

Sharegate

EVOLVING IN THE DIGITAL WORKPLACE

together

Discussions with industry leaders



EVOLVING IN THE DIGITAL WORKPLACE TOGETHER

Technology is changing the world.

It's changing the way we interact with each other, blurring the lines between our physical and digital selves. It's had a huge impact on our personal lives, with new apps and devices popping up for everything from food delivery, to dating, and more.

Consequently, it's also changing the way we work. Technology is empowering us with the tools and processes we need to get our jobs done. Essentially, the rise of Internet and cloud services has triggered a revolution in the workplace, where collaboration, communication, and productivity are no longer linked to physical workspaces or time zones.

The seamless, integrated, collaboration and productivity tools on the market now are breaking down communication barriers, allowing knowledge to be shared at an unprecedented pace, and are making it easier than ever to forge business relationships.

This revolution is called the "*Digital Workplace*".

In the following booklet, we've collected the thoughts of some of the most influential Microsoft MVPs in the industry. You'll find a nugget of wisdom on every single page, which will hopefully challenge the way you see the *Digital Workplace* and its impact on your organization.

Happy reading,

The Sharegate Team





Julie Turner

Principal Architect, Sympraxis Consulting LLC

To me, a *Digital Workplace* is the distributed connectedness that allows someone to be productive no matter where they are: in the office, across town, or across the globe.

The number of tools out there that help with various types of tasks in the *Digital Workplace* is overwhelming to most people. Refining the story and seamlessness of those various tools in my mind is one of the most important directives.

Andrew Connell

Founder & Chief Course Artisan, Voitanos

“The *Digital Workplace* is a people-first work environment where technology is a core component to collaboration, decision making and enabling workers to get their job done.”

In the future I see a focus on small businesses, at least from the Office 365 perspective. Office 365 is great for enterprises where everyone collaborates together, but sharing and working with people outside your domain is still a significant weakness of Office 365.

Chris Johnson

Chief Technology Officer, Hyperfish

A key factor in a *Digital Workplace* is access to their communication and collaboration tools from anywhere in the world. With Office 365 I can get my work done just as easily from a beach in Mexico as I can from my office desk in Seattle. So, people need to be able to communicate from across the globe as easily as they do in person. With the advances in augmented reality, I can see some big advances coming in remote communication in the *Digital Workplace*.



Susan Hanley

Consultant, Susan Hanley LLC

The *Digital Workplace* provides an experience for getting work done through the use of connected devices, software and interfaces that are relevant for each person. [The future of the *Digital Workplace* is] More seamless connections; more integrated experiences; more consistent experiences on different devices.



Jasper Oosterveld

Consultant, InSpark

The next phase [of the *Digital Workplace*] is Artificial Intelligence and bots. Providing me with relevant content and people for my work activities. Bots should make my work days even more efficient by providing me with answers to my questions and executing basic tasks.

Maarten Eekels

Chief Technology Officer, Portiva

“We need to start realizing that a truly compelling *Digital Workplace* is more than "just" software.”

We need to start embedding physical workplace and work times as well. The office, whether it's the kitchen table at home or a fancy office space on the 40th floor, is part of our physical workplace, so part of our *Digital Workplace* too. Interactions between employees seems to shift to higher gears all the time. We've come to expect high velocity even in our conversations, but we need to be able to spend time focusing also. That differentiation should be a part of our *Digital Workplace*.



Mark Rackley

Chief Strategy Officer, PAIT Group

To me, a true *Digital Workplace* means that I can do my job anywhere, anytime, on any device. I can be effective on my phone or my computer to easily and quickly do my day-to-day tasks. Office 365 overwhelmingly responds to the challenges that arise from the *Digital Workplace*. With apps like Teams, PowerApps, Flow, and the new Communications sites, my options for getting the content need and collaborating with peers is continually growing. This also creates the challenge of staying on top of the ever changing landscape to ensure I'm taking advantage of the right tool for the job.



“[...] a critical component in the *Digital Workplace* is the ability to focus on data instead of tools.”

Sean P McDonough

Chief Technology Officer, Bitstream Foundry LLC

With all of its tools, Office 365 represents an impressive set of capabilities and a phenomenal value. What I see coming next is the integration of all these tools more seamlessly and effectively. Microsoft has made great progress on this already, but a critical component in the *Digital Workplace* is the ability to focus on data instead of tools. To the extent possible, we'll see progress that "makes the tools go away" so that we can focus on what we're creating rather than on the tool we're using.

Darrell Webster

Adoption and Change Management Specialist, Adopt & Embrace

“A *Digital Workplace* is not a place of work, but a way of working.”

It is tools and organisational culture. *Digital Workplace* tools support working from anywhere, connecting people with other people and information, be it at a desk, on the road or while waiting for your coffee to brew. *Digital Workplace* culture is inclusive, connected and collaborative. The cultural default is to share skills, ideas, observations - information.

Office 365 provides the tools to cover most challenges for a digital workplace. It offers choice of

different communication, collaboration and coordination tools. However, it is up to the organization to create the culture and give guidance.

I think work will continue in the search and discovery space, to make information and conversations easier to find. Information through conversation and automation will give us focus, so we don't have to deal with the mundane, but will give us more time to create, discuss, and refine.



Marc D Anderson

President, Sympraxis Consulting LLC

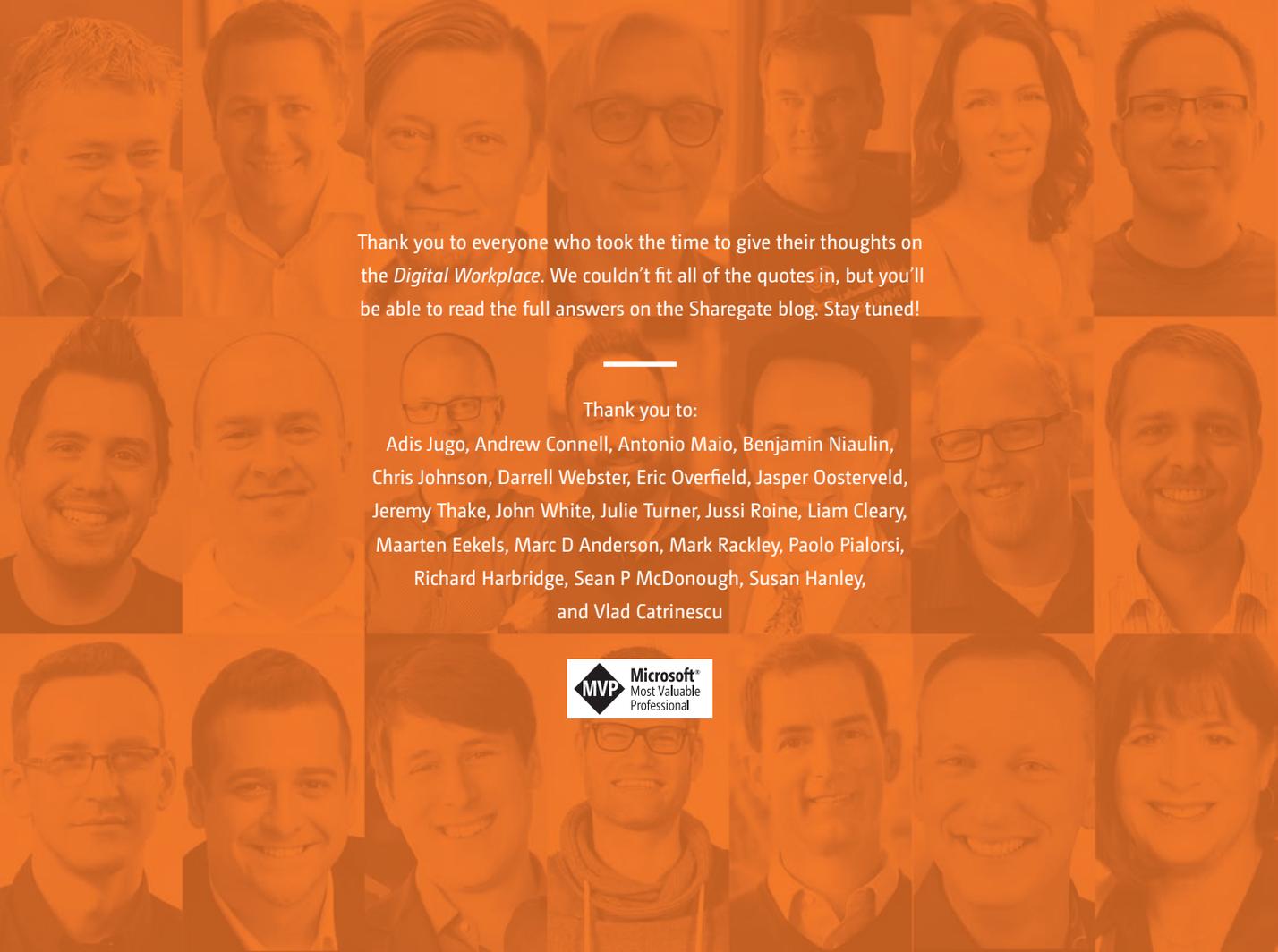
As a trend, the *Digital Workplace* will continue and some organizations will alter the way they work. The classic technology adopter curve applies here, and there will be laggards and even organizations which simply never see or receive value from these ideas. I believe in an evolutionary approach to change, not a revolutionary one. That, plus the fact that change for the sake of change - without making people more productive and happier about their work - will mean many failed efforts, as we have seen with most trends in the past. Every change agent should look for smaller wins that can really happen, chipping away at older, less productive ways of working rather than trying to change everything.



Benjamin Niaulin

Product Manager, Sharegate

I think Office 365 is increasingly leading organizations to this change [the *Digital Workplace*], forcing them to ask themselves difficult questions. Implementing things like Office 365 Groups, which gives people all the tools they need to get the work done, on any device, is one way of doing it. Of course, this includes more than SharePoint or Microsoft Teams... It's really about democratizing some of these services. Effectively changing our traditional workplace into more of a... *Digital Workplace*.



Thank you to everyone who took the time to give their thoughts on the *Digital Workplace*. We couldn't fit all of the quotes in, but you'll be able to read the full answers on the Sharegate blog. Stay tuned!

Thank you to:

Adis Jugo, Andrew Connell, Antonio Maio, Benjamin Niaulin,
Chris Johnson, Darrell Webster, Eric Overfield, Jasper Oosterveld,
Jeremy Thake, John White, Julie Turner, Jussi Roine, Liam Cleary,
Maarten Eekels, Marc D Anderson, Mark Rackley, Paolo Pialorsi,
Richard Harbridge, Sean P McDonough, Susan Hanley,
and Vlad Catrinescu



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Hopefully these bits of wisdom have challenged you to shape your own opinion on the *Digital Workplace*.

With the sheer speed at which technology and the way we work is changing, there's no doubt that the ideas of everyone who has contributed to this booklet will continue to evolve. Artificial intelligence, machine learning, bots... The possibilities are endless!

With all of this being said, we can't forget that a workplace is more than just the technology, the space, and the tools we use to facilitate our work- it's also about us, the humans that live it. It's where people, technology, and the organization itself, meet.

And as our digital lives evolve, our expectations as employees are also shifting. As such, organizations that don't embrace this digital revolution could risk falling behind... but only time will tell.

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