



# YOUR GUIDE TO **BUILDING**

## • ————— A ————— • **DIGITAL WORKSPACE**

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June 16, 2021

**SysAid**<sup>®</sup>



# Welcome!

- We're glad you joined
- Everyone is muted
- Questions
  - Please use the Questions Tab
  - We hope to have live Q&A at the end
- We are recording this webinar



# Our Speakers

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# Today's Agenda

- How the Digital Workspace has put IT front & center
- Why is this topic important now?
- 5 key foundations of the digital workspace
- How the digital workspace is redefining IT roles and responsibilities
- How to build a roadmap for your organization & where to start
- The AWS approach to Cloud and Digital Workspace
- Case study: David Lloyd Leisure
- Closing remarks



# How the Digital Workspace Has Put IT Front & Center



# It's Make or Break Time for IT

The COVID-19 pandemic has changed the way we work, and that has put IT in the spotlight.

Done right, challenges can become opportunities.



# How to Shine in Your Organization

- Provide service wherever employees are, across channels and work environments, with a consumer-grade experience
- Connect IT, business applications, and people with automation and workflows
- Leverage service delivery benefits, across departments – beyond IT



# Poll Question

Has your organization considered taking steps toward its Digital Workspace?





# Why Is this Topic Important Now?



# Digital Assistance

There are already many applications that deliver information (such as AI-enhanced coaching) via audio. Digital assistants are coming to the workspace.



# New Ways of Working

Will we be “walking through” our software soon?



# 5 Key Foundations of the Digital Workspace



# Key Foundation #1

Virtualization makes more and more applications available on the desktop.

This can result in digital clutter and confusion.



The digital workspace should bring together and simplify the array of tools.



# Key Foundation #2

We're all global.

We can work from  
anywhere at any time.



The digital workspace should  
be cloud-based.





# Key Foundation #3

Employee engagement in remote or hybrid environments is far different.



The digital workspace should improve employee experience and engagement.



# Why Care About Employee Experience and Engagement?

Gallup reports substantial differences in outcomes when organizations have highly engaged employees.

Median percent differences between top-quartile and bottom-quartile business units:

- **10%** in customer loyalty/engagement
- **81%** in absenteeism
- **66%** in wellbeing
- **23%** in profitability

Gallup: The Relationship Between Engagement at Work and Organizational Outcomes; Oct. 2020





# Key Foundation #4



The digital workspace must fit and benefit the organizational budget.



# Key Foundation #5



The digital workspace must help achieve the desired business outcomes.



# How the Digital Workspace Is Redefining IT Roles and Responsibilities



# IT - Changing Capabilities

- Dependence on technology makes IT capabilities even more critical
- Transition to cloud technology changes IT's traditional role
- Automation is the key to productivity



# The Roles of IT

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Being an  
Innovation  
partner

Understanding  
current & emerging  
technologies

Leveraging Automation,  
AI, Machine Learning

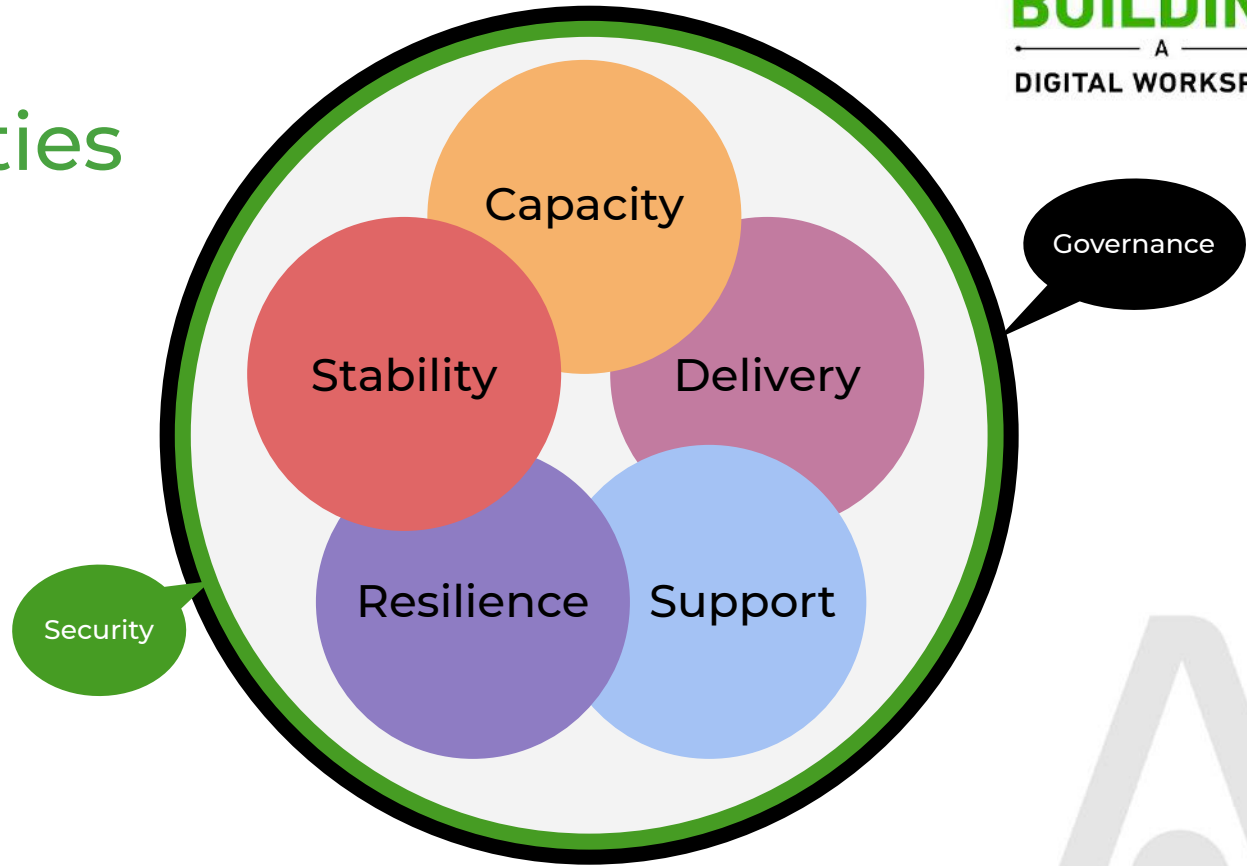
Co-creating Value

Understanding & supporting  
business goals

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# Redefining IT Roles & Responsibilities

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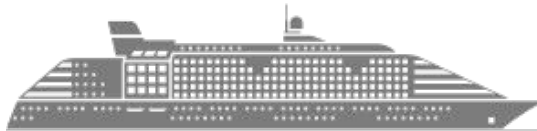


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# How to Build a Roadmap for Your Organization & Where to Start



# Map Carefully



Failure to  
think beyond  
the technologies  
can sink the  
transformation.



## Technology

Selection, purchase,  
and implementation

## Cultural Traps

People continue  
working the “old way”

## Silos

Data and information  
not being shared

## Failure to leverage

Not using the capabilities

## Failure to train

Inefficiencies and lack of  
innovation







# The AWS Approach to Cloud and Digital Workspace



# Poll Question

What is the #1 blocker stopping you from moving to the cloud?



# Case Study: David Lloyd Leisure



# A Real-Life Example: David Lloyd Leisure

## The time for change -

- Move away from outdated, heavily manual tools in favor of system management
- Adapt to a post-COVID world - need to rapidly build Lloyd's online offerings and the change in how they market their business

“

*SysAid came in at a huge turning point for David Lloyd's digital transformation strategy.”*

**Abdul Nsubuga**  
IT Support Systems Manager

*David Lloyd*  
— CLUBS —

**SysAid**

# Closing Remarks



# This Is Only the Beginning...

- Today - Digital Workspace Webinar
- Next Step - Digital Workspace Assessment
- Finally - Success Workshop





**Thank You**