

SERVICES FOR DIGITAL WORKPLACE PORTAL

Share, collaborate and connect teams from anywhere, on any device

ESSENTIALS

Dell Technologies Consulting Services can help you create a central hub for employee communications and collaboration with our:

- Decades of experience with collaboration solutions
- Strategy development know-how
- Successful track record of digital design and portal implementations
- Unique combination of design and technology infrastructure experience

Business Challenges

Whether it's called an intranet or a digital workplace, this central hub for worker communications has evolved to being more than just an area for posting one-way organizational communications. A virtual version of the physical workplace, the digital workplace is meant to serve the collaboration and productivity needs of today's digitally savvy workforce. It should help workers find information more easily, do their jobs more efficiently, and connect with colleagues 24x7 regardless of their physical location. Both cloud services and mobile access are necessary enablers. Organizations that don't adapt to meet these needs will eventually lose the talent and innovation required to compete in the modern economy.

Empowering the digital workforce might mean merging together functionality of several different tools and platforms into one cohesive experience. For most organizations, there isn't one single technology platform that can do all of those things. Many customers choose to leverage Microsoft Office 365, Workday, ServiceNow, Salesforce, SAP and others. It can be challenging for workers to realize the value of these applications without a worker-centric hub to help them find what they need to get their jobs done efficiently.

That's where Dell Technologies Consulting Services can help. We have both the design expertise and an understanding of the successful solutions and technology necessary to realize the digital workplace that your organization needs.

Service Description

The Dell Technologies Consulting Services for Digital Workplace Portal helps you modernize and reimagine the role of your intranet leveraging Microsoft's Office 365 ecosystem—using personalized experiences and modular technologies to improve engagement, collaboration, knowledge sharing, and business processes. There are two main phases needed for the successful realization of a digital workplace.



Figure 1. Digital Workplace, the central hub for knowledge, productivity and engagement.

Advisory Phase

In the initial Advisory phase we engage your project stakeholders to share best practices and industry trends. That serves to:

- Provide input into a vision for the next generation digital workplace
- Articulate high-level business and functional goals
- Envision the initial digital experience
- Create a clickable prototype

Design and Implementation Phase

In the Design and Implementation phase, we help you design and build a digital workplace portal based upon your unique goals and constraints.

This service builds upon the functional and worker experience efforts in the initial phase to fully define, build, test, and launch the solution. Deliverables include content strategy; digital experience, detailed design and usability testing; detailed technical design; and agile/iterative development, testing, and releases.

As an option, the service may also include work-streams to:

- Define and operationalize governance plans
- Design and build enabling technology platforms
- Migrate existing content and integrated applications
- Employ an automated development pipeline and toolchain such as DevOps
- Define and deliver training curriculum and adoption programs

Summary of Benefits

As you move from the planning stages to implementation, Dell Technologies can provide the strategic and tactical services, proven methodologies, and expertise needed to make your Digital Workplace Portal initiative a success. With an enterprise social fabric that meets the needs of the organization, you'll enjoy the following benefits:

- Focused, high-impact engagements
- A successful social enterprise that will help create vibrant communities across the organization
- Increased productivity
- A digital workplace that will help you attract and retain qualified personnel
- The ability to foster innovative and profitable ideas for new business opportunities

Realize benefits that other enterprises around the globe have experienced working with Dell Technologies Consulting Services—a proven expert in digital application transformation and the technologies that enable it. Our holistic approach to providing services for your digital workplace portal can help you minimize risk—making us your partner of choice.



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