



DIGITAL WORKPLACE AS THE HUMAN INTERFACE TO DIGITAL

VIDEO TRANSCRIPT

00:00
[Music]
00:05
so to deliver on this technology-enabled
00:07
strategy we Accenture we see that the
00:10
digital workplace was really the human
00:12
interface of digital it's that window to
00:14
the digital ecosystem and IT and as I
00:17
highlighted earlier that the nature of
00:19
work is changing and the new digital
00:21
workplace services have got to be an
00:23
integral part of our clients digital
00:26
transformation and journey to cloud
00:28
agenda it's really the heart of
00:30
supporting future ways of working things
00:33
like the next-generation user experience
00:35
was it massively important now and
00:36
really then underpinning and supporting
00:38
that superior level of employee
00:40
productivity and also it may be things
00:42

that are important to an employee you
00:44
know things like as an individual that
00:46
I've got impact
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I've got contribution to the business I
00:49
got connectedness got the ability to
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grow with that I'm being enabled and
00:53
I've been able to be you know productive
00:55
in what I do and we extend your class
00:58
these as moments that matter and these
01:00
are the things that really experiences
01:02
it as an employee that really truly
01:04
distinguished the employment brand and
01:06
create that personal bond with the
01:08
organization so to deliver the digital
01:11
workplace we believe it's a combination
01:14
of physical human and digital touch
01:17
points and the experience is really that
01:19
a support of that by technology to
01:22
deliver this higher business performance



01:24
to deliver this more engaged and
01:26
productive workforce and obviously to
01:28
get that bond with the employer so the
01:31
reality is that there's some challenges
01:32
and what we're seeing in and around
01:34
achieving that with our clients is is
01:36
probably three areas one is the shift
01:38
and focus to user or employee experience
01:41
so we continue to see an increased move
01:43
and focus on overt personalization in
01:47
the workplace providing this new
01:49
contextual superior levels of service
01:51
ensuring that workers get the right
01:53
applications information and data at the
01:55
location of their choice on any device
01:57
with the right levels of security
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identity and access other areas around
02:02
continuous change organizations on this
02:05
core workplace platform conveyor belt or
02:08
constant change frequent changes in the
02:11
technology landscape such as mic
02:13
365 so office 365 windows 10 they're
02:16
here now and the organization the
02:18
support model around that needs to
02:20
respond and address the change and
02:21
that's a real challenge for

02:22
organizations the last area we see a lot
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of is around the whole work called
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service transformation
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so really employing intelligent
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workplace operations solutions to
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deliver that next generation service
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experience so next generation service
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hub capabilities predictive operations
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that are powered by automation
02:42
artificial intelligence and a support
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model that supports evergreen so ability
02:46
then to keep the environment fresh and
02:48
up-to-date on an ongoing basis so really
02:51
providing an end-to-end suite of
02:52
business and technology service to
02:54
address employee experience productivity
02:57
the culture aspects and business changes
03:00
are massively important and obviously
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the Dobson adoption that technology but
03:03
wrapping that whole thing and delivering
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that as a service to our clients
03:07
[Music]

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