



WORKPLACE OF THE FUTURE

VIDEO TRANSCRIPT

Christy Nelson: ...to create spaces that we can do creative thinking, deliver value internally with each other. Deliver value when we meet with our clients and use technology enablers to do that.

Jason Warnke: I'm Jason Warnke, part of the Accenture Internal IT organization and I am glad to be here today with Christy Nelson, the Digital Workplace Delivery Lead at Accenture who oversees digital workplace projects globally. Today, we are going to discuss the workplace of the future and what that means for Accenture and our clients. Christy, I am excited to chat with you today. Thanks for being with us.

Christy Nelson: Oh, you're welcome. I am excited about this too. This is my favorite topic and I love the job I do delivering our vision into an operational state within our company.

Jason Warnke: Well, we get to work together very closely on this, so I am excited to have this conversation today. So, as we spend a lot of time talking about it, you know, today's digital worker is fairly connected. What kind of shift do we expect to see when we say workplace of the future or a reimaged workplace?

Christy Nelson: I think the biggest one is that we need to lead in the new. We need to create spaces that we can do creative thinking, deliver value internally with each other, deliver value when we meet with our clients and use technology enablers to do that. So, we are not just talking about a space where we sit and meet and talk around a desk with each other, but it is more about the technology enablers and how we can integrate our laptops and our tablets and our

mobile devices and our video conferencing systems to collaborate differently within our space.

Jason Warnke: That's awesome. So, what is our vision. So, we always have a vision. We have guiding principles and strategies, but what would you say is our vision or set of principles at Accenture for the workplace of the future?

Christy Nelson: Well, we've got a couple of strategy goals, so six strategic goals, actually, that we look at. So, we want to support a go to market strategy. So, we need to have tech that aligns to what's in the market, but we also need to be fit to purpose. So, what are we going to do with that tech? How does it fit in our space? We wouldn't want to bring a technology into our workspace that just doesn't meet the use cases of what we are doing. We also have to have clear measurement behind it. So, if I am going to have it fit for purpose, how do I measure that purpose? So, for example, if I put a surface hub in my space because I want to enable video conferencing, let me measure how I am doing in my video conferencing. How many minutes or how many users? We also look for integration and supportability. So, does it work with all our other end points? Who is going to offer it? Who is going to be our call support globally? How are we going to be consistent on it? And also, the user experience. We want to make sure when someone comes into an office, whether it is in Melbourne, Australia or London in the UK or if they go to San Francisco, that that user has a consistent experience because so much of our workforce travels from office to office. So, we look at those general goals when we think about that workplace of the future.



Jason Warnke: You know, it is interesting as I am sitting here thinking about the role that you have. It is a relatively new role that we've had at Accenture, does it sit in IT or does it sit in the workplace or real estate area, where exactly does this concept of a digital workplace delivery lead sit inside of Accenture?

Christy Nelson: I would say it is a split. It is actually across the two organizations. So, if you think of the workplace is going to define what is the structure of the facility and in that is, how many people are coming in and what are they doing in headcount but to digitally enable it, you need to think about all the teams that come together to put that into our space. We have network. We have vendors that bring in the IT. We have tech support that is in the building from a call out help perspective. So, I would say, digital workplace is an overlap. It is an intersection between those two spaces. Because we are not too isolated towers that deliver together, we are one integrated group that delivers this. We have to go to our stakeholders as an integrated group and we have to coordinate across various vendors as an integrated group. By vendors, I mean, we have an architect that comes in and makes a design and they may not know our technology, and then we've got to construction team of general contractors. Well, they're not technologists and if we don't lead with technology in our design thinking, we do things like create a room that's bigger than what our video conferencing can support. Or create a space that doesn't have the appropriate acoustics in mind and so it is hard to hear in a call. So, it really becomes that one seamless team in digital workplace to create these spaces.

Jason Warnke: That's absolutely true. I've seen that partnership between our organizations is what's enabled us to keep up with the pace of change and the demands of our very demanding customers day

in and day out. So, I love the way that you described that perfect partnership between the organizations and how that roll that you play sits

between them. So, that's fascinating. What types of investments will companies need to make to best position themselves for the future?

Christy Nelson: That's a really good question because what we find is we like to be on the leading edge. It comes with a lot of cost. And so, from an operational perspective, you know, more on our run state and we look at what does it cost to pay for this day in and day out over time. It can be really expensive. So, something that is very cutting-edge technology might require a specialty skill set to be in house to support it or custom content to run on it, whereas we have some other technology which, you know, we'll call more foundational tech, where a surface hub, it is well-known within the ecosystem. It is well-known on the market, it is fairly intuitive, so people can walk in and understand how to interact with it very simply. Or another example would be say if I put up a monitor and I have what's called a click-shared which allows you to wirelessly share to that monitor. So, we can put those things together which are foundational tech and there are lower costs. So, we really look at an 80/20 blend. So, we want 80 percent of our investment to be that standard or foundational tech. So, really productive technology where the digital worker is enabled in our space and then we look for 20 percent to be in that custom. So, it is going to solve a very unique business problem. There is content that needs to go on it. We get approvals from a business perspective. We actually buy in from our business stakeholders to say, yes, we agree this meets a certain business objective and we have a team that stands behind it to help run this. We also balance in there where there might be a specific sponsor tech or we'll call it experimental tech. So, for example, we might have a business group that comes in and says we need this specific virtual reality technology on the market because what we bring to market is a virtual reality simulation. And so, we need a space in our office to be able to do this. It is basically their prototyping capabilities. So, we look at a balance of that where the core on that foundational, we know that when we have that foundational core, we



can actually set up a lot of contracts with our supplier vendors to make sure that we've got a consistent cost annually and we can also create learning material for our own resources in our company so that they know exactly how to go into this space and how to use it.

Jason Warnke: That's super cool. You mentioned a few of the examples in that but I know there are a whole bunch more and you and I worked together on some of the most famous Accenture spaces of late. The Dock in Dublin for example, can you mention and talk a little bit more about some examples of where we've implemented this approach across our workforces and offices?

Christy Nelson: Absolutely. So, let's talk about the Dock. So, the Dock, which is in Dublin, it is intended to be a living laboratory. So, we had a going in position of a use case where our, we'll call it a requirement for this space. We knew that it has to evolve over time and change. It needs to stay cutting edge. So, we decided at the onset that we wanted a connected building. We wanted to have portable, movable solutions and for the building to be smart and feed in data points about what people are in the building. What they are doing, their background, where they are sitting and be able to synthesize that and actually create, we'll call them collisions. We want to be able to have people ask questions and then look at these data sources to see where are their collisions and their questions and their answers that are available to them? So, it sounds ethereal, but in all reality, it means we've got a building with a lot of sensors and we have a lot of internal data and we have a mobile app in which that person can look and can see, I am looking for, you know, Christy Nelson. I am looking for me or you're looking for me in that building, where am I located or I am looking for our mobile AV cart. Where do I find that in the building or I am looking for somebody that has block chain skills. Where are they in the building today? Or you can put out an information that says I am interested in and send out alerts to people so people can create an ecosystem that is virtual but in a place that is real.

Additionally, we've got connected building capabilities that monitor light and temperature and can create an environment that's really a healthy, well building environment and we've got measures behind that. So, we can say, as people are working in the building over time, how often do people end up take sick leave? Can we demonstrate, in fact, that by creating a certified well building, that we have a better, you know, from an HR perspective, a better body of resources and then therefore, what are they generating as output from that? So, that's some examples of how we put technology in that building and those technology enablers that as people are working, we've got measures and systems. It creates more information and then from that information, we can do even more things with it. So, internally, we could create, effectively, a data lake and we can know how are people using this space and then based on how they are using it, how do we need to modify the building? Where are we finding that we are having gaps in what we thought people are going to use and where is the market changing? Maybe from a connected campus perspective, you know, now there is furniture that has sensors in it. Maybe we need to put some of that furniture in to solve some nuance problems about some different spaces in the building.

Jason Warnke: How about from a collaboration and digital display perspective? I know that is a really hot area. There is a lot of demand for it. There is a lot of usage across our newer offices. Can you explain what we are doing in that space?

Christy Nelson: Absolutely. We went in with the thinking that we wanted all screens to be connected. That was our vision. Our overarching vision. All screens would be one neural network. And so, we put in what's, on the market, what's called Litewear. That's the manufacturer, 25G matrix router That means that it's a fancy box. 125 input ports, 125 output ports. So, every screen in that building is connected to one another. So, we have the core infrastructure in that building where we can run an application and push content everywhere



within that facility. So, use case might be, we are going to have a happy hour at five o'clock because there is some events occurring and there is a key speaker and we want everyone to know that you're invited to that happy hour. So, it is a way of being able to send out a message or an alert throughout the facility and connect people together. So, again, that goes back to our desire for collisions. Well, if we want collisions, how do we integrate people? Another one would be if we have speaker and the event space within that facility, we have a broadcasting camera endpoint. We have that routed and we can display that throughout the facilities. So, we know that the building is limited in how many people can be on that floor. We can't actually put the entire head count of that building on that floor but now we can have people spread out throughout the building and we can do a town hall. So, everybody can feel a part of that town hall. So, old school, we would have had to go to a hotel and rent a conference room and bring everybody out of their environment and interrupt their day to have a town hall. Now, we've got the technology enablers where everyone is still within that building but can participate in questions and answers with that person who might be the speaker and see the content and engage with each other and then go to a social time afterwards.

Jason Warnke: Super cool. You know I love the tech, but it is way more about what the impact is and what the final objective is, so, can you tell me a little bit more about what the impact on our people, on our visitors, on our clients has been, the team that has worked there, that is, you know, the build up to the story is pretty amazing because we love the implementation of these various products and technologies but tell us about what the outcomes are. What sort of things are we seeing it drive?

Christy Nelson: Absolutely. I think one of the best ways to visually look at what the impact is, I know there's a Facebook page for the Dock and as you look at the events that they've had and

what teams internally are doing, you can see that we've created a space in which people are imagining. We've created a space that has a maker's lab and people have tools available to them to create prototypes. And then package up that prototype. We can take a video recording of it and package it up and share it with others. We have created this space that lends itself for having conferences honestly. Multiple different break out rooms and we can bring in a speaker and have, for example, an event on block chain or a hackerthon. I know we've done that a few times. We did a coder dojo and we have the capabilities within that space to have breakout meetings, do full catering, it is really a one stop shop in terms of a facility where somebody can come in, we can do design thinking workshops. We can bring speakers into the space, have outcomes from a workshop if a couple of our different clients want to come in and learn, you know, what is the latest thinking on the market in terms of and you can just fill in the blank with, maybe it is SAP, maybe it is (inaudible) some existing technology. We really have created that space that allows us to do that. So, it is high impact. You can bring in the right people. We have Fjord in there from a design thinking perspective. We have liquid studios there who can create rapid prototypes. So, our output is this one space with so much thought capital and so as our clients have different things they want to investigate and explore and maybe it is create a prototype on, we've got that space and technology and people that help create that output.

Jason Warnke: Well, there you have it. The workplace of the future. A very fascinating topic. A fast-moving area and you're really driving some great innovations and delivery around the globe. Thank you so much for joining us today, Christy. Look forward to hearing more as this journey continues.

Christy Nelson: You're welcome. It has been a great discussion.

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