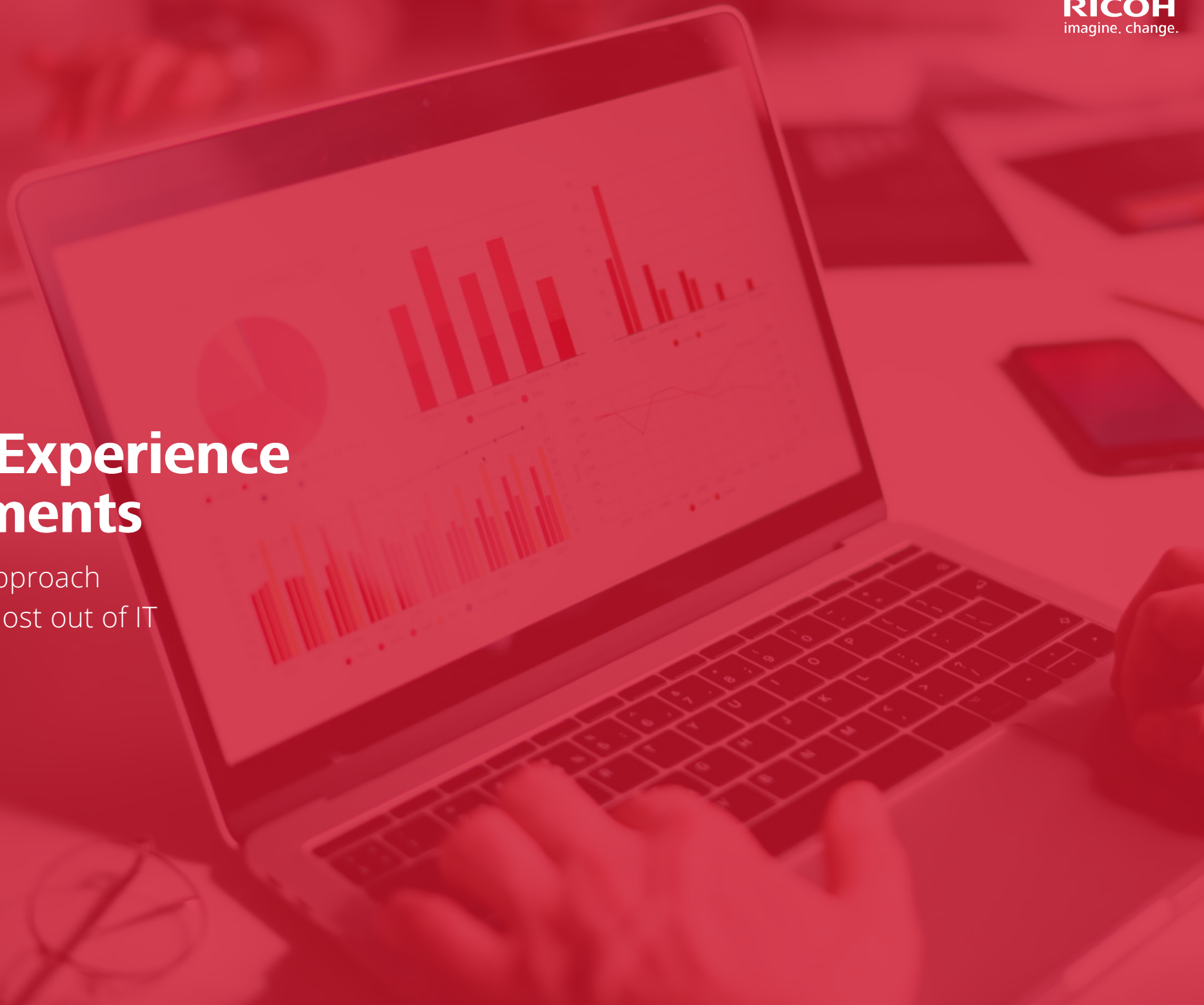


# Digital Experience Assessments

A people-first approach  
to getting the most out of IT





# Introduction

# Fail to prepare, prepare to fail

When commencing digital transformation – or any IT project – it's important to objectively understand your business' needs. A Digital Experience Assessment offers opportunity for success in an area that has substantial impact on company performance.

It's typical for many organisations to develop their IT infrastructure and digital working practices on a case-by-case basis.

But this leads to a mismatch of expensive solutions to broad problems – and therefore an inefficient workplace and compromised approach.

You need to establish exactly how your employees work with existing technologies, where your business needs to improve, and what is already working well. Then you can make informed decisions to affect positive change.

**And that's where a Digital Experience Assessment can help.**



## What you'll learn in this guide:

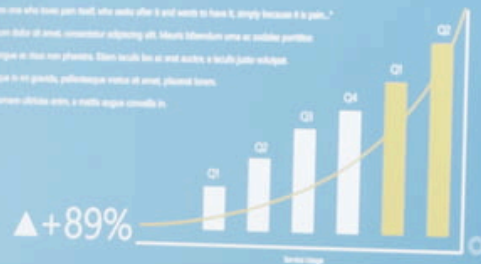
- What a digital experience is
- Who a Digital Experience Assessment is for
- How you can be credited with future success
- What you'll learn from the process
- How they are carried out
- How the entire process can be done remotely
- And what to do next with your newfound insight

# What is a digital experience?

## Digital Distribution & Sales

### Analysis

"There is no one who does not fail, who does not fail to have it, simply because it is pain."  
L'unico punto di vista di un'analisi, consentendo di capire gli. Ma la lettura non è solo un punto di vista. L'unico punto di vista di un'analisi, consentendo di capire gli. Ma la lettura non è solo un punto di vista. L'unico punto di vista di un'analisi, consentendo di capire gli. Ma la lettura non è solo un punto di vista.



## AR Consumption growth

### Average user base



## Social Networks growth in marketing

### Social networks influence

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

### Community involvement

"Sed tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis."

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

### Content

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

Sed voluptate et amet dolor et amet tempus. In massa them, tristique a dignos et amet, volutate non augue. Maecan ultramper fela et amet ut phaselia variis.

## Product relative effectiveness



# What is a digital experience?

So, what do we mean by a digital experience – and how do we assess it?

## A digital experience

This is how any given employee works within your business, how they interact with your IT infrastructure, their understanding of the digital solutions and technology at their disposal and the specific needs and requirements of their role.

## A Digital Experience Assessment

This is a people-first approach to the analysis of how your organisation works, the workstyles of individual employees and how successfully they engage with your digital estate – and how well it works for them in return.

We collect qualitative and quantitative data, following a thorough assessment using expert analysis, then collate it into an easy-to-digest report and present this back to you. Putting in place an informative foundational knowledge and setting you on the right path for successful digital transformation.





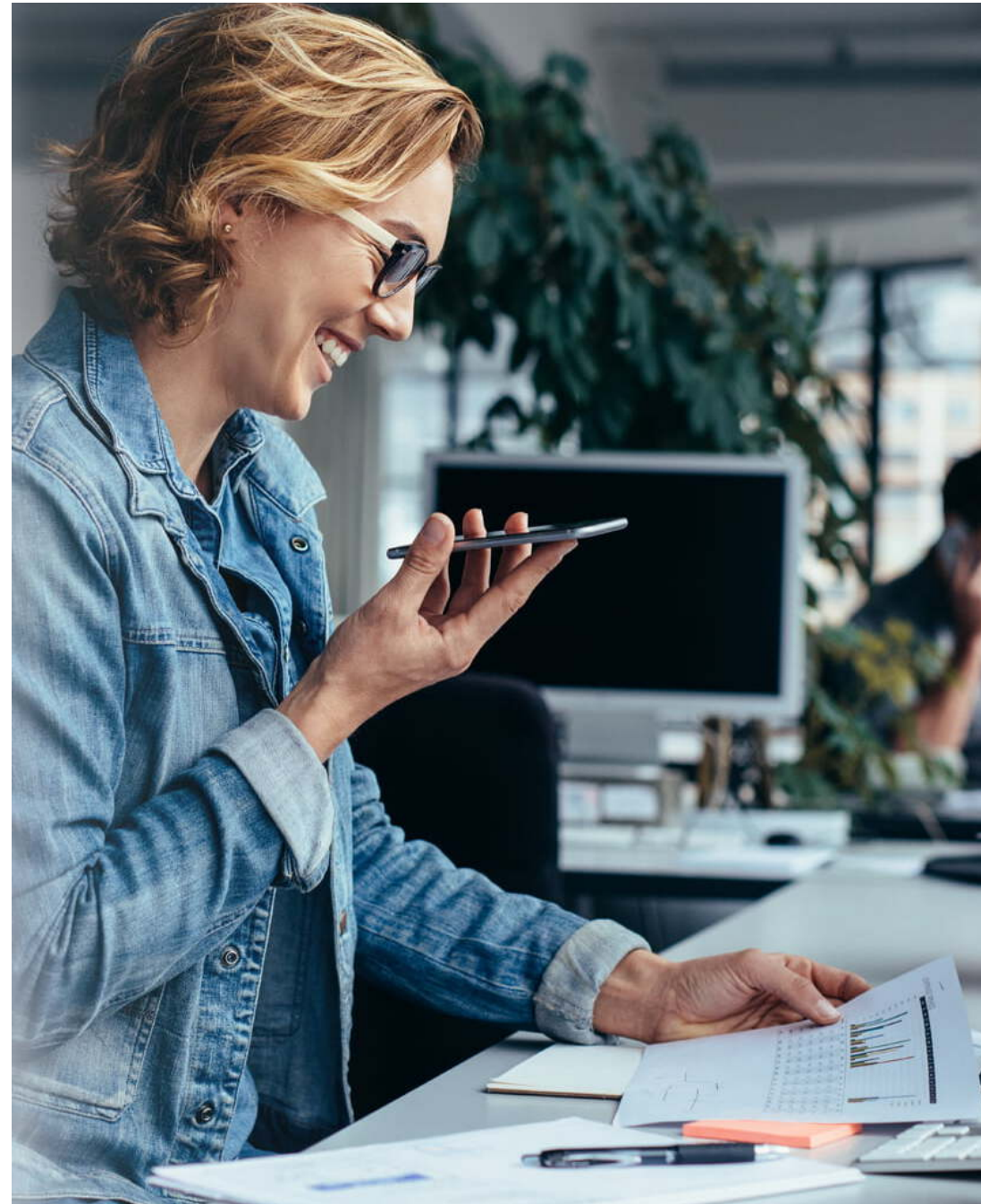
**Who is a  
Digital Experience  
Assessment for?**

# Who is a Digital Experience Assessment for?

The quick answer: anyone who is looking to improve their technology and implement transformation on any scale.

The longer answer is that a Digital Experience Assessment provides a much clearer picture for the decision-makers within an organisation.

If you're an IT leader or are responsible for providing your organisation and its people with the digital solutions they need – as well as making sure they know how to use them – then an assessment is a great way to start. No matter how long you've been in your role.



# Digital Experience Assessments enable your IT



# Digital Experience Assessments enable your IT

A Digital Experience Assessment can have an immediate impact, while also setting you up for long-term success.

We've covered how an assessment gives decision-makers a clear picture from which to make informed decisions. But a Digital Experience Assessment has a much greater impact on your business performance.

## Implement more agile and productive working practices

Help your people become more IT-literate and responsive to modern working practices. A clear plan of how investment can support wider business goals is key to getting them on board and involved with new technology.

Understanding exactly where time, money and effort is best spent, at both an individual level and company-wide, will streamline processes, enhance productivity and help produce a positive return on investment.

## Optimise expenditure

Digital Experience Assessments offer full visibility on what technology is being used across the business and to what extent, and also any crossover between applications.

This data can help you understand how to fully utilise current investment and close off any security risks – rather than just invest further in applications and technology people do not use.



**What will you  
learn from a  
Digital Experience  
Assessment?**

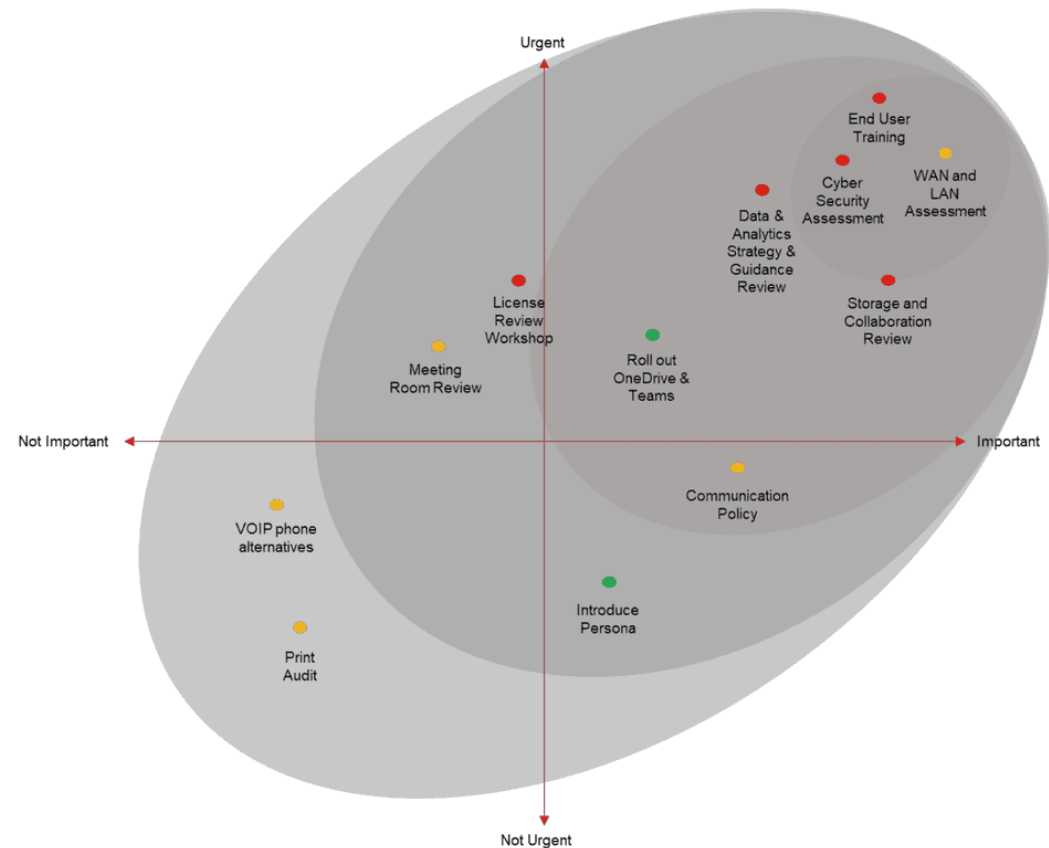


# What will you learn from a Digital Experience Assessment?

Following our consultation, you will know exactly where to start with your next IT project.

First off, you'll see a general overview of how well technology, processes and applications are performing – colour coded for quick reference.

This could be broader topics like training practices or system security. Or something more specific, such as the hardware provided to a particular role.



You'll next see how these same categories may be a risk for your organisation, such as GDPR compliance, outdated IT equipment or incorrect business models.

The next part of the report delves further into each category, with comprehensive insights into the findings of the assessment.

These insights are clearly defined and written in an accessible tone that is easy to analyse and act upon.

## AGILE REMOTE USER

**Agile Remote users will have the ability to work from anywhere at anytime. this is the new "normal".**  
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 Persona, some users will need more specific and specialised equipment.



### 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

### Recommended Devices



Laptop



Mobile Phone



Headset or Headphone



Company provided Printer or Toner



External Monitor

### TOP GOAL

- Increase reliability and access to applications and data

### FRUSTRATIONS

- Not being able to access key applications from home
- Access to data is more difficult, as the paperwork is not accessible
- Not knowing what tools to use for conferencing and calls with colleagues

### MOTIVATIONS

- Teamwork
- User Needs
- Access
- Interaction

### APPLICATIONS



### Time Management

#### Daily task duration, in hours



#### Collaborates With



### Internet Usage

#### Hours per week

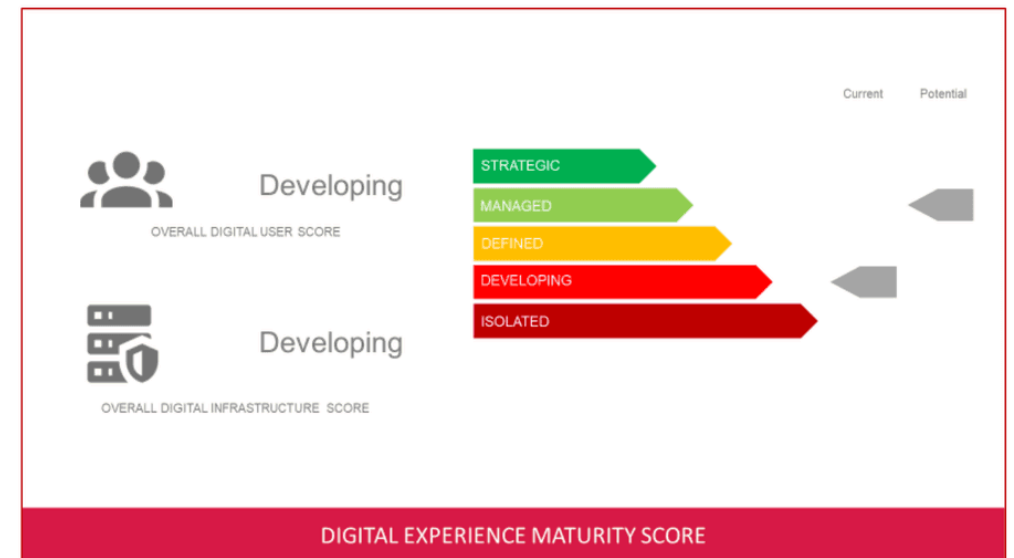


#### Processes



And finally, you will receive incredibly concise and instructive recommendations for moving forward and resolving issues. These recommendations are yours to own and share throughout your business.

**You can develop this plan with Ricoh or take away your report and choose the partner or in-house team of your choice.**





# How is a Digital Experience Assessment carried out?

# How is a Digital Experience Assessment carried out?

Ricoh's Digital Experience Assessment involves the collection of qualitative and quantitative data from your organisation, technology, workspaces and people. This process can be performed equally as well on location or remotely, depending on the circumstances of your organisation or its operational locations.

First, we listen to your needs. We learn as much as we can about your business objectives before commencing our initial consultation process. This way we can ensure the outcome of the Digital Experience Assessment helps you reach your business goals.

Next we analyse performance across your business using several data inputs and a thorough, user-friendly interview process. This includes a digital survey, workshops and one to one interview sessions.

For the digital survey we discuss and agree a communications plan, identify the target audience and implement the survey. The captured survey data is then analysed to identify specific topics or interest areas which can be investigated further.



Specific user experience workshops are then conducted with selected groups, which allows users to express themselves in a comfortable setting. These workshops explore individuals' working processes, discussing how they use the existing technology, what works and, more importantly, what doesn't. Taking this approach enables us to gain a deep understanding of the requirements and needs of users.

Finally, a select number of one to one interview sessions are implemented to help us to understand and validate how users work with technology and applications as well as interact with other users within the organisation.

Once we've collected this data, our experts review the findings and collate them into a report which is yours to own. It is then handed over to you, giving you the knowledge required to improve your IT – and ultimately your company performance.



Thank you for reading

# Digital Experience Assessments