Digital Experience Assessment

Create an organisation ready for the digital age, tailored to your workforces' unique needs and agile enough to respond to new processes and technology. Where should you start?

A Digital Experience Analysis provides a clear understanding of how your employees work and more importantly what processes they undertake on a daily basis. The analysis includes a review of the technology interacted with and a Digital Maturity Score.

A recent study by Microsoft states that 70% of transformation projects will fail due to organisation or cultural issues. 39% are due to employee's resistance.

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Data Analysis

Utilising Microsoft Power BI Dashboards, unique trends and work patterns can quickly be identified. These can be further analysed, whilst providing a very detailed level of feedback throughout the assessment

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Analysis & Recommendations

Starting with a digital survey, Ricoh begins to understand your employees and gain real insights into their workstyles. Detailed analysis is then carried out identifying key areas that need to be addressed or require further investigation.

Digital Maturity Score

Developing
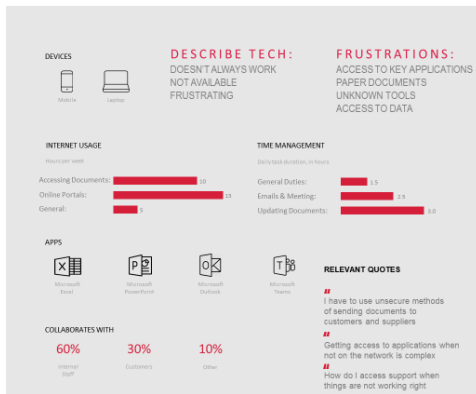
OVERALL DIGITAL USER SCORE

Isolated

OVERALL DIGITAL INFRASTRUCTURE SCORE

Current   Potential

STRATEGIC
MANAGED
DEFINED
DEVELOPING
ISOLATED

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Defining Digital Maturity

Using the Gartner Digital Maturity Model to help understand your organisations level of maturity based on your employees' feedback and specific experiences. Starting with Isolated right through to Strategic, Ricoh will score your organisation and provide you with a guide and recommendations to where you can reach.
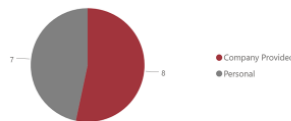
Why is Employee Experience so important?

Employee experience is a must for businesses that want to differentiate, however there is no one-size-fits all. Different employees rely on different critical apps for their day-to-day work. This is where the concept of persona-based digital employee experience can help.

Persona card (top-left):

DEVICES
Mobile   Laptop

DESCRIBE TECH:
DOESN'T ALWAYS WORK
NOT AVAILABLE
FRUSTRATING

FRUSTRATIONS:
ACCESS TO KEY APPLICATIONS
PAPER DOCUMENTS
UNKNOWN TOOLS
ACCESS TO DATA

AGILE REMOTE USER

AGILE REMOTE USERS WILL HAVE THE ABILITY TO WORK FROM ANYWHERE AT ANYTIME. THEY WILL SPEND A LOT OF TIME UPDATING AND CREATING DOCUMENTATION FROM MANY DIFFERENT DATA SOURCES. MOST COLLABORATION WILL BE WITH INTERNAL STAFF, CUSTOMERS OR SUPPLIERS. KEY TO THIS COLLABORATION WILL BE TIME SPENT MEETING AND SPEAKING WITH EACH OTHER. DUE TO THE TYPE OF ROLES AND WORK WITHIN THE AGILE REMOTE USER SOME USERS WILL NEED MORE SPECIFIC SPECIALISED EQUIPMENT.

INTERNET USAGE
Hours per week
Accessing Documents: 10
Online Portals: 13
General: 5

TIME MANAGEMENT
Daily task duration, in hours
General Duties: 1.5
Emails & Meeting: 2.5
Updating Documents: 8.0

APPS
Microsoft Excel   Microsoft PowerPoint   Microsoft Outlook   Microsoft Teams

RELEVANT QUOTES
I have to use unsecure methods of sending documents to customers and suppliers
Getting access to applications when not on the network is complex
How do I access support when things are not working right

COLLABORATES WITH
60% Internal Staff   30% Customers   10% Other
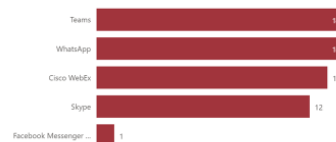
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Analysis & Recommendations

Using real time data is important in business to understand the problems facing employees. Data in itself is merely facts and figures. Ricoh will organise, interpret, and structure the data highlighting any key trends, level of satisfaction or workstyles within your organisation
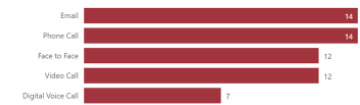

What type of mobile phone do you use
7 Personal, 8 Company Provided
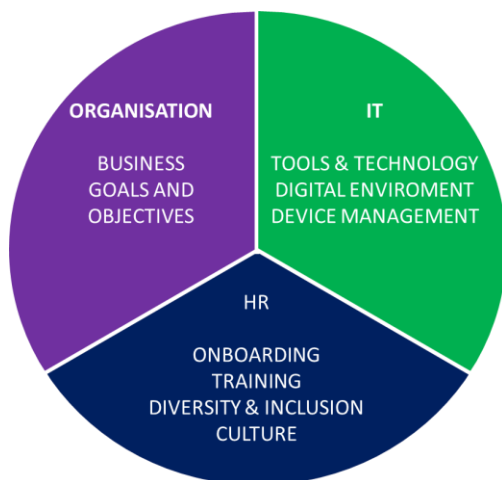
What mobile apps do you use
Teams 14
WhatsApp 14
Cisco WebEx 13
Skype 12
Facebook Messenger ... 1

How would you normally communicate with other staff members within the business?
Email 14
Phone Call 14
Face to Face 12
Video Call 12
Digital Voice Call 7

How would you normally communicate with other staff members within the business?
Teams 15
Cisco Webex 14
Skype 4
Google Hangouts 1
Zoom 1

If answer above is 'None' what is the reason
No need 1

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Pie chart:
ORGANISATION — BUSINESS GOALS AND OBJECTIVES
IT — TOOLS & TECHNOLOGY, DIGITAL ENVIROMENT, DEVICE MANAGEMENT
HR — ONBOARDING, TRAINING, DIVERSITY & INCLUSION, CULTURE

Working in Partnership

Key responsibilities within Transformation are changing. Building a solid employee experience is now a companywide endeavour involving multiple departments. However, IT teams still have a critical role to play in building a powerful digital experience. By working together as a collective, employee journeys can be improved whilst maintaining security. Improving accessibility and consumption of resources, whilst ensuring a more agile, efficient, and effective workforce.

Key Benefits:

- ✓ Ensure your employees have the right tools
- ✓ Identify current pain points
- ✓ Enhance productivity
- ✓ Minimise security risks

Key Questions:

- ✓ Are you utilising the full capacity of you licence investment?
- ✓ Are your employees able to easily access all the information that they need?
- ✓ How do you determine your IT investments are giving you the best return?

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Gold Cloud Platform
Gold Application Development
Gold Data Analytics
Gold Datacenter
Silver Collaboration and Content
Silver Messaging

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