Digital Workplace & Intranet Global Forum

Employee Experience and Digital Assistants in the Workplace

A FORMULA TO DRIVE DIGITAL WORKPLACE SUCCESS IN 2021 AND BEYOND

Workgrid

Hello!

Troy Campano

Co-founder and Chief Product Officer

Workgrid Software

20+ years experience working in the digital workplace, intranet, HR, IT, and corporate systems space.

Workgrid

Our Background

Liberty Mutual®
INSURANCE

2013

Liberty Mutual seeks to improve digital employee experience for 50k employees.

The Workplace is Moving into a New Era

The technology powering the workplace is undergoing a fundamental shift

Early Intranet

2000s

Digital Workplace

2010s

- Mobile
- Wearables
- Cloud Apps
- Data Science
- Social Intranet
- Messaging
- Video Conferencing

And Through this Complexity

Employees were struggling with…

Missing Important Communications

Employees were frequently missing important announcements and time-sensitive reminders.

Delayed Approvals

Managers were losing approvals amongst other emails, blocking important work or requests from being completed.

Cognitive Overload

With too many systems for employees to use, key information and tasks were spread across multiple systems wasting valuable employee time and increasing frustration.

Too Many Login Screens

Many systems do not support Single Sign-On, requiring employees to manually type their username and password over and over.

Too Many Steps

If often took 10-15 clicks for employees to complete simple transactions like approving an expense report or timesheet.

Time Wasted Context Switching

Employees would waste significant time jumping from one system to another to complete tasks or lookup common information.

Poor Perception of IT / Corporate Departments

With each corporate department buying their own best-in-class SaaS and vendor systems, it left a siloed impression of these groups.

Ignored Intranet Content and Communications

Information on the company intranet and other communications weren't personalized enough for employees to actually stop and read.

Difficulty Finding Information

Employees didn't have a single tool to ask basic employee questions like "what is the time off policy?", "what's on the café menu?", or "how do I report a system outage?"

Complex Employee Experience

With no system to bring it all together, each vendor or SaaS product had a completely different user experience from the other.

The Complexity of Today's Workplace

Digitizing processes and transactions has led to enormous complexity

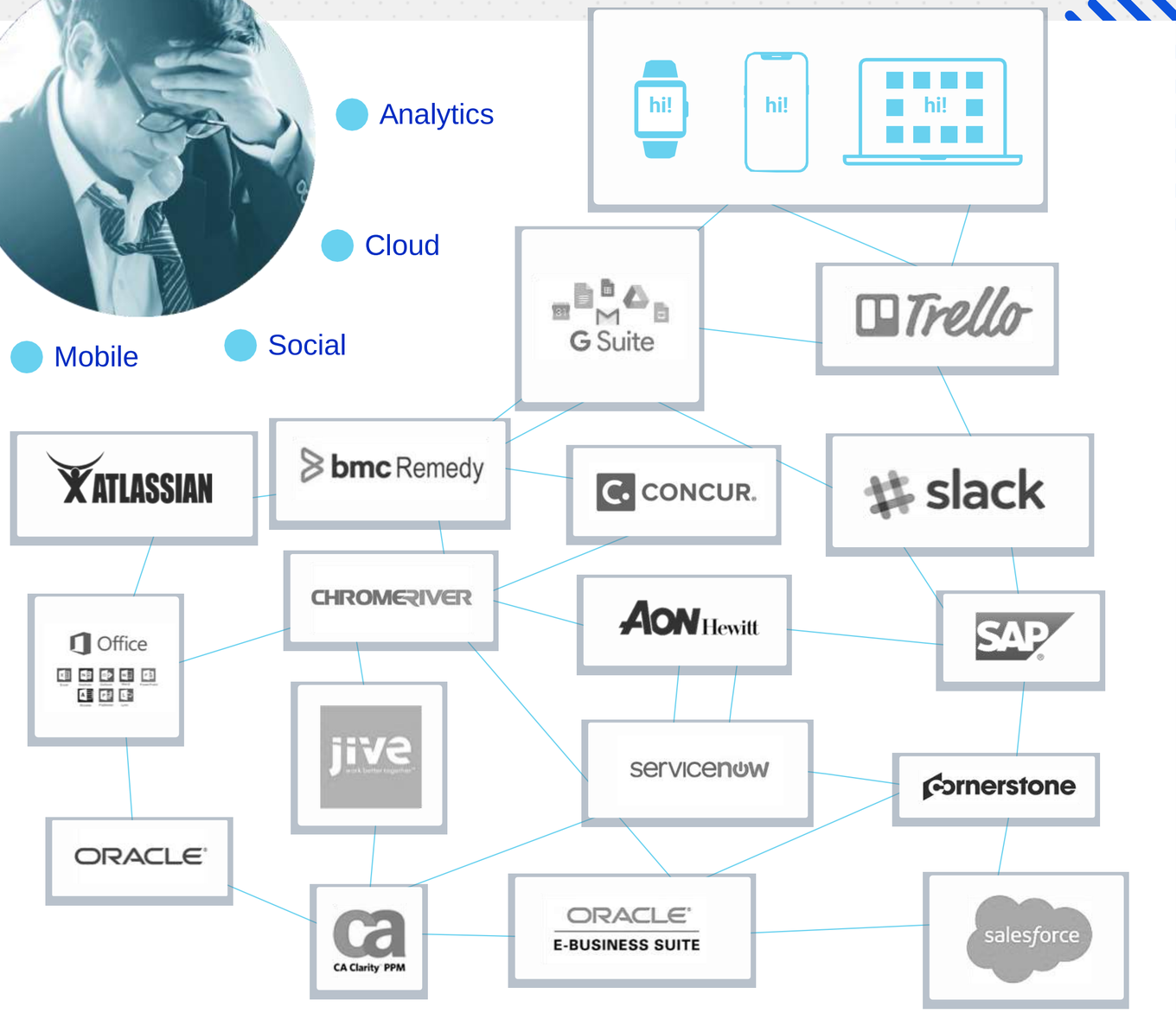
Today's Workplace

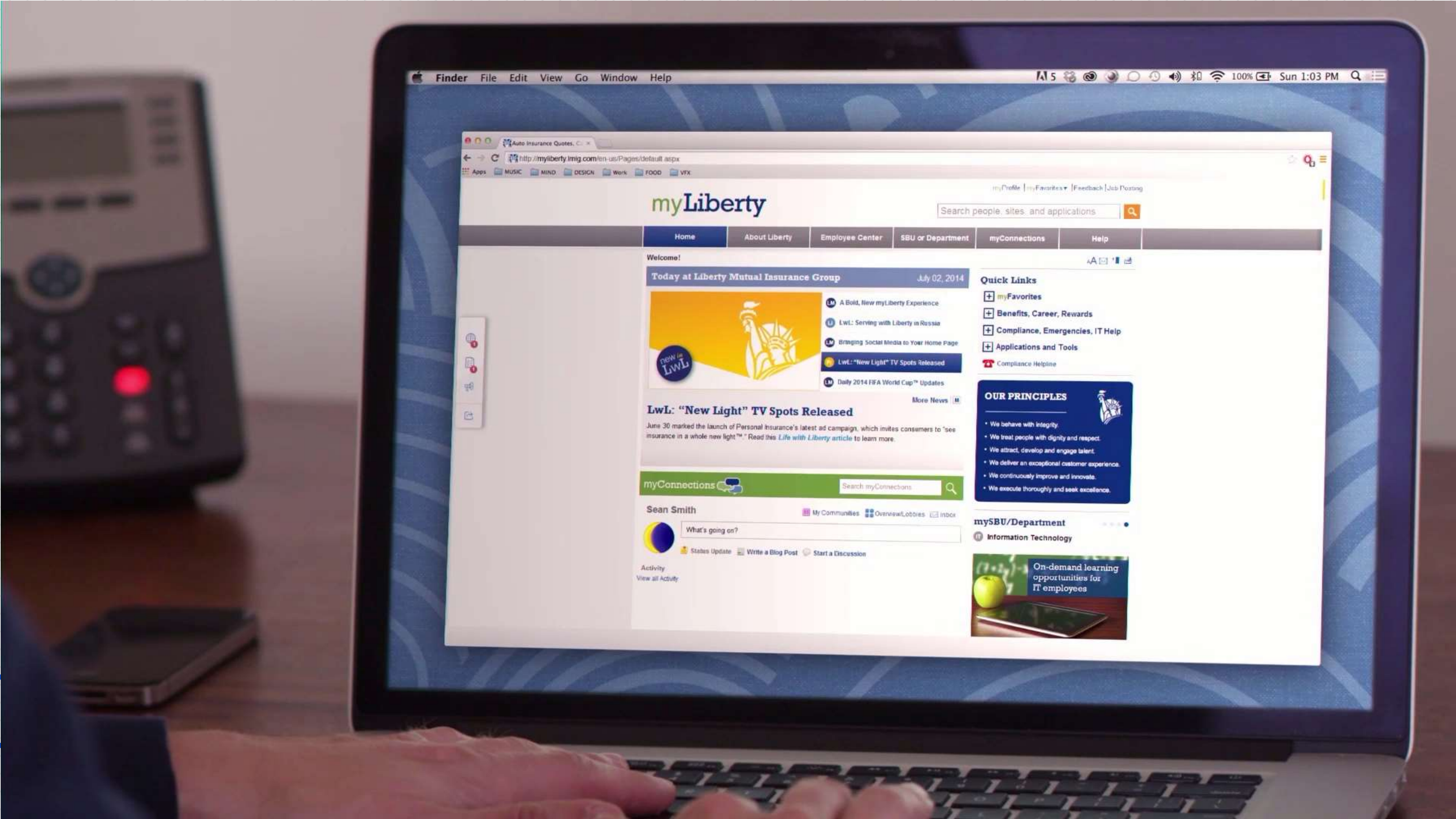
The complexity of today's workplace

Dozens of apps with overlapping goals and **fighting for the employee's attention**

- "Workers Waste 32 Days A Year Due To 'Workplace Efficiency' Apps" – Forbes Magazine

- A staggering 53% of workers said they find having to "navigate between apps" more annoying than working on "household chores," - RingCentral

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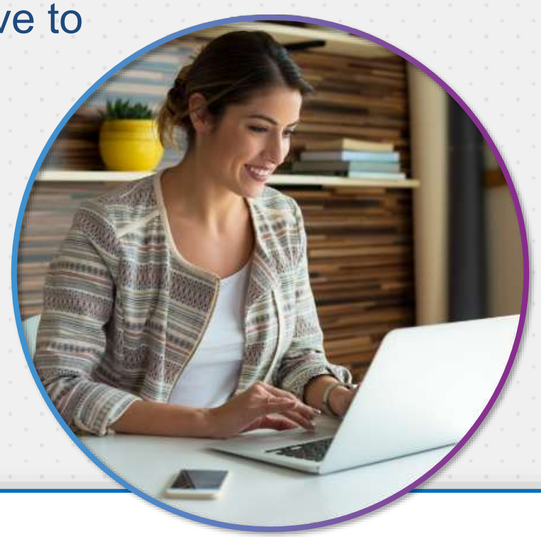
Employee Center
SBU or Department
myConnections
Help
Welcome!
Today at Liberty Mutual Insurance Group
July 02, 2014
A Bold, New myLiberty Experience
LwL: Serving with Liberty in Russia
Bringing Social Media to Your Home Page
LwL: "New Light" TV Spots Released
Daily 2014 FIFA World Cup™ Updates
More News
LwL: "New Light" TV Spots Released
June 30 marked the launch of Personal Insurance's latest ad campaign, which invites consumers to "see insurance in a whole new light™." Read this Life with Liberty article to learn more.
Quick Links
myFavorites
Benefits, Career, Rewards
Compliance, Emergencies, IT Help
Applications and Tools
Compliance Helpline
OUR PRINCIPLES
We behave with integrity.
We treat people with dignity and respect.
We attract, develop and engage talent.
We deliver an exceptional customer experience.
We continuously improve and innovate.
We execute thoroughly and seek excellence.
myConnections
Search myConnections
Sean Smith
My Communities
Overview/Lobbies
Inbox
What's going on?
Status Update
Write a Blog Post
Start a Discussion
Activity
View all Activity
mySBU/Department
Information Technology
On-demand learning opportunities for IT employees

Experience Layer

Managing complexity so employees don't have to



Intelligent Experience Layer

jive work better together

cornerstone

AON Hewitt

Trello

slack

G Suite

SAP

ATLASSIAN

CHROMERIVER

CA Clarity PPM

servicenow

bmc Remedy

Office

ORACLE

salesforce

CONCUR

ORACLE E-BUSINESS SUITE

SAP Ariba

Experience Layer

Alerts

What's critical for an employee to know right now?

Forms

What transactions need the employee or manager's attention?

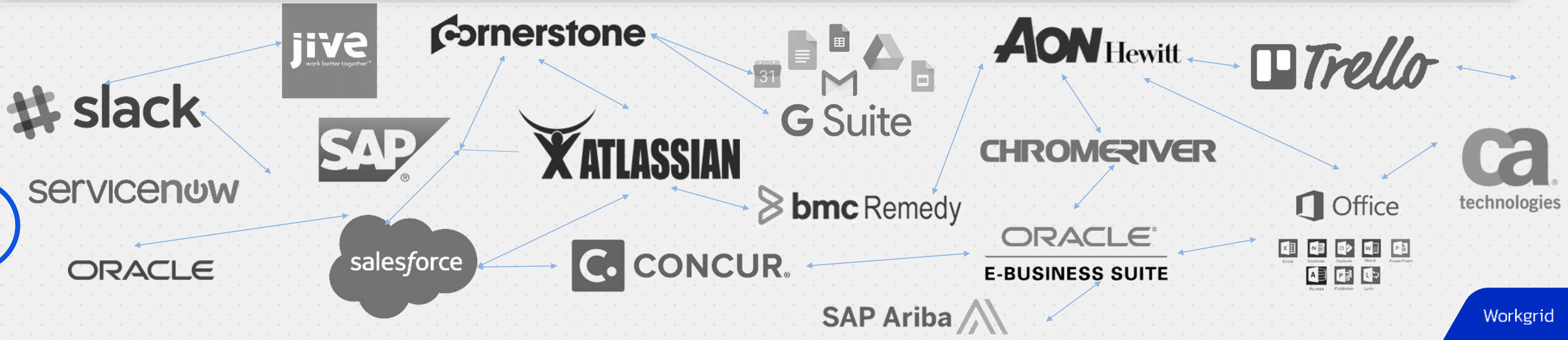
Approvals

Is the employee in danger of missing an important deadline?

Tasks

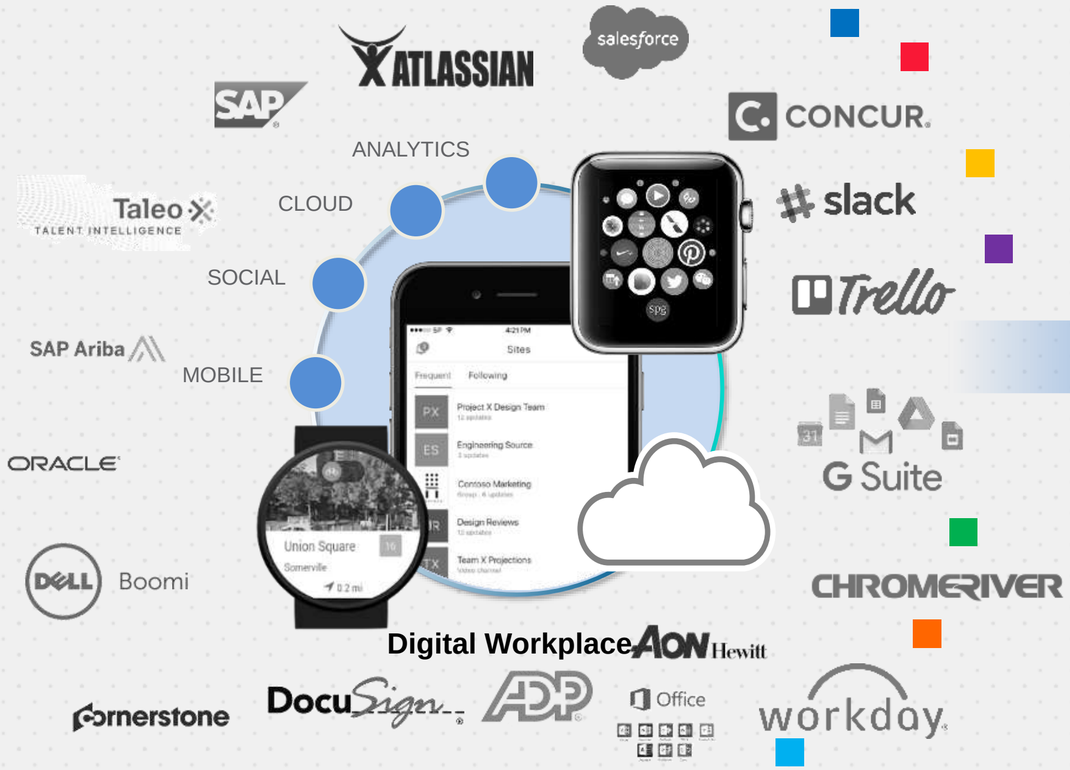
Reminders

Intelligent Experience Layer



Improving Employee Experience

By Reaching Out to the Employee



Preferences

Context

Personalization

Putting Technology to Work for Employees

Shifting from a hundred places to go…

To technology reaching out to you with what's important

Intelligent Experience Layer

Workgrid

workday. UKG cornerstone
CONCUR. SAP ORACLE
servicenow AON Hewitt ADP

2013

Liberty Mutual seeks to improve digital employee experience for 50k employees.

2015

Sharing the Concept Externally with Other Enterprises

2018

Workgrid Launched to Transform the Digital Workplace and Employee Experience.

TODAY

Workgrid Software

TOP HR Technology Solution Providers 2020 Recognized by CIO

HR System

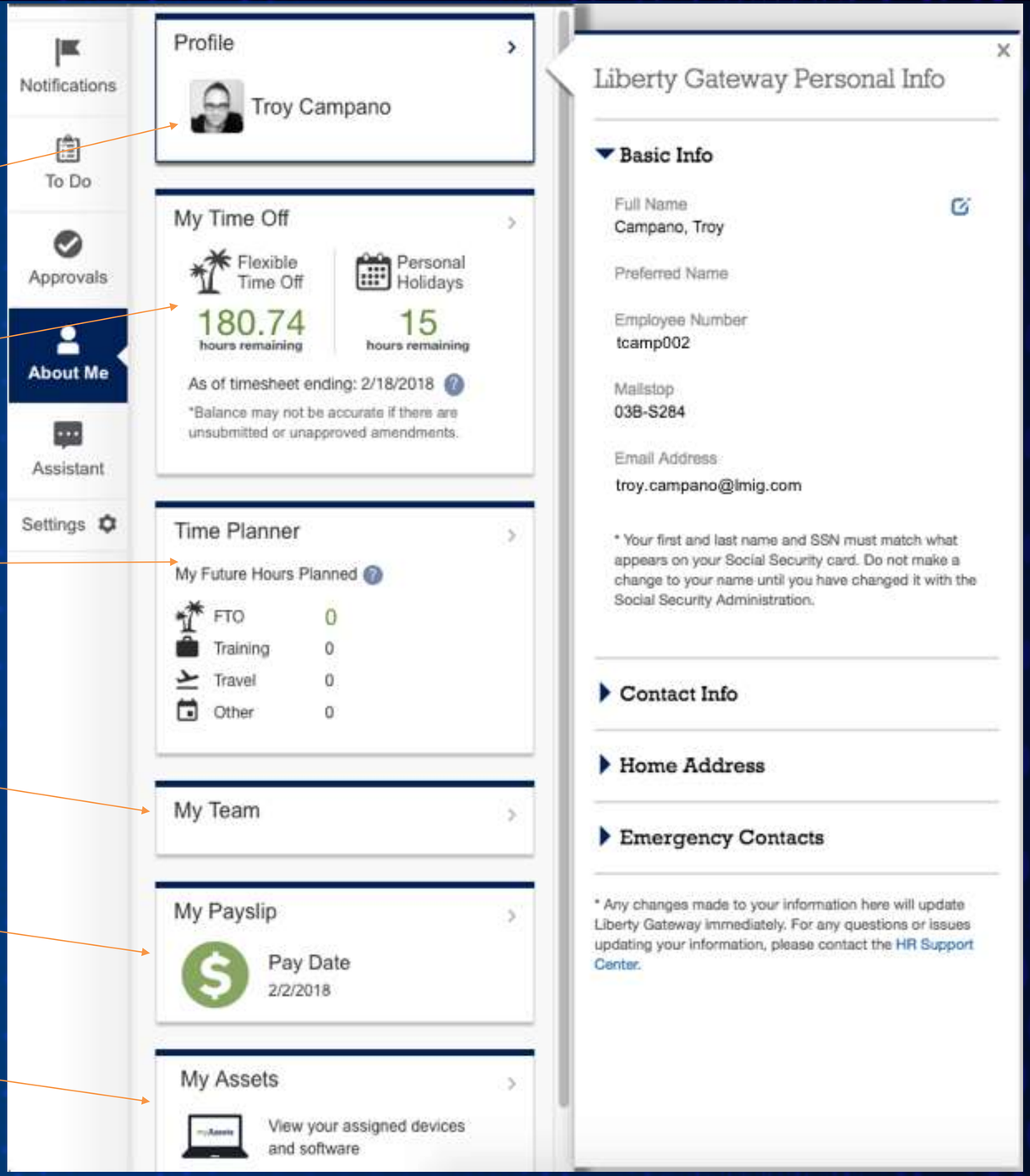
Time Management System

Planning System

Active Directory

Payroll

IT Asset Management System



Having Your Cake and Eating it Too

It’s the best of both worlds

GREAT

EXPERIENCE

GREAT

SYSTEMS

Workgrid

Experience Layer

Intelligent Experience Layer

IT Asset Management System

Payroll

Planning System

HR System

Active Directory

Time Management System

$$(P+C)*E$$

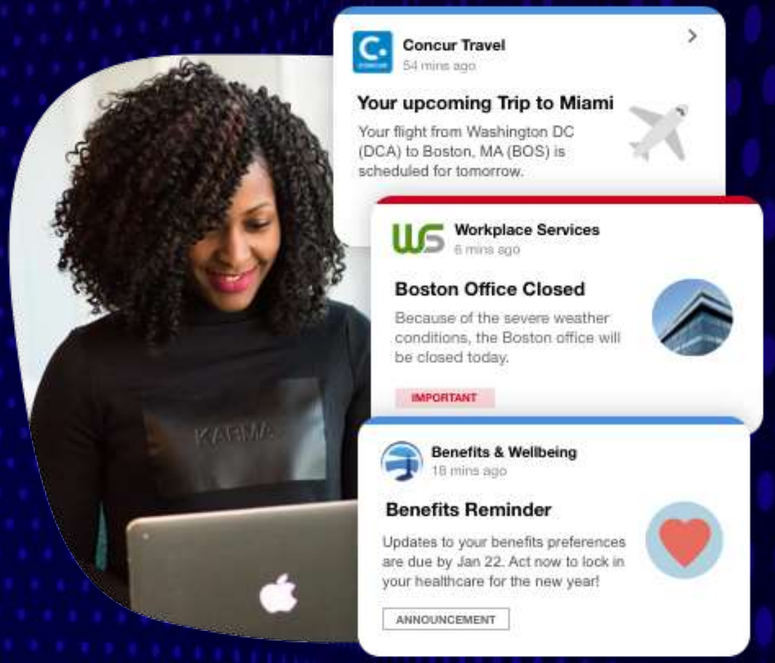
$$(P+C)*E = \text{Award Winning Digital Workplace}$$

(P+C)*E = Award Winning Digital Workplace

Productivity Communications Experience

(P+C)*E

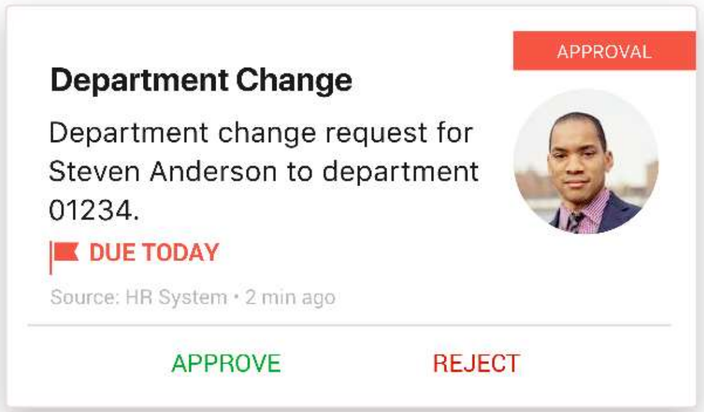
Communications



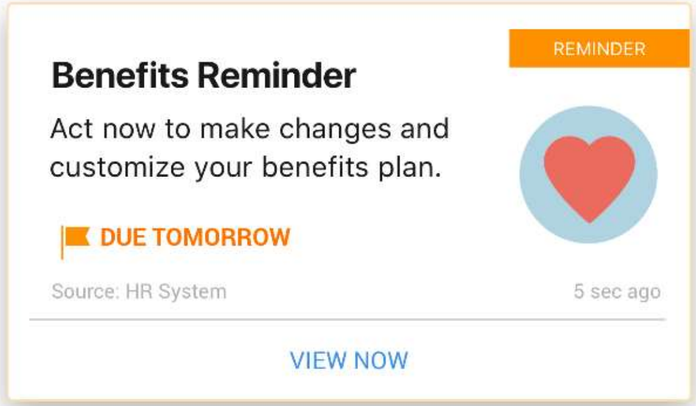
Trend #1

Bring Personalized Notifications to the Intranet

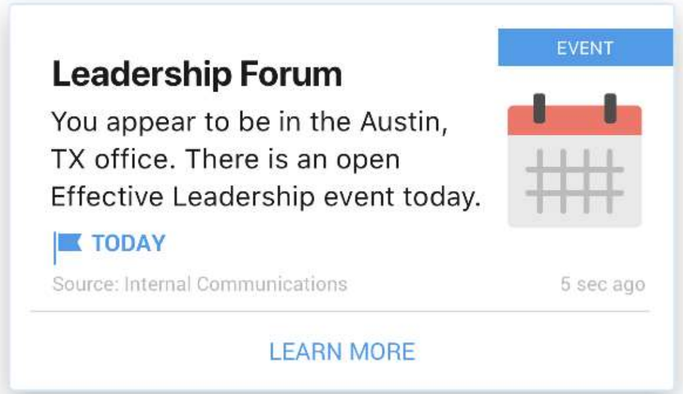
Example Uses of Smart Notifications



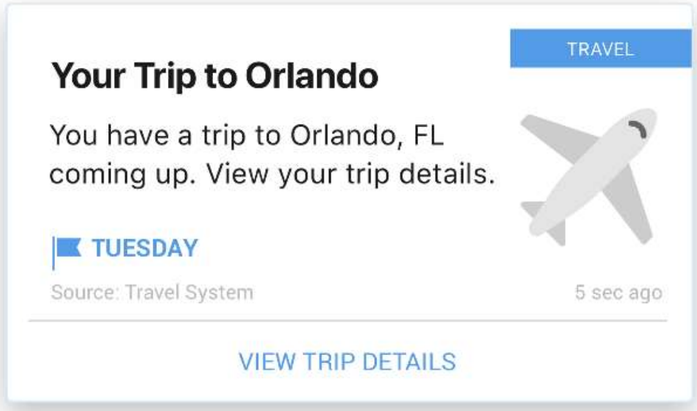
Approvals



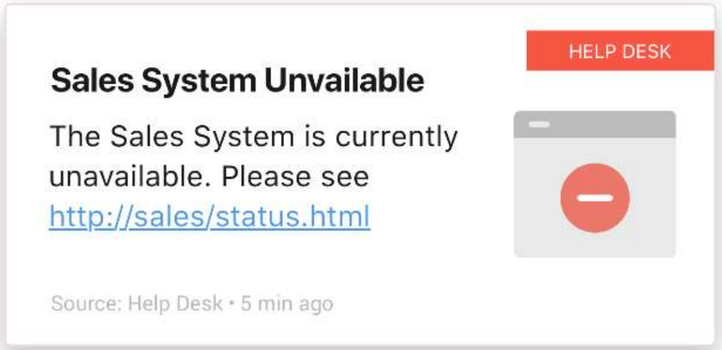
Reminders



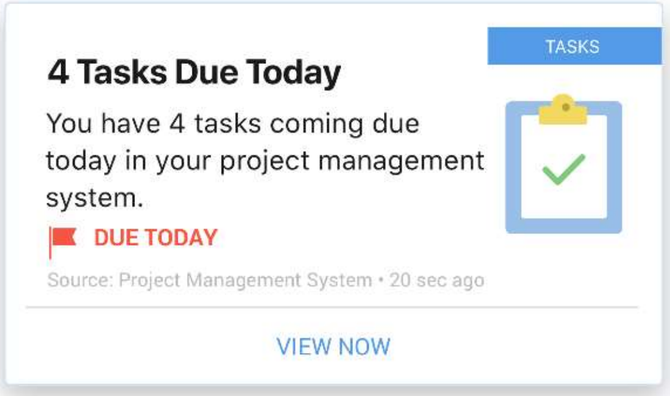
Events



Travel



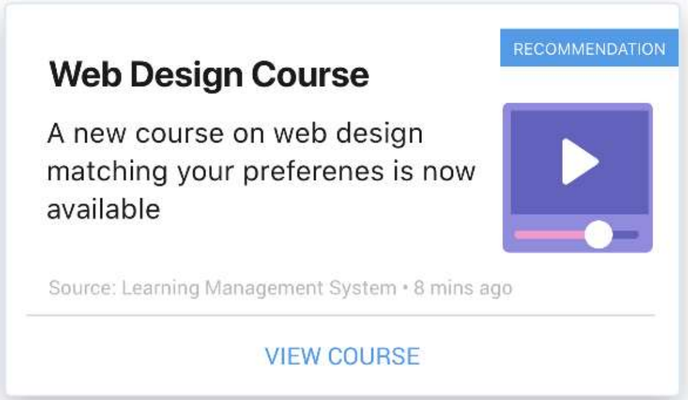
Help Desk Alerts



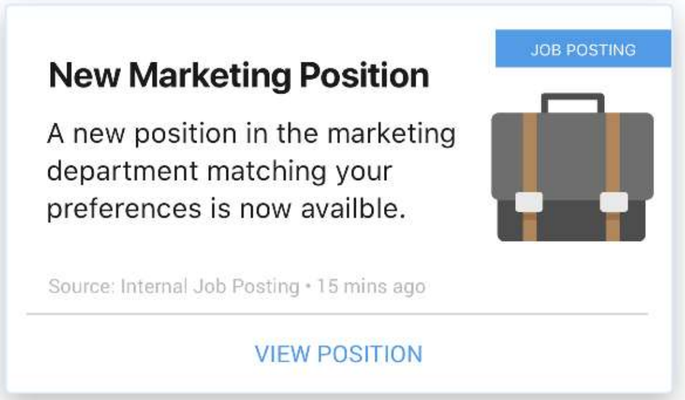
Task Management

Example Uses of Smart Notifications

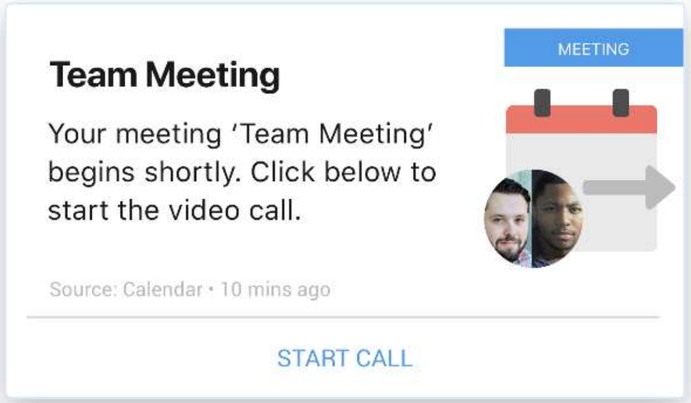
Announcements



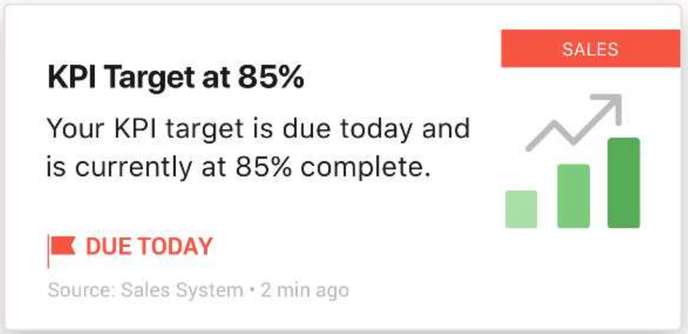
Training Recommendations



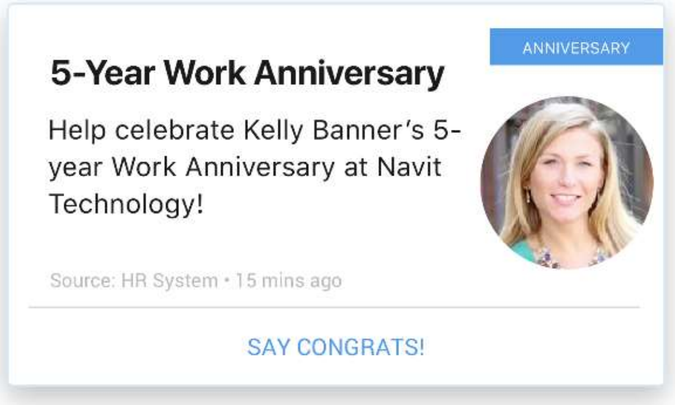
Job Recommendations



Meetings



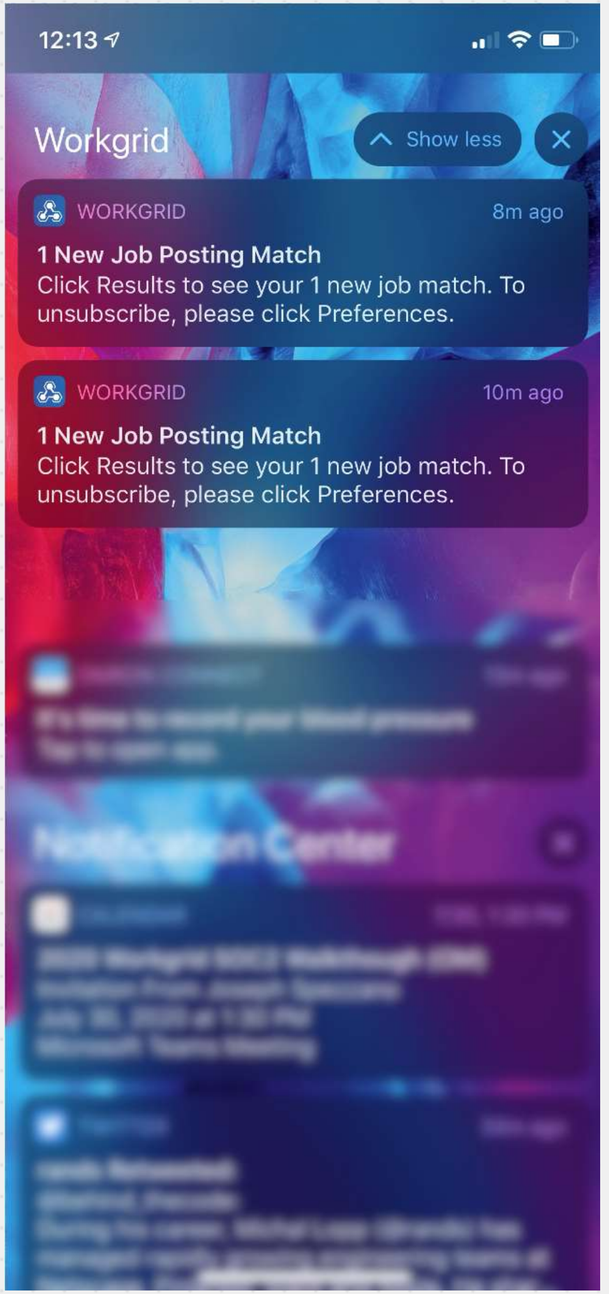
Key Performance Alerting



Celebrations

Example with Job Postings

Using personalized notifications to ultimately drive up engagement on your internal communications.



Mixing Transactions and Content

Drives Higher Engagement of Internal Communications

Concur Travel
54 mins ago

Your Trip to Miami

Your flight from Boston, MA (BOS) to Miami, FL (MIA) is schedule for tomorrow.

BOS Boston → **MIA** Miami

American Airlines 1006

Departure:
Feb 17 2018 10:03am
Terminal N
Gate T9

Arrival:
Feb 17 2018 1:15pm
Terminal B

TRAVEL

VIEW DETAILS

Navit Internal Communications
5 mins ago

5 Essential Tips for Business Storytelling

Learn from Jacob Simpson, Leadership Communicator, about the best ways to communicate your message.

WEBINAR

42 12

Chrome River
Expense Report • 30 mins ago

Samuel Jennings Expense Report

Summary

Security review of the new Miami facility and stakeholder meetings.

EXPENSE

APPROVE REJECT

Kayleigh McKerson
Commented in Jive • 5 mins ago

Remote Desktop Connections in OSX

I didn't realize MS RDC was available through the App Store—awesome. I've had good success with CoRD, an open source alternative, although I don't know if it's on the approved list.

VIEW CONVERSATION

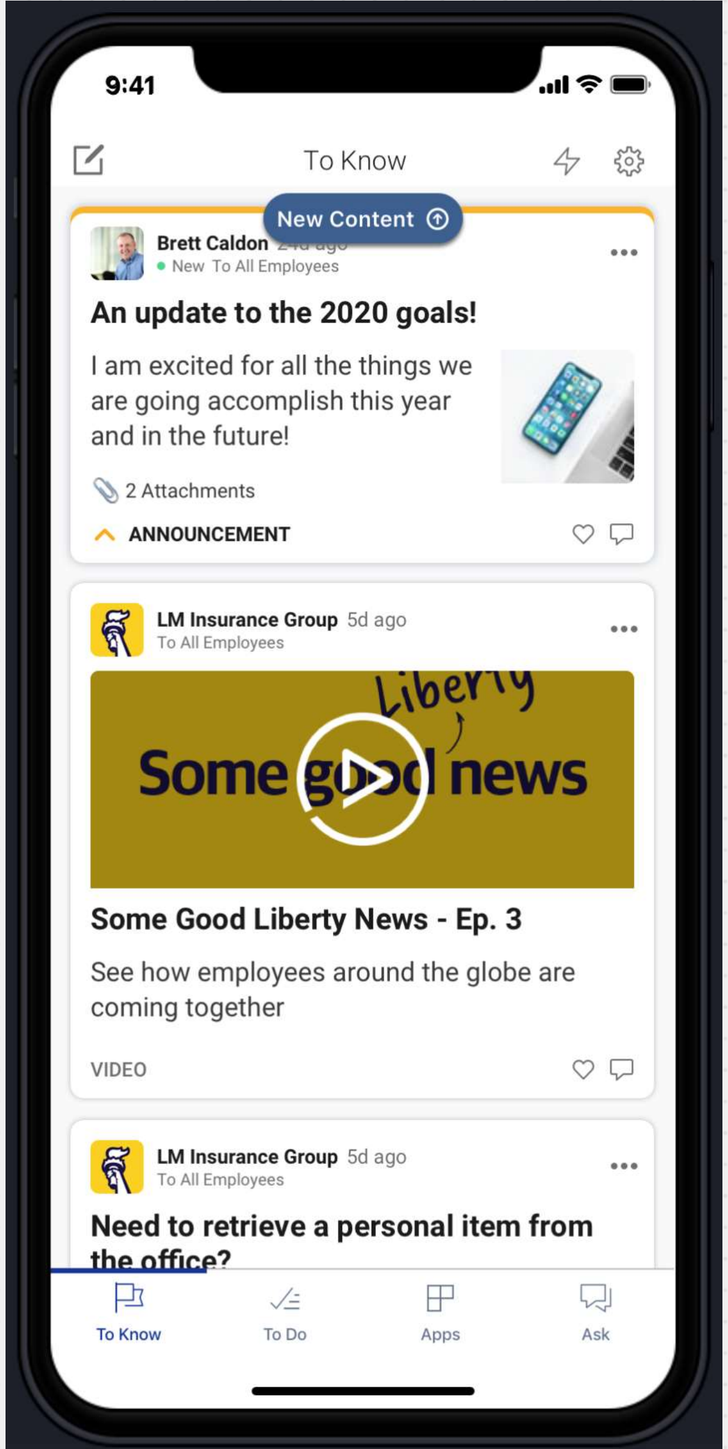
SOCIAL

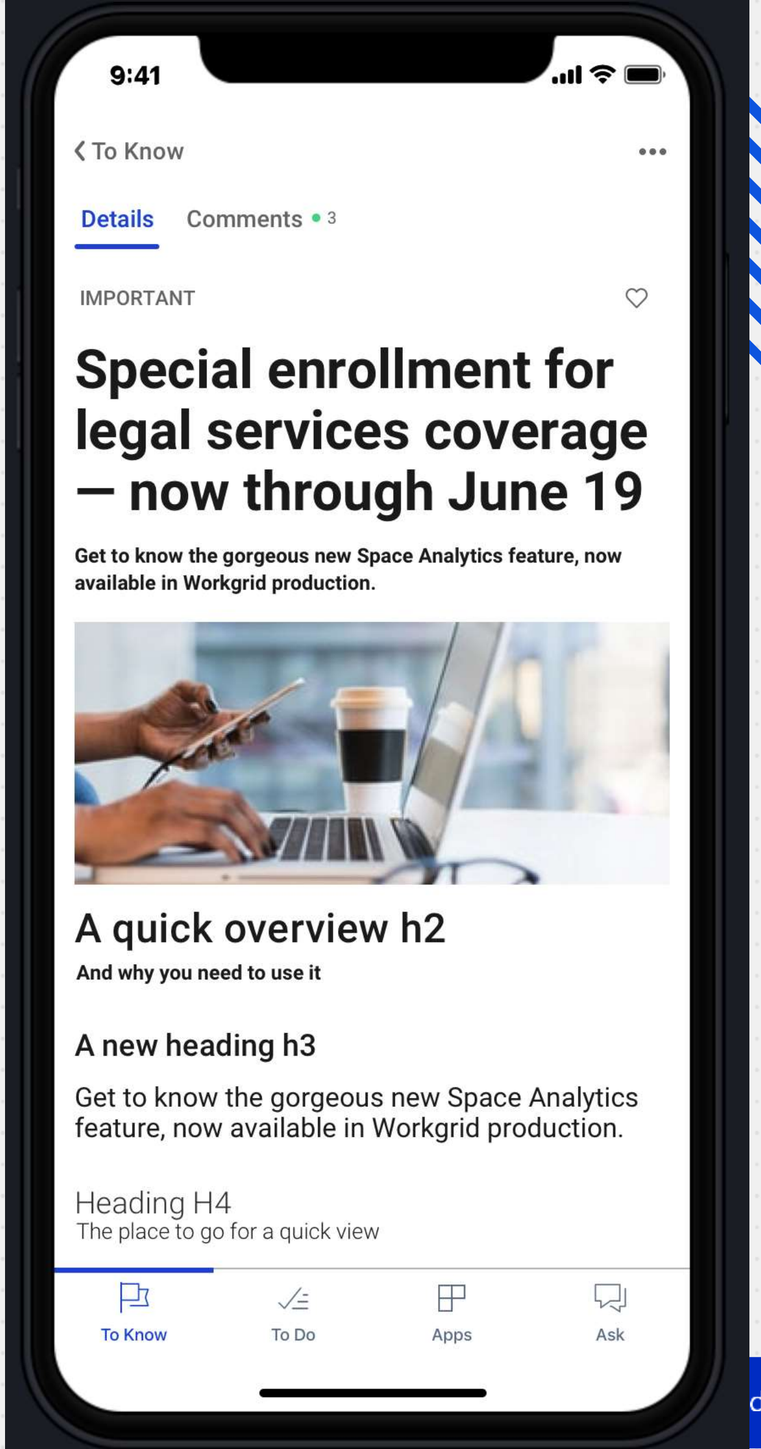
42 12

Trend #2

Drive Engagement on Mobile

Engage on Mobile with Communications and Notifications

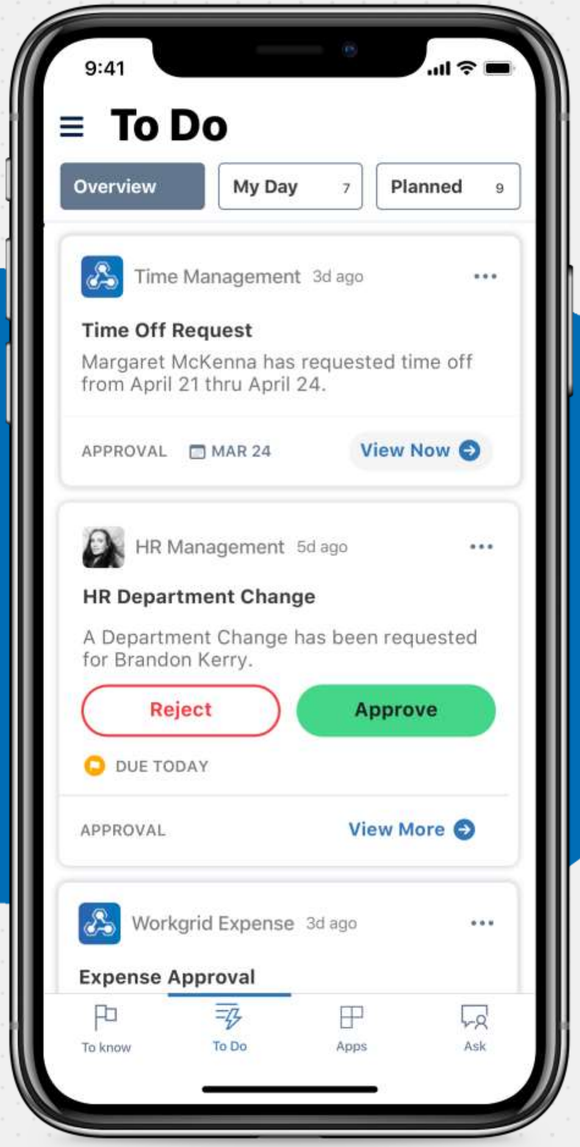




Workgrid

Moments that Matter

Push Notifications can drive significant engagement on mobile. Many use cases (like Vacation Balance, Payslip, and more)

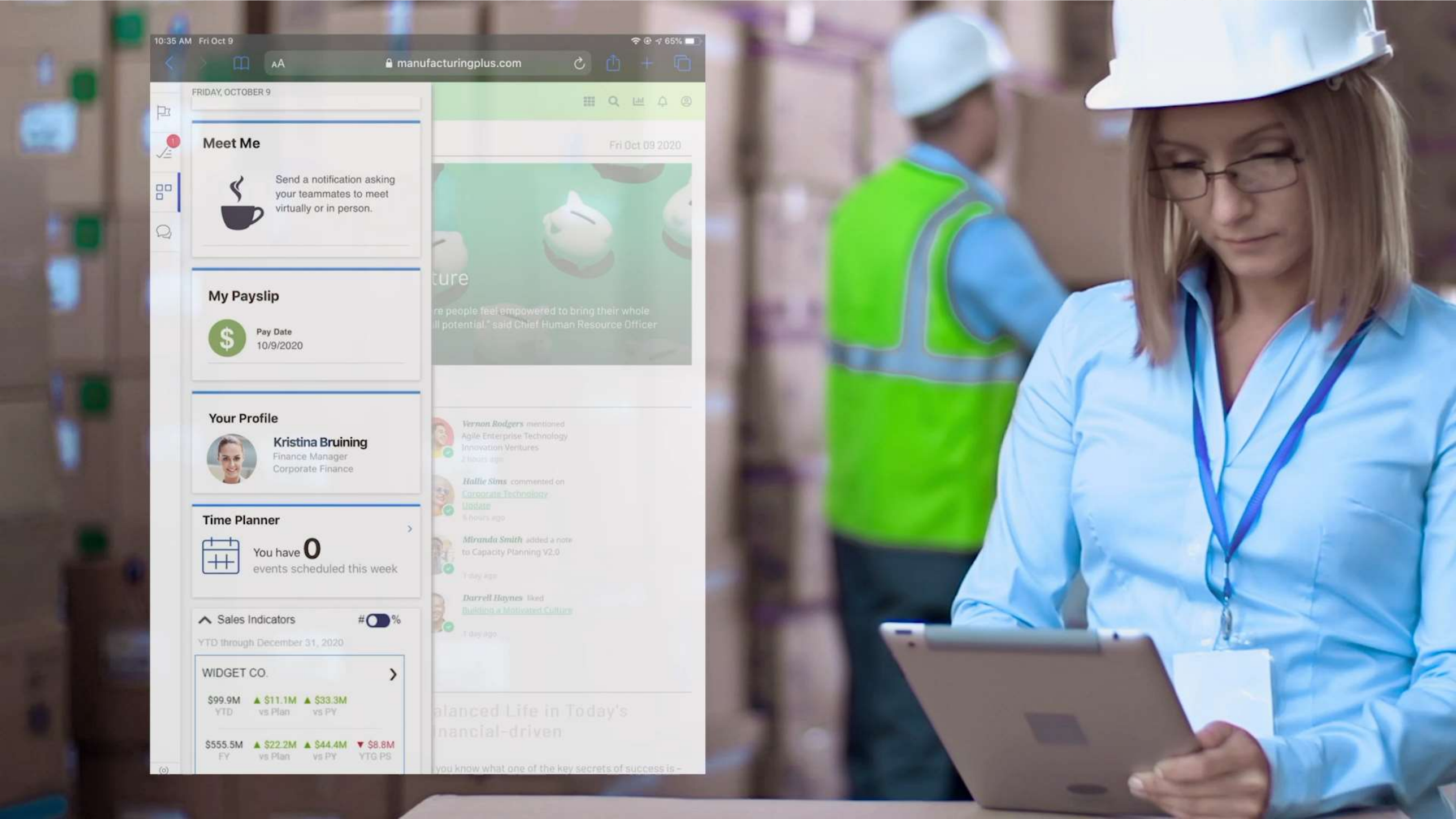


For Many Workers, Mobile is the Only Channel

Does Your Digital Workplace Strategy Include Mobile-Only

Mobile and deskless workers now make up 80% of the global workforce. [1] Often frontline workers may not have access to a computer to receive enterprise communications or transactions. A mobile-focused strategy enables workers to access payslip information, time off, perform transactions, fill out forms, onboard and more all from their mobile device.

1 – https://www.thehrdirector.com/business-news/employee-engagement/digital-workplaces-prove-key-to-unlocking-engagement-with-the-frontline-workforce/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FRIDAY, OCTOBER 9
Meet Me
Send a notification asking your teammates to meet virtually or in person.
My Payslip
Pay Date
10/9/2020
Your Profile
Kristina Bruining
Finance Manager
Corporate Finance
Time Planner
You have 0
events scheduled this week
Sales Indicators
YTD through December 31, 2020
WIDGET CO.
$99.9M YTD
▲ $11.1M vs Plan
▲ $33.3M vs PY
$555.5M FY
▲ $22.2M vs Plan
▲ $44.4M vs PY
▼ $8.8M YTG PS
Fri Oct 09 2020
Vernon Rodgers mentioned Agile Enterprise Technology Innovation Ventures
Hallie Sims commented on Corporate Technology Update
Miranda Smith added a note to Capacity Planning V2.0
Darrell Baynes liked Building a Motivated Culture

(P+C)*E

Experience

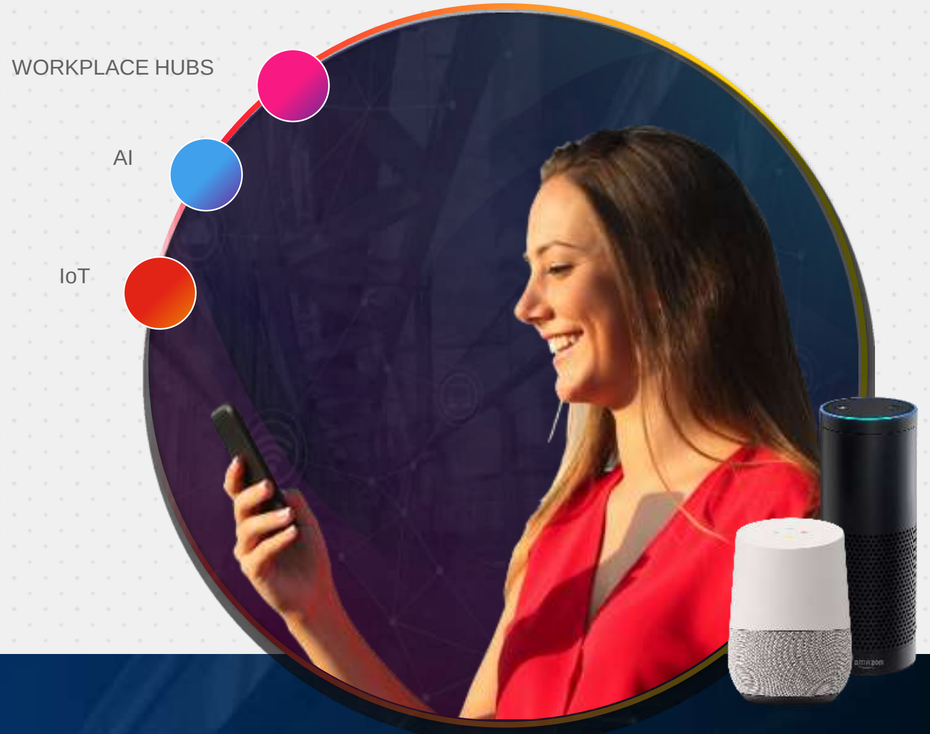
The Workplace is Moving into a New Era

The technology powering the workplace is undergoing a fundamental shift

Foundation

Digitized

Productivity & Simplification



Early Internet

2000s

Digital Workplace

2010s

Employee Experience

2020s

Workgrid

Employee Experience Matters

Employee Experience is a Top Priority for Most Major Organizations

😀 Employee Experience Leads to Great Customer Experience

“Studies have documented a clear statistical relationship between increases in frontline engagement, increases in customer service, and revenue growth.” - Deloitte

😀 Engaged Employees Lead to Increased Revenue

“Highly engaged employees help grow revenues,” according to Bain & Company “ - as much as two and a half times more than companies with low engagement levels.”

😀 Attract and Retain Talent

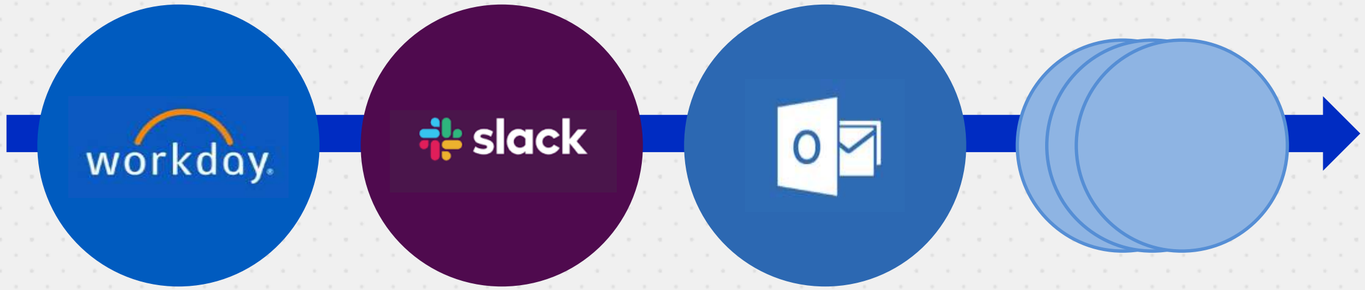
Technology that makes daily work easier, allowing employees to focus on what matters / what they were hired to do, improves job satisfaction.

Trend #3

Put the Employee at the Center of the Experience Using Outcome-Driven Design.

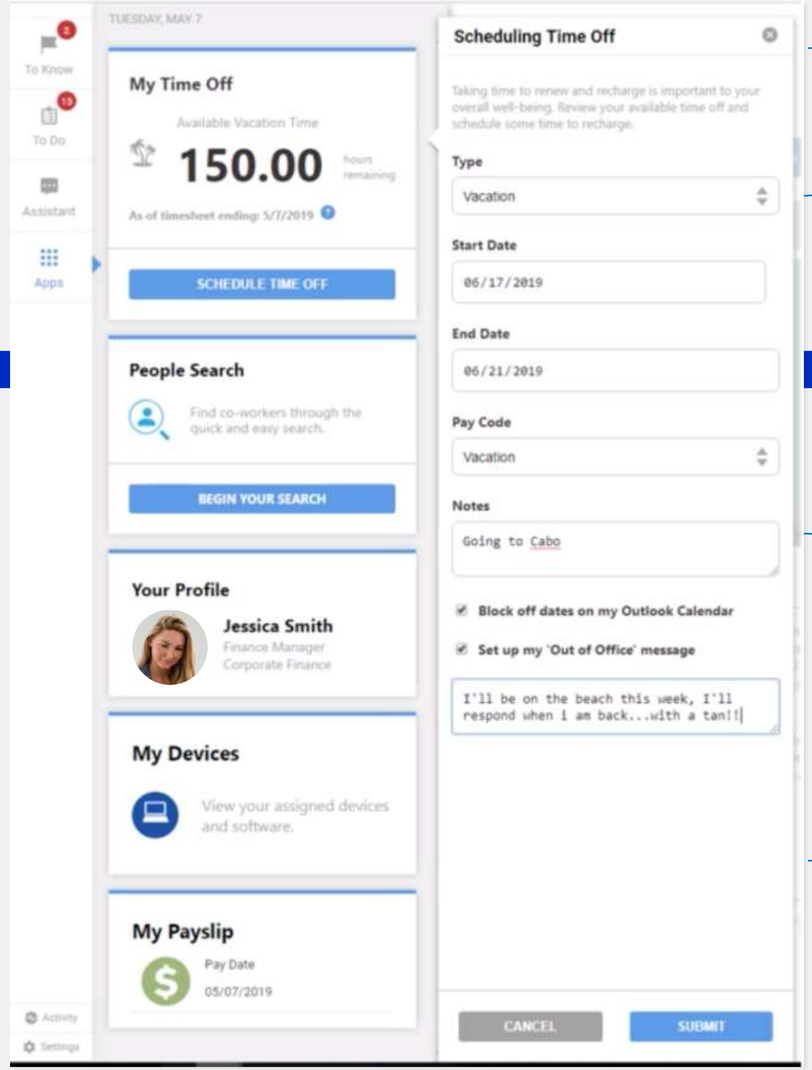
Outcome-Driven Design

A typical employee process – taking a day off for vacation



Outcome-Driven Design

A simple and enjoyable employee process based on intent



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Trend #4

Think Broadly and Don’t Silo Yourself. Focus on the Employee’s Experience.

Budget
Objectives
Projects
HR
Budget
Objectives
Projects
Comms
Budget
Objectives
Projects
IT
Budget
Objectives
Projects
Finance
Budget
Objectives
Projects
Procurement
Budget
Objectives
Projects
Help Desk

Think Broadly About Employee Experience Ownership

Employees

Experience Layer

HR

Comms

IT

Finance

Procurement

Help Desk

Take a Holistic Approach…

Employees don’t care about what system a transaction is in.
They just want to get things done and get back to the important work they are doing.

Digital Experience Layer

HR

Comms

IT

Finance

Procurement

Help Desk

Take a Holistic Approach…

Employees don’t care about what system a transaction is in.
They just want to get things done and get back to the important work they are doing.

Trend #5

Future-Proof Your Experience Using an Experience Layer

A Platform for You to Build Modern Employee Experiences

A Future-Proof Event-Based Platform to Build Your Intelligent Workplace

Office Productivity
Expense Mgmt
Learning Management
Calendar
Project Management
HR
Travel
Benefits

SaaS Applications

Procurement System — On-Premise Connector
Meeting Room Management System — On-Premise Connector
Risk Management System — On-Premise Connector
Employee Onboarding System — Custom Connector
Databases — Custom Connector

Your Enterprise Systems

Internet

Workgrid Console

Workplace Chatbot
Rule Sets
Platform Analytics
Audience Targeting
Smart Notifications
Digital Profile
Conversational Analytics
Knowledge Management

Workgrid

Digital Experience Layer

slack

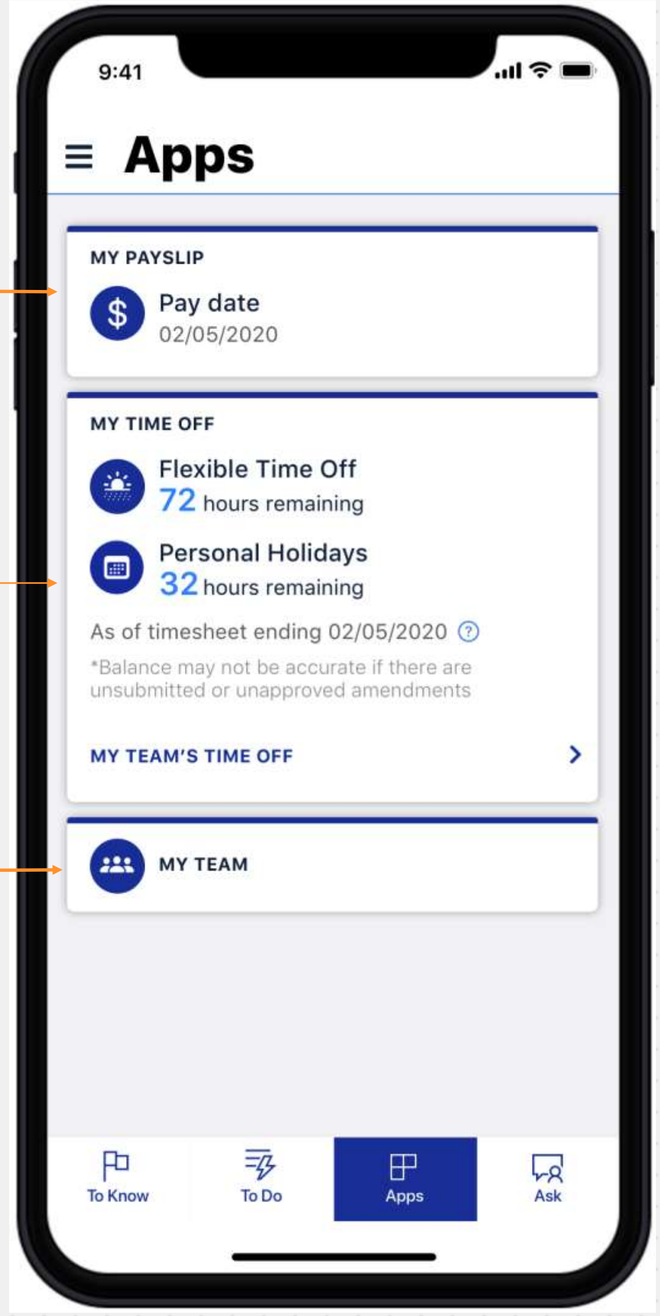
Conversational Experiences

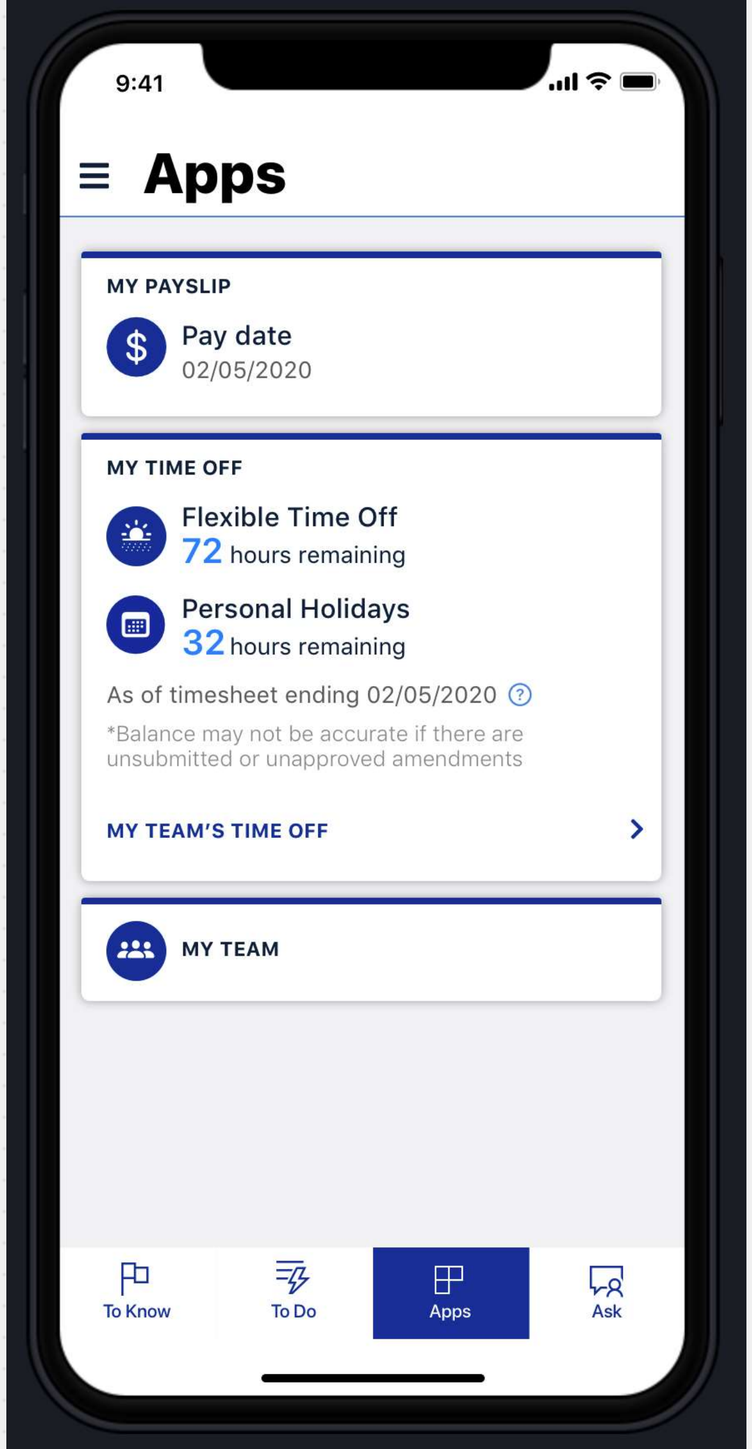
Custom-Built Applications
Using the Workgrid SDK and APIs

Trend #6

The Critical Role of HR & IT in Your Digital Workplace Strategy

HR Functionality Reaches All Employees

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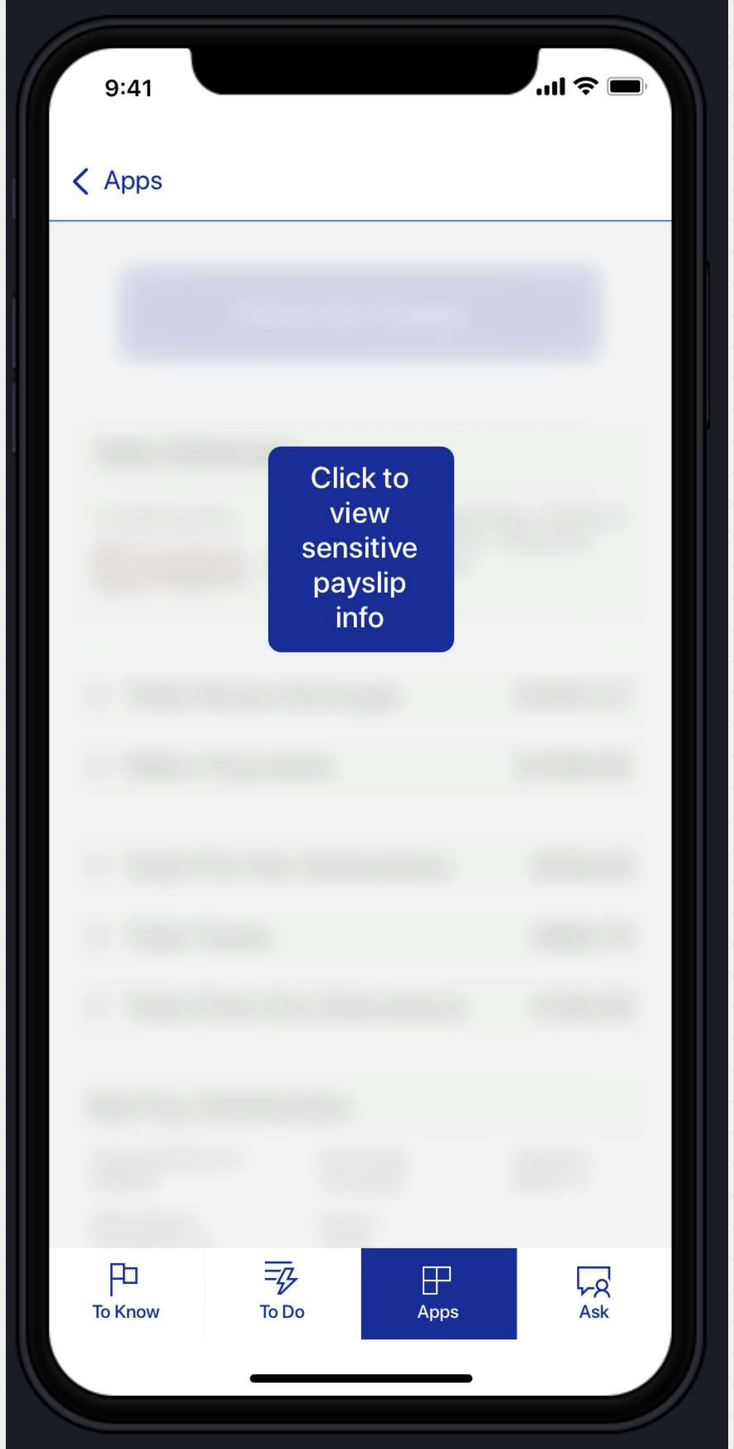
Apps
MY PAYSLIP
Pay date
02/05/2020
MY TIME OFF
Flexible Time Off
72 hours remaining
Personal Holidays
32 hours remaining
As of timesheet ending 02/05/2020
*Balance may not be accurate if there are unsubmitted or unapproved amendments
MY TEAM'S TIME OFF
MY TEAM
To Know
To Do
Apps
Ask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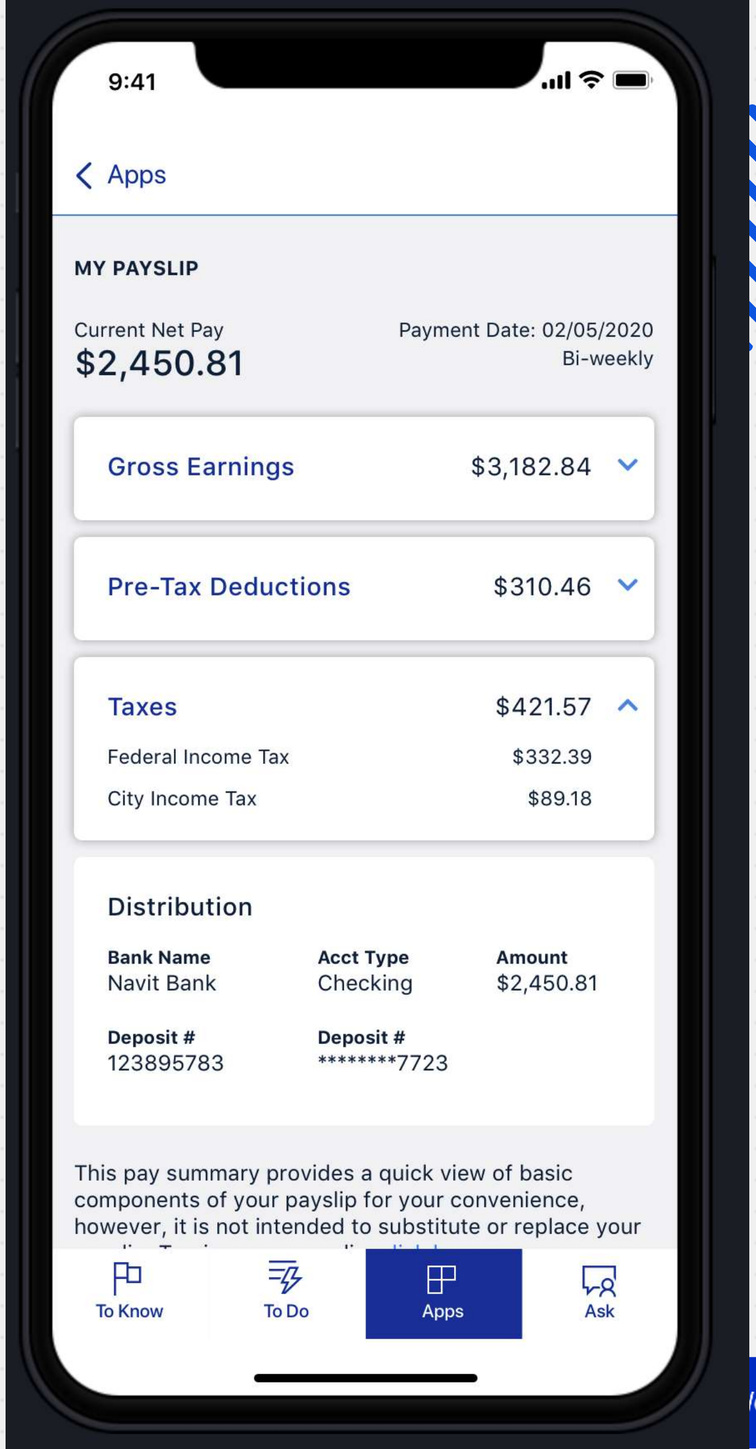
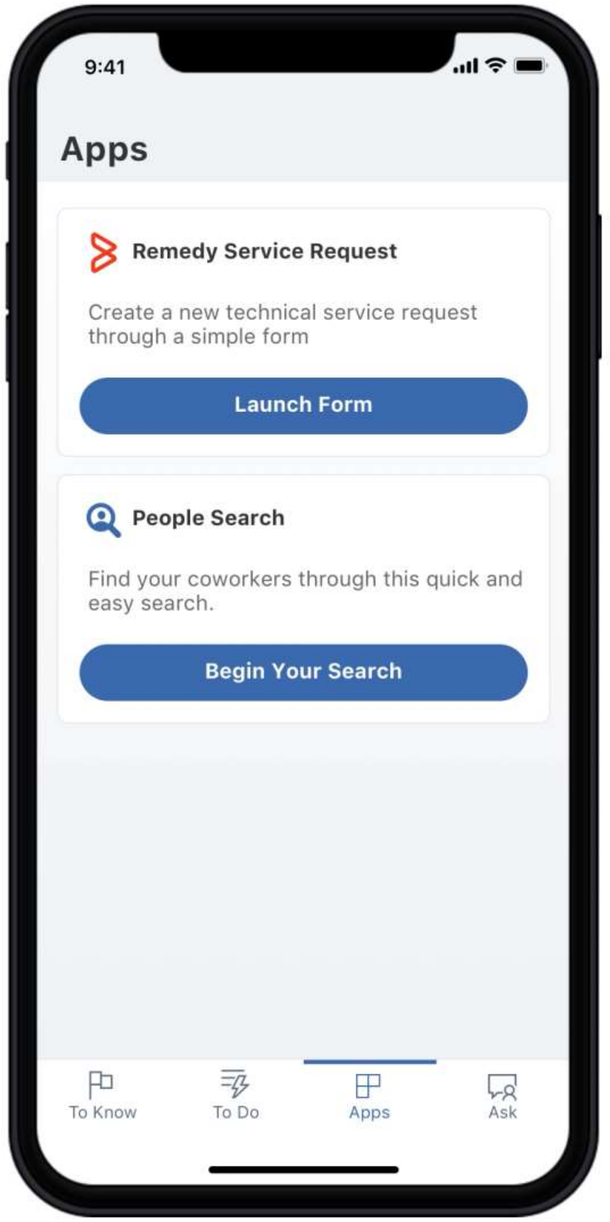
Apps
Click to view sensitive payslip info
To Know
To Do
Apps
Ask


9:41
Apps
MY PAYSLIP
Current Net Pay
$2,450.81
Payment Date: 02/05/2020
Bi-weekly
Gross Earnings
$3,182.84
Pre-Tax Deductions
$310.46
Taxes
$421.57
Federal Income Tax
$332.39
City Income Tax
$89.18
Distribution
Bank Name
Navit Bank
Acct Type
Checking
Amount
$2,450.81
Deposit #
123895783
Deposit #
********7723
This pay summary provides a quick view of basic components of your payslip for your convenience, however, it is not intended to substitute or replace your
To Know
To Do
Apps
Ask

...And so does IT

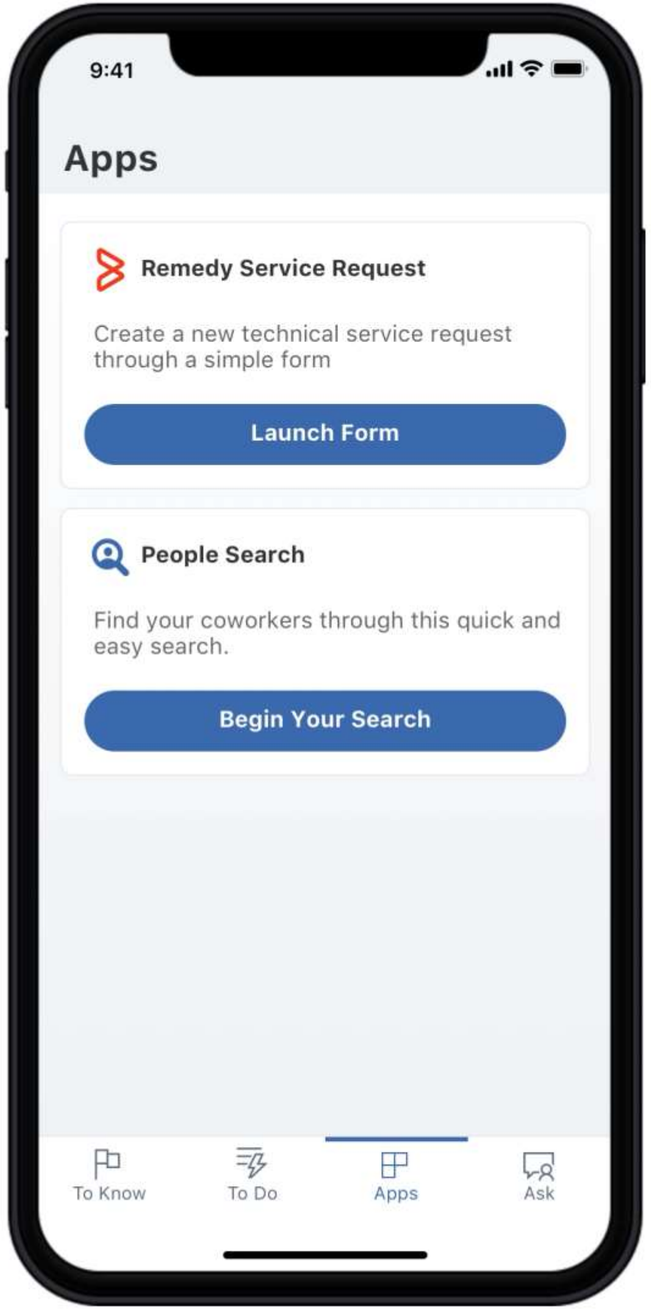


Modernizing Legacy System & Streamlining Workflows

Making it simple to engage with IT Services from multiple delivery channels. Increasing employee satisfaction and reducing cost for IT.

Solution Highlights

- **Start with quick win-** understanding employee top pain points to start digital transformation efforts
- **Modernize legacy systems** – streamlined complex employee process while extending ROI of ITSM
- **Outcome-driven design –** designed process based on employees intent and outcome – quickly submitting tickets
- **Multichannel delivery**– mobile experience and integrated directly on intranet- delivering experience where employee needs access



Trend #7

Employee Experience Starts with Employee Onboarding

Employee-Centric Onboarding

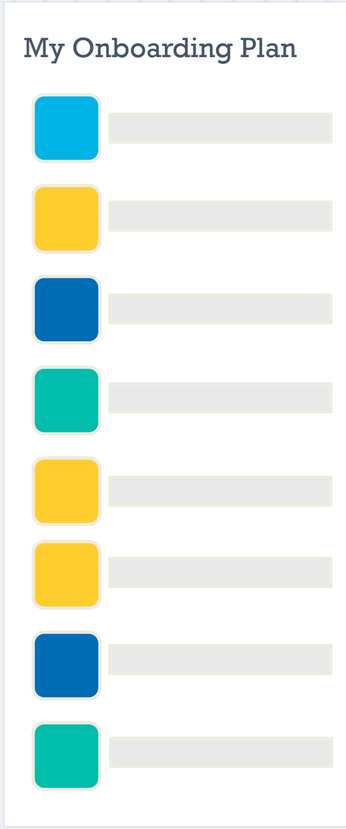
Building a great experience takes into account the full picture

Human Resources

Your Department

Information Technology

Your Manager



New Employee

Onboarding and Workflow

Human Resources

Information Technology

Your Department

Office Manager

Onboarding **Flow**

Event

When employee is hired

- Hire date equal to today

Create Task Group

Enterprise Onboarding Tasks

Audience = All Employees

Create Task Group

Info Technology Tasks

Audience = All Employees

Create Task Group

Department Tasks

Audience = Department 00453

Create Task Group

Office Tasks

Audience = Office 054D

Onboarding **Plan**

Welcome Jane Smith, we are so excited to have you join!

Check out your Day One tasks below to...

Day One

This Week

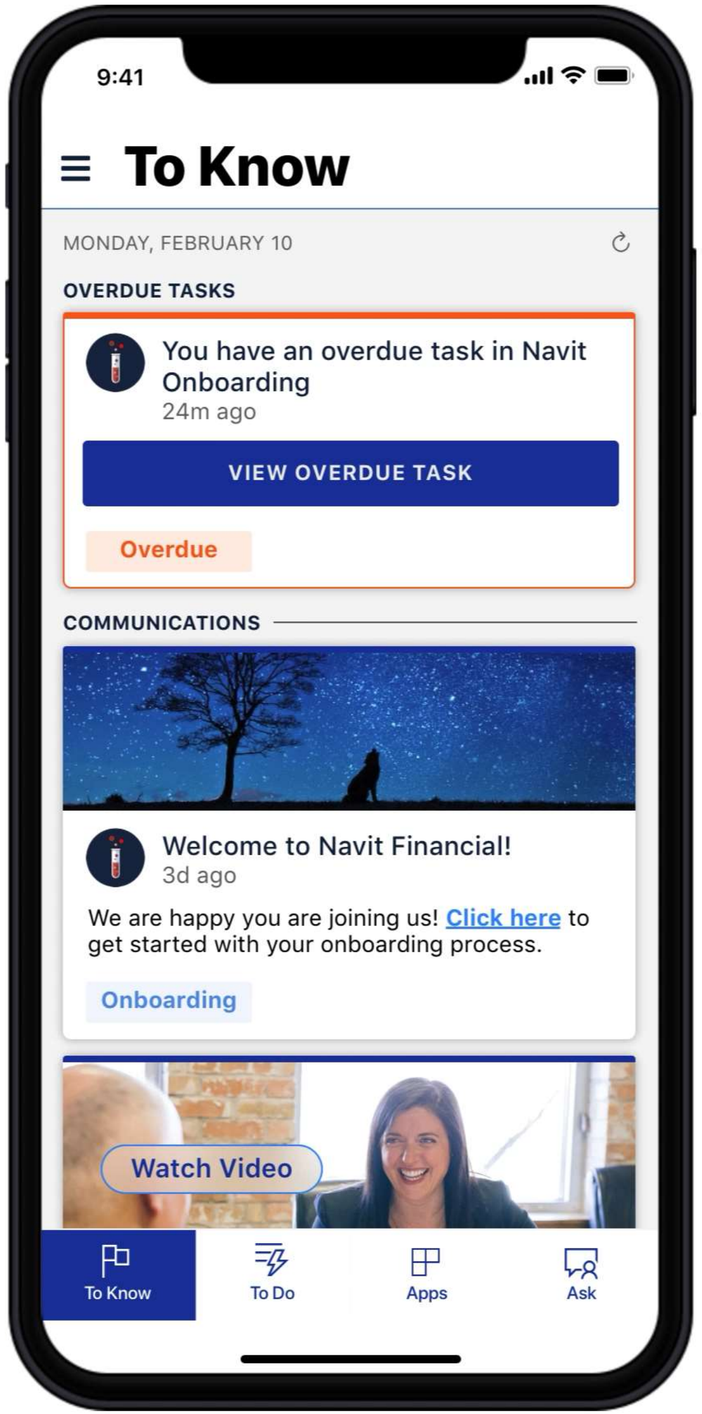
Next Week

New Employee

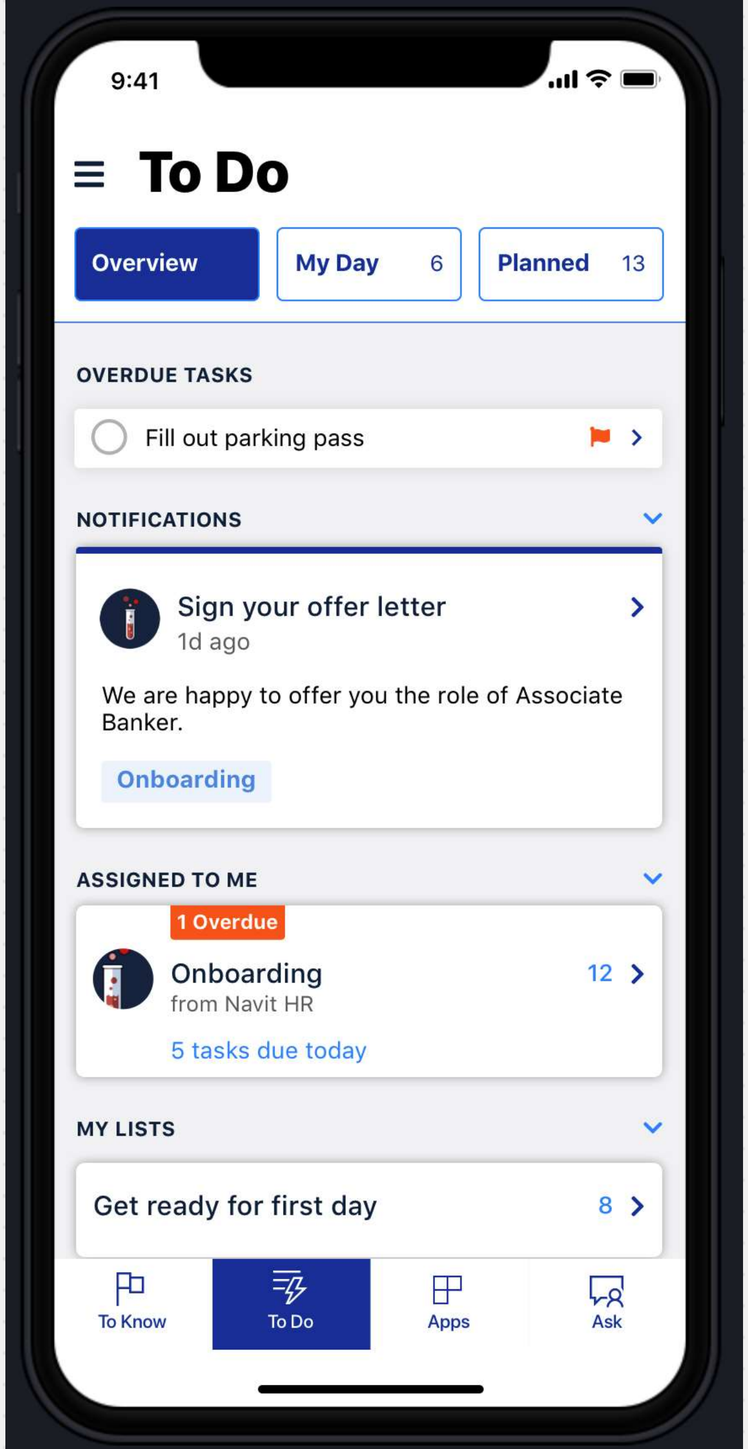
Workgrid

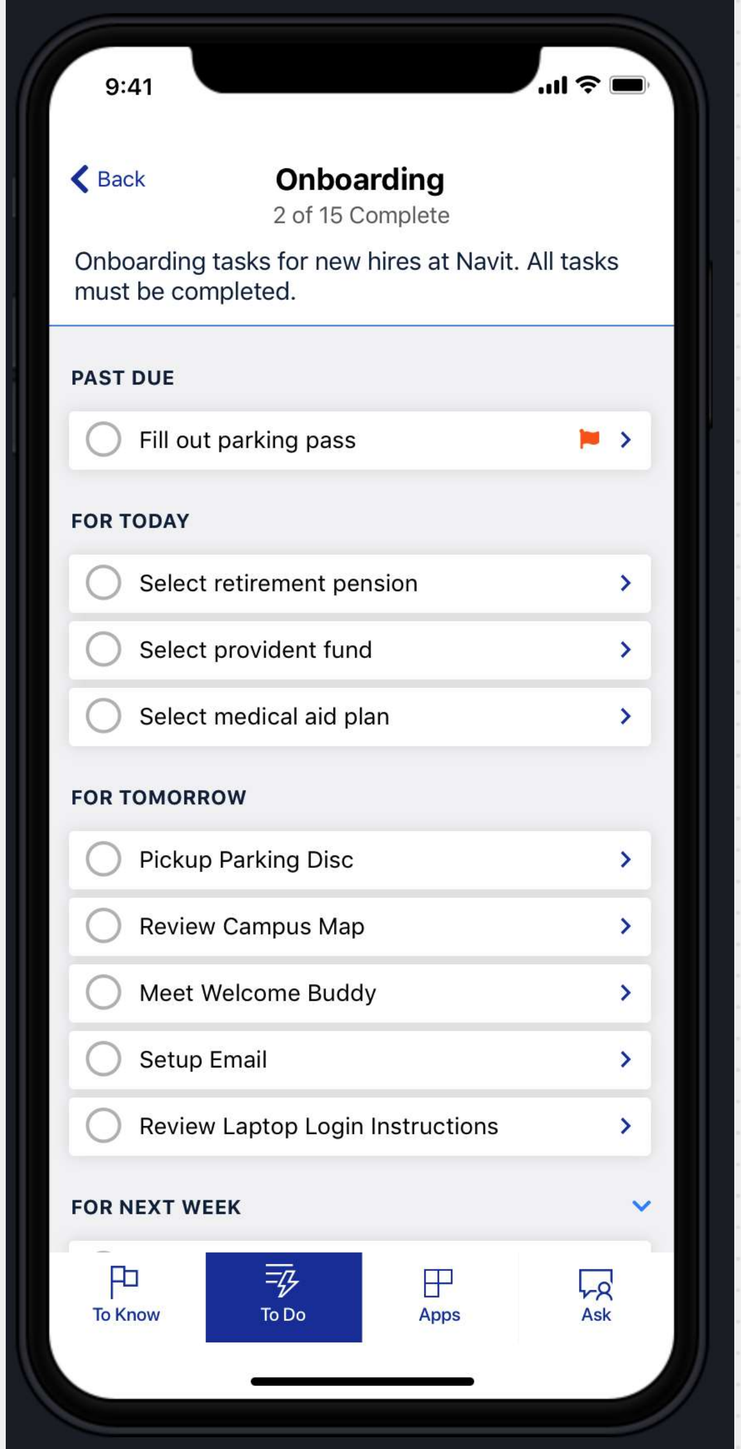
Employee Onboarding

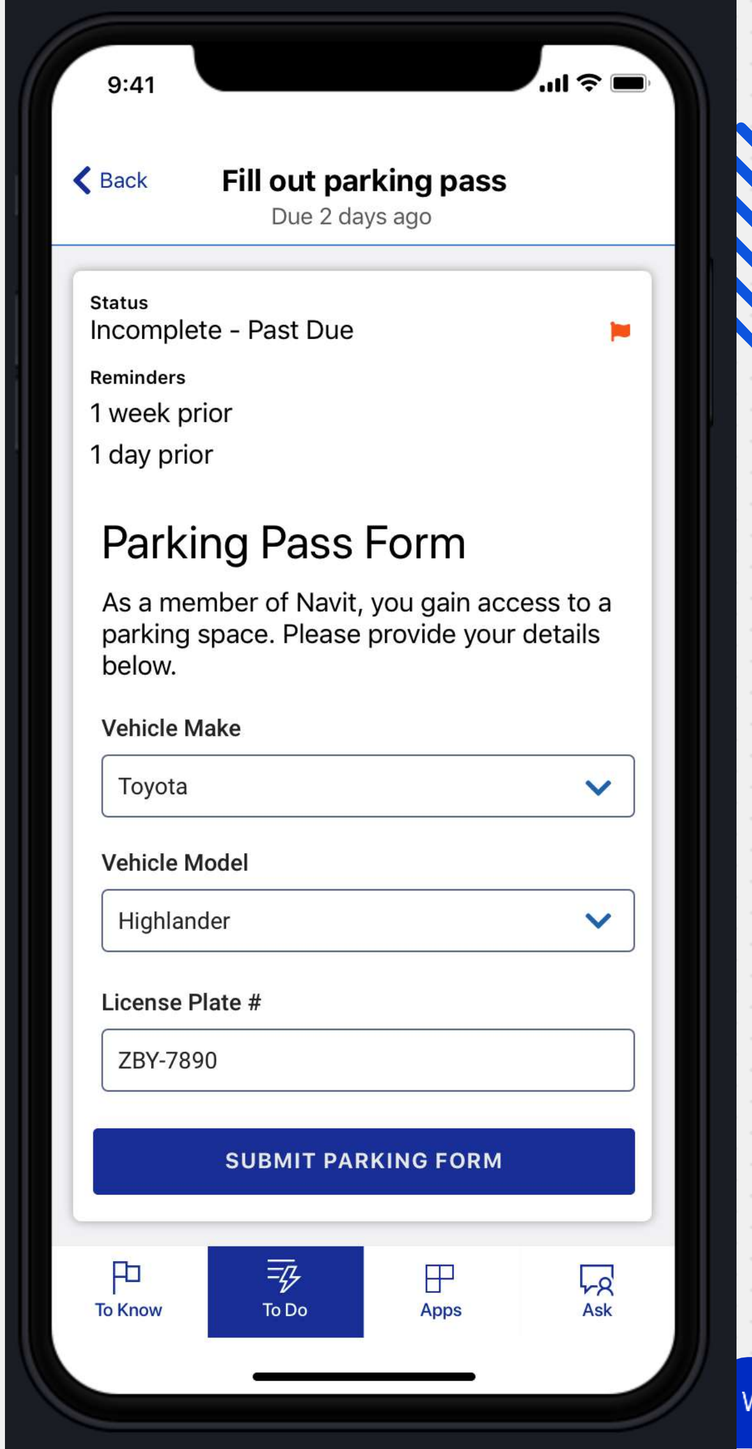
Transforming employee experience from the start of the employee lifecycle: Recruitment experience through the first few weeks of employment.



Workgrid


9:41
To Do
Overview
My Day 6
Planned 13
OVERDUE TASKS
Fill out parking pass
NOTIFICATIONS
Sign your offer letter
1d ago
We are happy to offer you the role of Associate Banker.
Onboarding
ASSIGNED TO ME
1 Overdue
Onboarding
from Navit HR
12
5 tasks due today
MY LISTS
Get ready for first day
8
To Know
To Do
Apps
Ask


9:41
Back
Onboarding
2 of 15 Complete
Onboarding tasks for new hires at Navit. All tasks must be completed.
PAST DUE
Fill out parking pass
FOR TODAY
Select retirement pension
Select provident fund
Select medical aid plan
FOR TOMORROW
Pickup Parking Disc
Review Campus Map
Meet Welcome Buddy
Setup Email
Review Laptop Login Instructions
FOR NEXT WEEK
To Know
To Do
Apps
Ask


9:41
Back
Fill out parking pass
Due 2 days ago
Status
Incomplete - Past Due
Reminders
1 week prior
1 day prior
Parking Pass Form
As a member of Navit, you gain access to a parking space. Please provide your details below.
Vehicle Make
Toyota
Vehicle Model
Highlander
License Plate #
ZBY-7890
SUBMIT PARKING FORM
To Know
To Do
Apps
Ask

Workgrid

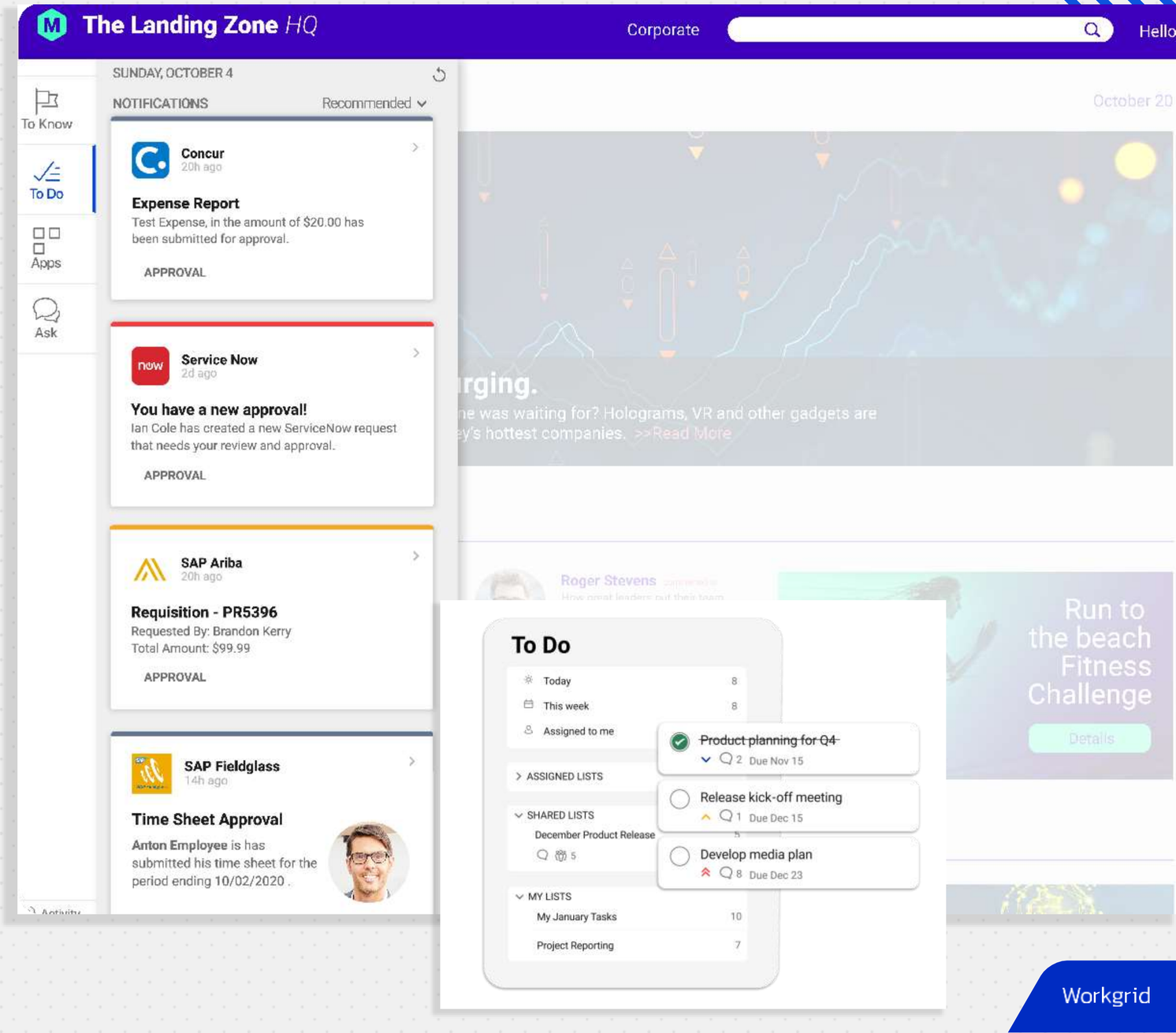
(P+C)*E

Productivity

Trend #8

Reimagine Intranet and Digital Workplace as Productivity Hub

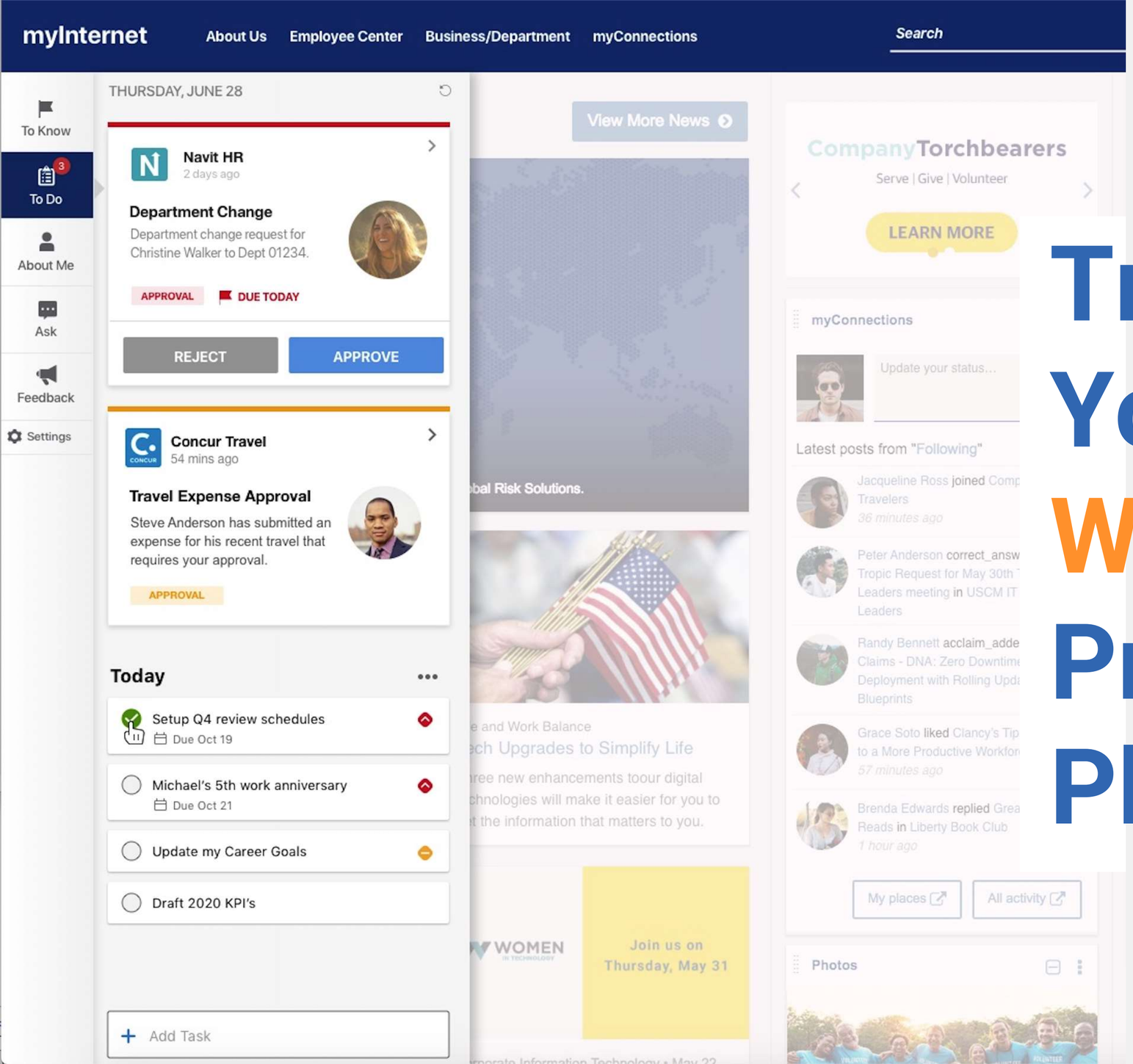
Transforming Your Digital Workplace into a Productivity Platform



Workgrid

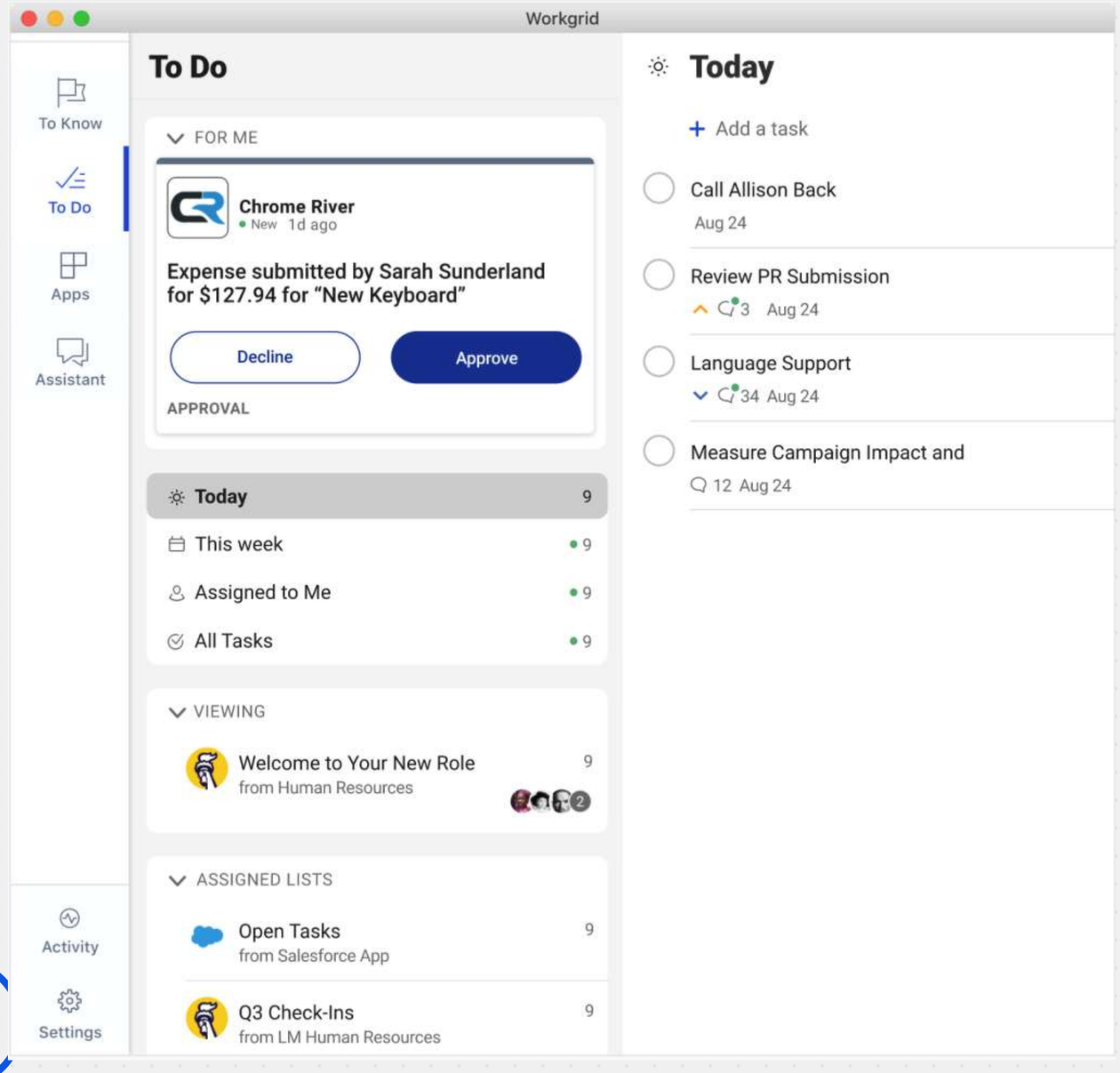
Reimagining the Intranet & Digital Workplace as a productivity hub

- Integrated Digital Experience
- Personalized & Contextual Experiences
- Focus on the “Experience” & employee UX



Transforming Your Digital Workplace into a Productivity Platform

Workgrid



Transforming Your Digital Workplace into a Productivity Platform

Savings Minutes a Day

=

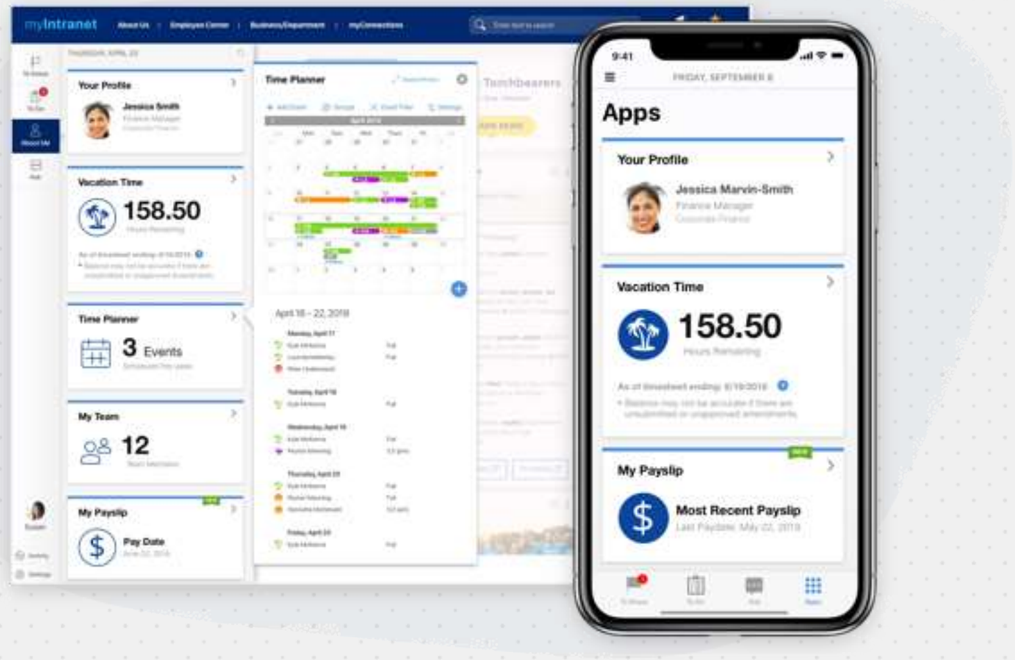
Millions in Cost Savings

At enterprise scale over the course of a year

Trend #9

Reimagine the Intranet as a Employee Dashboard

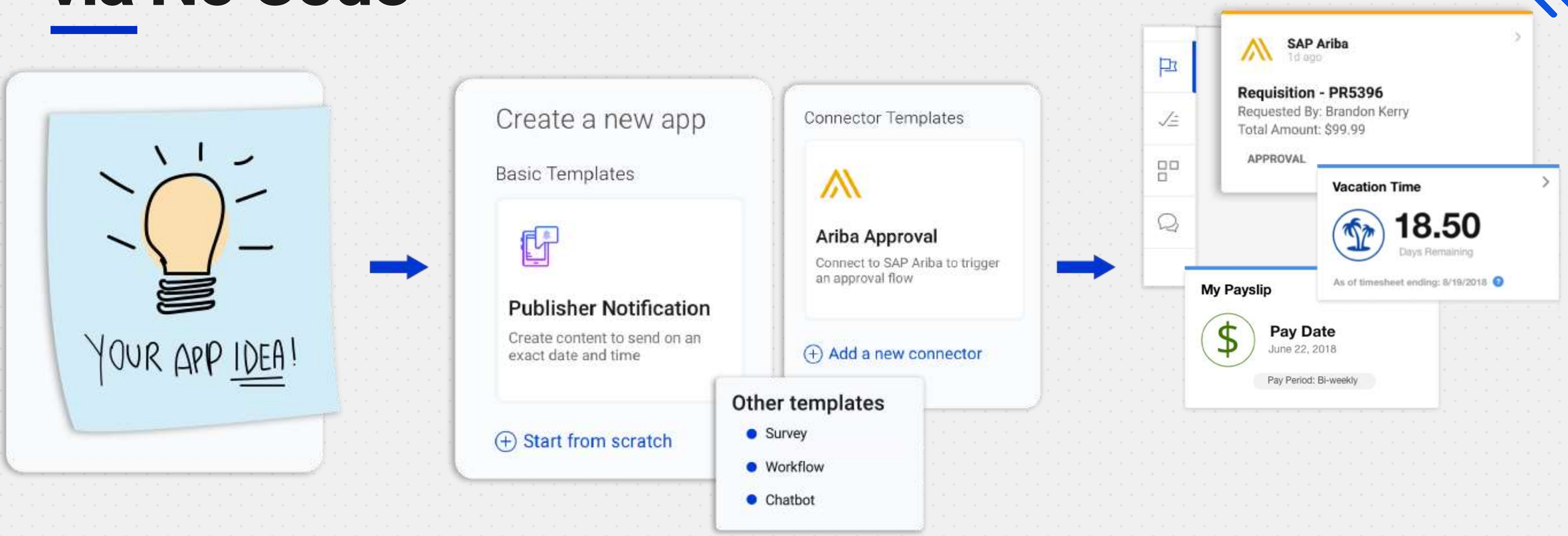
Reimagine Your Intranet as an Employee Dashboard



Trend #10

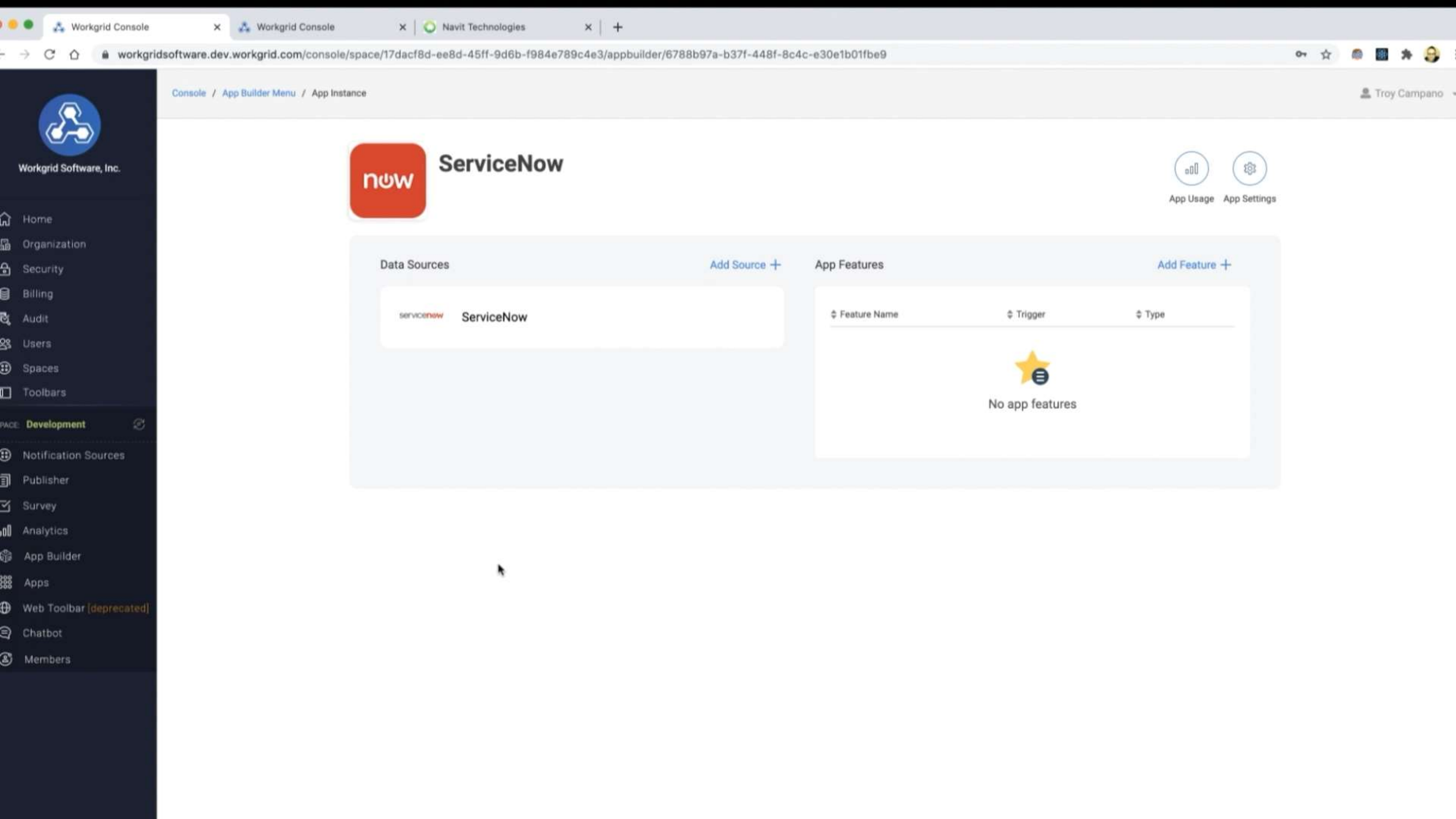
Modern technology will drive execution on digital workplace strategy

Digital Work Experiences via No Code



Drive innovation and enable citizen development leveraging Workgrid's no code app builder.

Modern experiences tailored to each employee all while leveraging your existing tech stack.


Workgrid Console
Workgrid Console
Navit Technologies
workgridsoftware.dev.workgrid.com/console/space/17dacf8d-ee8d-45ff-9d6b-f984e789c4e3/appbuilder/6788b97a-b37f-448f-8c4c-e30e1b01fbe9
Workgrid Software, Inc.
Home
Organization
Security
Billing
Audit
Users
Spaces
Toolbars
SPACE: Development
Notification Sources
Publisher
Survey
Analytics
App Builder
Apps
Web Toolbar [deprecated]
Chatbot
Members
Console / App Builder Menu / App Instance
Troy Campano
ServiceNow
App Usage
App Settings
Data Sources
Add Source +
servicenow
ServiceNow
App Features
Add Feature +
Feature Name
Trigger
Type
No app features

Automation

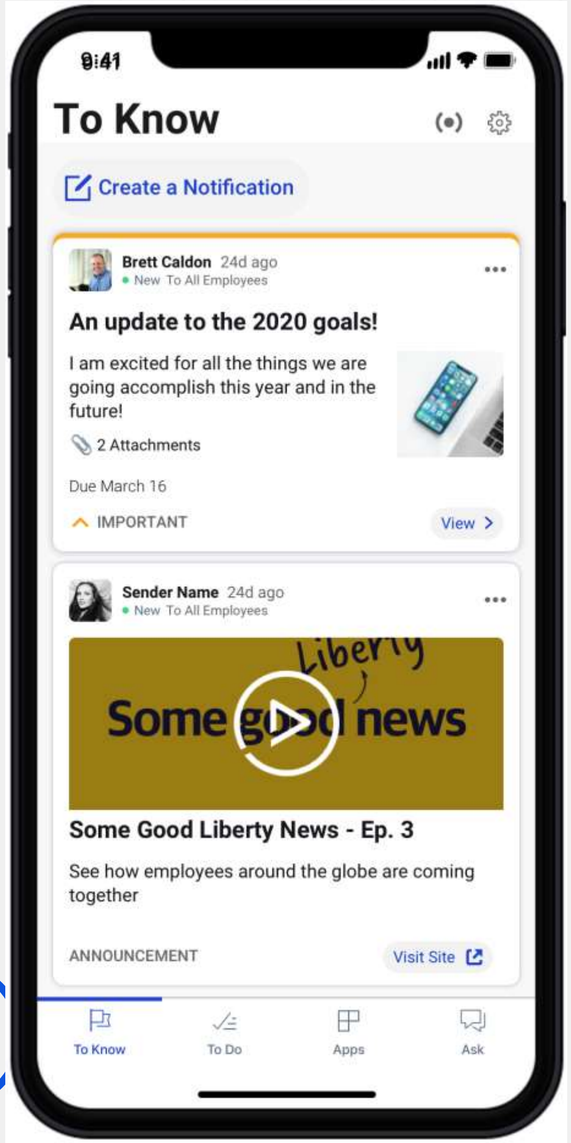
Automation will play a critical part in the modern digital workplace

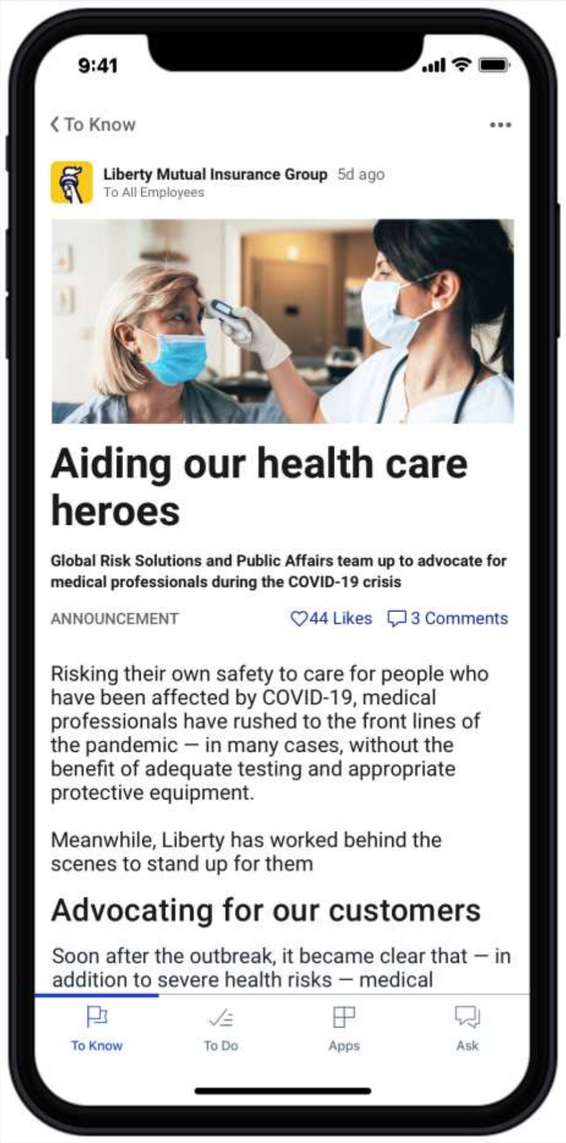
- Significantly automating processes that not only save time but also improve productivity.

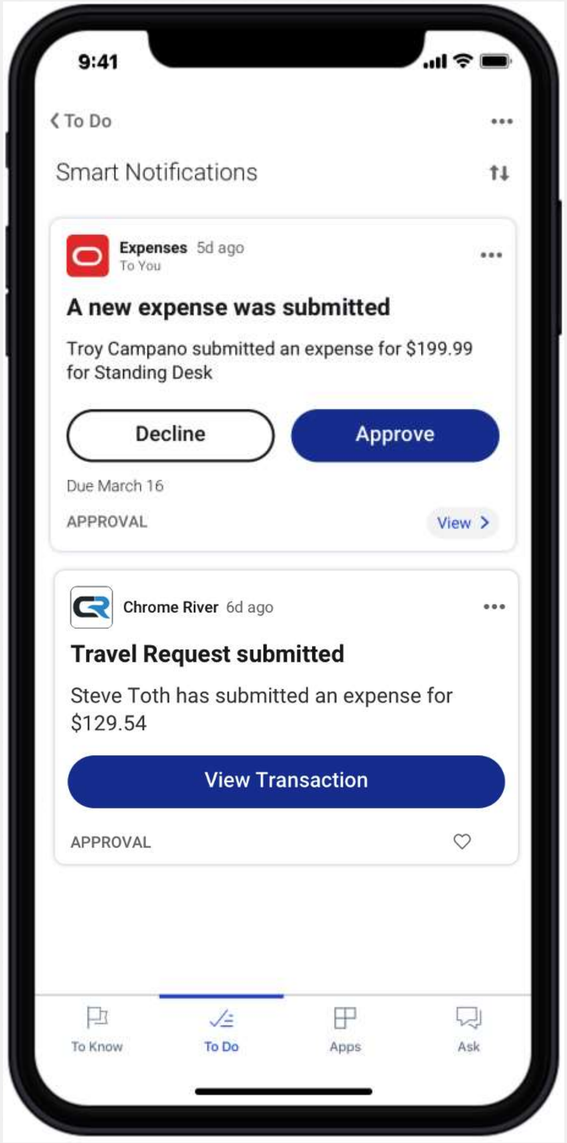
Trend #11

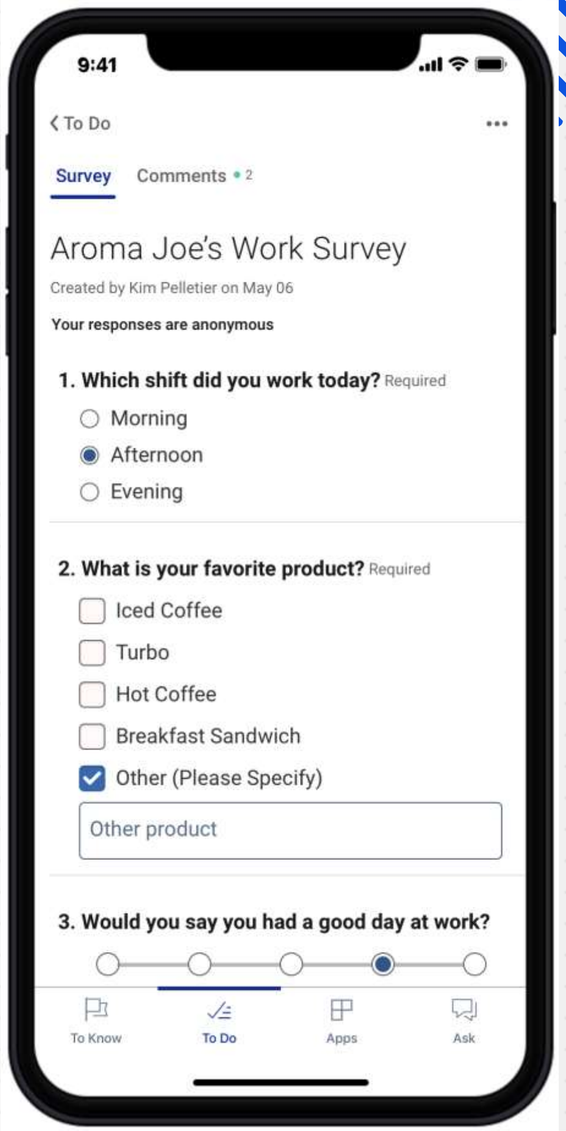
Enable Mobile Productivity

Enabling Mobile Productivity and Communications









Thank you!

Troy Campano

Co-founder and Chief Product Officer

Workgrid Software

Workgrid

@troycampano