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DIGITAL WORKPLACE TRANSFORMATION

The digital workplace is now more of a launching pad for business development than a strict requirement. People are now ready for a new type of workplace thanks to the use of technological resources and the development of Artificial Intelligence (AI). A new category of employee communication tools has emerged because of how people communicate daily. Various video and text communication tools are helping businesses to connect to remote employees and enhance the team's efficiency. Companies had to expand their digital workplaces during the COVID-19 pandemic rapidly. So, the rise of a trend toward remote work will make the digital workplace more critical in the future.

The digital workplace is the use of digital transformation at work to improve the productivity and efficiency of business operations by aligning technology, employees, and business processes. It involves the modernization of traditional business processes, workflows, and collaboration through the adoption of digital technology [1].

A digital workplace, is a virtual workplace setting. It is equivalent to the physical space, except, it is virtual. Now, just like a physical office, a virtual workplace plays a major role in engaging employees, ensuring efficiency, and maintaining a great culture. The key factors in a digital workplace are:

1. People: People come first here. Their productivity and satisfaction are paramount and thus, they get the front seat.

2. Technology: Digital workplace is 100% technology-driven. Advancements, thanks to the increase in demand, are making it easier to work virtually.

3. Management: Coordination between people and technology is very important. This is only possible when the management and culture is strong and helpful. So, management occupies a big spot in the heart of the digital workplace.

The digital toolkit consists of all the technologies and tools you will need to build a successful digital workplace (Fig. 1).



Figure 1 – Key elements of a digital workplace [1]

Key elements of digital workplace are the follows [2]:

- communication: messaging is the first tool because collaboration heavily depends on it in the digital workplace. Email, IM, mobile messaging, and microblogging are the most popular forms of communication;

- productivity: word processors, presentation software, spreadsheets, task management tools, etc. (Google Docs, Google Disk, Office 365, etc);

– collaboration: from Web Conferencing using Zoom or Microsoft Teams, there are multiple software programs enabling clear collaboration between partners, clients, and employees;

– sharing: sharing information by blogs, intranet and a personal homepage;

– crowdsourcing: everything from forums to surveys, polls, and ideation platforms come under crowdsourcing tools;

– applications: CRM is one of the most pivotal applications that companies need. Besides that, there are ERP systems, HR systems, expense claims, etc. that empower employees to access multiple applications online without depending on one person or department. These may be web-based COTS applications or custom-built using low-code no-code platforms;

– Mobility: the digital workplace requires easy access to tools from various devices;

Transforming the traditional workplace into a Digital Workplace involves reinventing the working environment, taking control of the disruptive digital technologies, optimizing capital costs, while providing a new end-user experience.

References

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