharma and professional services sectors to provide high-impact teams with secure, role-specific, information-centric access to mission-critical information. Based on our experience we have developed a highly configurable platform supported by a professional services organization with over 700 specialists in UX design, mobile app development, and enterprise architecture.

Unlike other systems, Infolio provides individual knowledge workers and high-impact teams with the ability to self-provision and co-create role-based information-centric workspaces. These workspaces provide a persistent visual context for information gathering, content curation, workstream communication and collaboration.

Infolio allows you to integrate, visualize, work with and share diverse enterprise information from various platforms and systems – in a single workspace. Users not only see what others have done (the UCC model), they can also contribute, communicate and collaborate asynchronously or in real-time, from their mobile devices or their desktops.
By offering a collaborative visual context for knowledge work, Infolio engages and empowers high-impact teams—allowing them to focus on and be effective in activities that make them and their companies successful. Infolio is a game changer for sales teams, project managers, top executives, strategists and analysts who work in a dynamic enterprise environment. In addition to transforming the user experience for knowledge workers, Infolio preserves and extends your investment in existing systems through integration with a wide array of enterprise applications and information sources, including personal information systems (Office 365, Exchange), content management systems (Sharepoint, OneDrive), popular platforms like SAP and Salesforce, BI solutions and custom databases.

Contact Infolio to learn how our professional services team can help your organization provide its workforce with innovative digital workplace solutions.