

# Reboot Happiness: SmartWorkSpace



*“No Digital Happy Customers  
without Digital Happy  
Employees; SmartWorkspace”*



# No Digital Happiness without Employee Happiness...



Making customers happy starts with end user happiness

Headway on Customer Experience, Excellence in Operations is lacking.



Minority of organizations say their employees can collaborate digitally.



IT and business relationships show decline leading to Shadow IT.



Low digital culture stalls progress.

Talent and Culture are key success criteria to sustain digital transformation journey

# Polling Question 1

**How do you consider your Digital Happiness today:**

**(Please select one response)**

**A - To be improved / Misaligned**

**B – Good enough / Aligned**





## 7 ways to Improve Your Company's Employee Experience

1. Borrow From the Consumer World
2. Break Boring Cycles with Creativity
3. Ask Your Teams: How Can We Be Different?
4. Prepare for New Tech, Embrace Consumer Advancements
5. Take Risks in your Workplace
6. Respect Employee Feedback, Encourage Positives
7. Embrace Messaging Apps, Social Networks



# Polling Question 1

**How do you feel your Employee Happiness is today:**

**(Please select one response)**

**A - To be improved**

**B – Good enough**



# End-User Workplace Needs

I want to share  
and collaborate  
easily

I want to work **Anywhere**

I want to be able to use my  
**own Device**

I want the  
newest  
**functionality &  
technology**



I want to use my **own Apps** in the  
corporate workspace.

**One password** to  
securely access all my  
apps and tools

I want a  
**Responsive**  
and **robust**  
experience

I want to have all  
tools, information and  
apps in one place.

I want a  
**personalised**  
experience

# Company Workplace Needs

Reduce complexity of workplace management

I want to be up to date with the newest versions

OpEx instead of CapEx

I need my workplace to be modern, collaborative and productive

Maintain My Users Satisfaction while Transforming

We need to cut costs and be more efficient (self-service, PAYG, Automation).



I want my employees to be informed about the company in a better way.

Manage and integrate Cloud solutions as well as on-premises application all along transformation journey

Secure access of application, tools and company information

I want End-User happiness

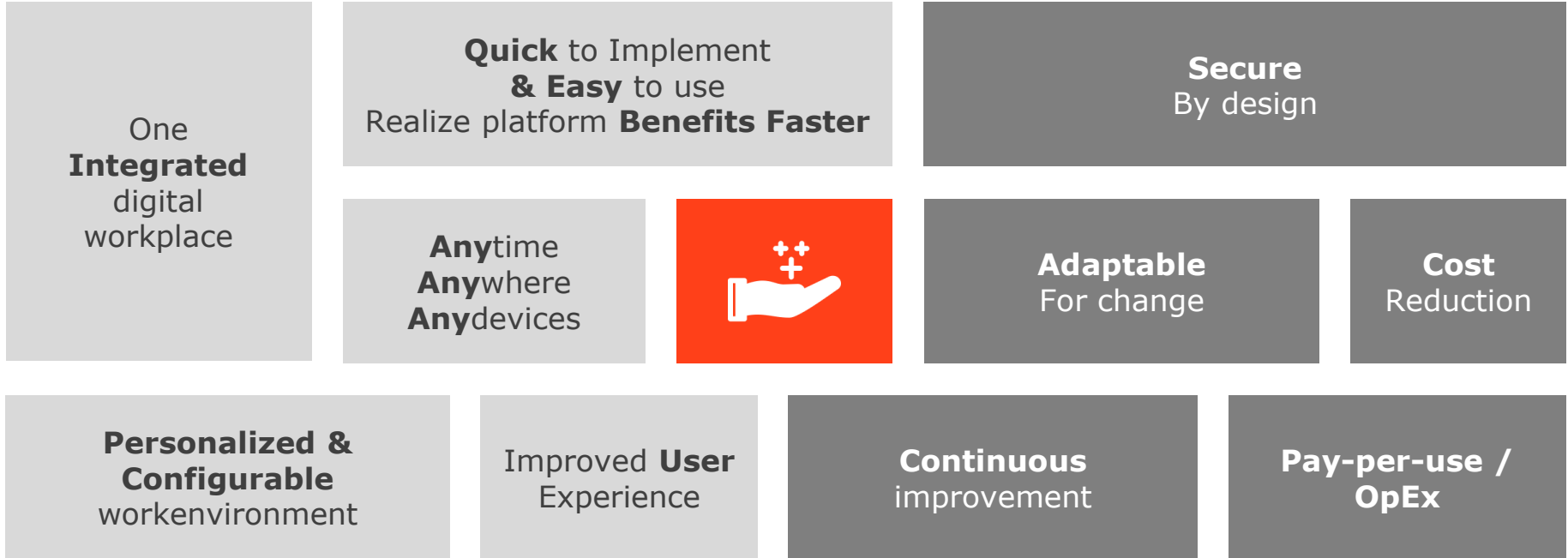
Attract and retain top talent

- At Sogeti we deliver SMART Workspace, giving our customers the latest, leading edge tools and practices to drive-up end user satisfaction resulting in greater collaboration, productivity, security, and payback.
- We believe a smart workplace is no longer a place, It's what people do!
- SMART Workspace is built on the Microsoft 365 productivity platform and provides a comprehensive Workplace solution that covers devices to end-user collaboration experience and everything in-between.





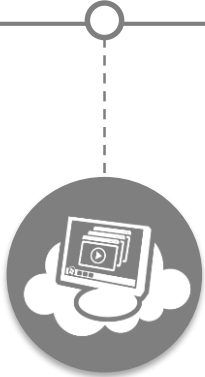
# Sogeti Smart Workspace - Benefits



# Sogeti SMART Workspace - Overview



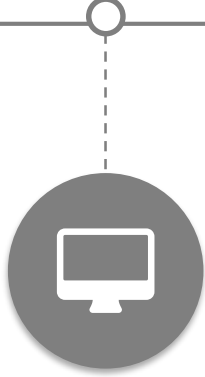
Collaboration Platform



Business Application Integration



Microsoft 365  
Windows 10 &  
Office 365



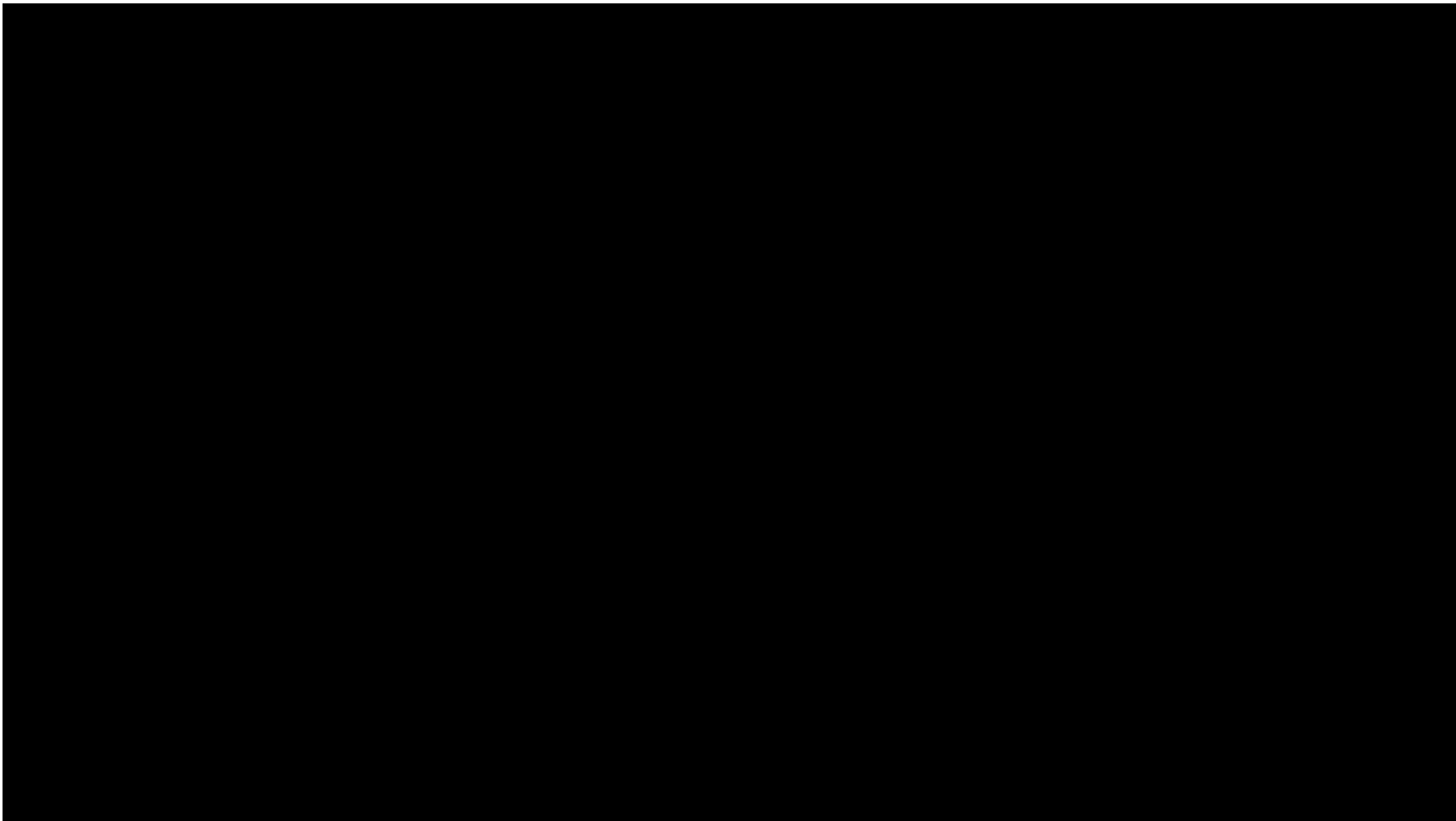
Devices &  
Device  
Management



Managed  
Workspace



# PwC Chatbot - Build your Personal Assistant



"The workplace is no longer a place,  
It's what people do."

Thank You



# Digital Happiness for successful Digital transformation Journey



## Digital happiness: the competitive edge

- Digital happiness becoming the new frontier of competition.
- A lot of opportunities to better serve **customers** and **employees**
- Happy customers are more loyal, make better references.
- Happy employee increase productivity & profitability.

## Digital technologies influence happiness

- Technology Investments must respect factors for Digital Happiness
  - Autonomy,
  - Engagement,
  - Competence,
  - Meaning,
  - Compassion,
  - Relatedness.

## Be the guardian of **your customer's (and employee) digital happiness**

- Focusing on efficiency and effectivity is not enough anymore.
- Customers & Employees are ahead by living in a happiness economy.
- Focusing on Digital Happiness will help going beyond Customers & Employees obsessions and build the trust required.

| Services  | Description of service  | Partners Solutions  |
|---|---|---------------------|
| <b>Collaboration Platform</b>   | <i>Sogeti SMART Workspace Collaboration platform, which combines the functions information, communication and collaboration in a user friendly SMART Workspace to continuously change - at their own pace - without compromising on productivity and convenience for knowledge workers.</i> | Powell365           |
| <b>Business Application Integration</b>                                       | Integration of business applications into the collaboration portal, Context Driven on any device. Can include Application assessment & Integration services to Migrate applications to the cloud ( <b>Azure</b> ).  | Matrix & Liquid     |
| <b>Devices and Device Management</b>  | Resell, Deployment, Hardware end-point security using latest Intel 7th/8th Gen technology and management of existing and new devices.   | Intel               |
| <b>Microsoft365 &amp; Office365</b>   | Advisory to deployment, Maint + Support inc Migration services, Deployment and Managed  | Microsoft           |
| <b>Managed Workspace</b>  | <b>All of above plus - Managment Portal + Self-Service portal + Helpdesk + Remote Desktop (e.g. Citrix on Azure)</b>  | <b>All of Above</b> |
| <b>Business Automation &amp; Personal Assistance User Advice (On Roadmap)</b> | Chatbots, VA integration, ML, Automation ....   | Microsoft           |

Advisory Services

# SMART Workspace - Example projects

● **Mandatory**
◐ **Optional**

| SMART Workspace Services                |                           |                        |                                  |                   |             |                           |       |
|---|---------------------------|------------------------|----------------------------------|-------------------|-------------|---------------------------|-------|
| When used for:                          | WorkSpace Managed Service | Collaboration Platform | Business Application Integration | Device Management | Microsoft   |                           |       |
|   |                           |                        |                                  |                   | Office 365* | M365/Windows10 Migration* | Azure |
| Social Intranet                         | ◐                         | ●                      | -                                | -                 | -           | -                         | -     |
| Full End-user Collaboration Environment | ●                         | ●                      | ●                                | ●                 | ◐           | ◐                         | ◐     |
| Remote Desktop on Cloud                 | ●                         | ◐                      | ●                                | ◐                 | ◐           | ◐                         | ●     |
| Desktop Management                      | ●                         | ◐                      | ◐                                | ●                 | ◐           | ◐                         | ◐     |
| Managed Workplace                       | ●                         | ●                      | ●                                | ●                 | ●           | ◐                         | ◐     |

\* M365 (Windows 10) & Office 365 optionally delivered by Sogeti only where not already deployed

# Why Sogeti SMART Workspace?



- 01 Unified** **Built for End-User Happiness**  
(Productivity tools and Business Apps in one place)
- 02 Productive** **Automation Everywhere**
- 03 Speed** **Selfservice for End User**
- 04 Future Proof** **Technology Always Current**
- 05 Secure** **Built in Security**
- 06 Strategic** **One Vendor for all Services**  
(Device to portal and everything in-between)





ECOFYS

sustainable energy for everyone



Gemeente Breda



Friesland college case  
study available

## **One integrated digital Workspace**

- Sogeti SMART Workspace offers the end-user a Workspace which full fills all his needs in one fully integrated Workspace. Collaborating with his colleagues with direct access to all his business applications. All via Single Sign on, so no more hassle of multiple password entry's.

## **Personalized environment**

- Sogeti SMART Workspace is fully personalized, the end user only gets what he needs and uses. Based on the users profile in a pro active manner and highly automated relevant information will be shown and handed to him based on his personal wishes and preferences for an even better Workspace experience.

## **Easy to use**

- Sogeti SMART Workspace offers a digital Workspace and intranet fully aligned with your company culture and a has a user centric approach for your employees. In close collaboration with the end users we configure and design your SMART Workspace to improve a good adoption from the beginning and to make sure the users can influence their own digital environment.

## **Anytime, anywhere, any device**

- Sogeti SMART Workspace works on any device, the design is fully responsive. The end user can work safe and secure, due to the sophisticated security settings and design where and when he desires.

## **Optimized user experience**

- Sogeti SMART Workspace has a good performance, is fast and reliable, due to his foundation in cloud technology, reference architecture and security design.

## **Cost reduction**

- Sogeti SMART Workspace offers a standardised Workspace of which the deployment and maintenance is fully automated. This results in a significant cost reduction on IT spent.

## **Pay per use**

- Sogeti SMART Workspace is based on a pay-per-use calculation model. No CapEx is needed and you will only pay per actual users per month.

## **Continuous improvement**

- Sogeti SMART Workspace is cloud based, always the latest technology and versions. Your solution is always up-to-date and has the latest functionality. No more worries about migrations and new technologies. The Sogeti SMART Workspace solution is continuously adapted to new functionality without the end users noticing this (organic migration).

## **Secure by design**

- Sogeti SMART Workspace is fully secured. The solution is context aware, so you can work on any device and is provided with conditional access, so your environment is always protected. Sogeti SMART Workspace complies with the applicable NEN-ISO standards.