A person stands on the peak of a mountain, arms outstretched in a gesture of triumph or achievement. The mountain is covered in dry, golden-brown grass. The sky is filled with soft, white clouds, and a thin, wavy line of teal water is visible at the very top of the frame. A thin, curved pink line arches across the right side of the image.

# The definitive guide to Digital Transformation in the Workplace

cloud  
business

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# Reimagine everyday

The digital transformation process is triggered by a company's desire to work more competitively and for increased collaboration and mobility. If you are interested in going digital within your organisation, this e-book is a must-read. It provides:

- An explanation and definition of digital transformation
- An overview of the factors that need to be considered in your digital transformation process
- Guidance on how to start your digital transformation process

It has been written by the digital transformation team at Cloud Business, an award winning specialist cloud solutions consultancy. We help organisations understand the digital workplace and how they can obtain and enjoy the mobility benefits.



# What is Digital Transformation?

We believe the role of technology is to enable talented people to do their best work. This means that the services, applications and support should be easy to access, navigate and use on any device. The digital transformation process is triggered by user demand due to old systems, the need for mobile device access and the inability to work collaboratively from anywhere.

We **define** digital transformation as “a significant shift in the experience, products and services available to users”. A digital transformation project within a business will typically comprise of several streams to add, update, replace or remove processes, applications and available technology. An example of a digital transformation project would be an upgrade to Windows 10, move to Office 365 and the launch of a modern intranet solution, all taking place over a few months.

The transformation should enable users to work either more collaboratively, efficiently or be more mobile, or all the above. It should also enable businesses to automate more and become more agile and adaptable within their industry.

With the fast-paced change of technology, and in particular cloud services, ongoing training and improvements should become part of a team's remit to ensure the business is making best use of digital systems.



# Going digital? Your Digital Transformation Checklist

A successful digital transformation process needs to be designed taking into account the following 7 considerations plus:

## 1. Engaging Users

Being able to provide users with new technology does not guarantee they will use the services, it is therefore vital that they are engaged and on board with their new digital toolkit. User engagement can be tackled in several different ways, such as:

- Keeping intranet content updated – Identify stakeholders from across your organisation such as HR, Marketing and your senior leadership team and keep content fresh. New news stories and interesting related topics can help spark interest and interaction.
- Adding something social – Reward individuals for contributing, schedule in ‘Ask Me Anything’ sessions with key individuals via a social feed and buy/sell pages are a few options.
- Making intranets personal – Adding a welcome message and photo, personal bookmarks, providing a place for employee contribution such as status updates or message boards.
- Provide ongoing training sessions – These could be in the form of drop in sessions or demonstration videos. Helping individuals with not only individual tasks but also ways to improve their productivity by using the technology.

Intranets play a pivotal role in the digital workplace. By using Office 365, the deployment of an Intranet can be a simpler and more cost-effective choice than ever before. There are options for completely custom intranets or it is possible to fast track deployment by using an Intranet template solution for Office 365.

## 2. Security

It is important to understand all the security considerations when deploying cloud technology. For some companies looking to adopting cloud services, security can initially appear to be a blocker. However, in many cases, cloud security is tighter and has a more stringent SLA than on-premises solutions as providers such as Microsoft implement strict security controls to protect their clients’ data.

Here are some questions you can ask a cloud service provider about your data storage:

- Is it clear where my data will be stored; who can access my data and under what circumstances may my data be accessed?
- What data loss prevention features are available?
- Does the service offer archiving, auditing and e-discovery features to help me stay compliant?
- Does my provider apply robust protection to data transfers in the cloud?
- What standards and compliance agreements are in place?

Microsoft understand security for companies looking to use the cloud is a key discussion point. They offer:

1. Strict physical data centre access policies
2. Encryption of data both at rest and in transit
3. Data is regularly backed up
4. Data is hosted in-region
5. Privacy features that can be customised to meet your needs

Check out the Microsoft Trust Center [here](#).

For many organisations it would be great if they were able to throw away old systems and replace them with new ones that contain the latest advances in technology - much the same as we might replace a laptop?

Unfortunately it does not work like that, as many organisations have found to their cost.

Most businesses - large and small - that have been around for some time, nearly always experience major difficulties when trying to migrate from the traditional IT systems of the 90's and even the early 2,000's, to today's modern, interactive and secure information technology systems.

### Why You Need To Upgrade IT Legacy Systems

There are a number of reasons why companies increasingly see the need to upgrade or change out their old systems, many of which are creaking with age.

Here are the main issues:

1. It takes too long to implement upgrades on legacy systems, and they are often delivered too late to satisfy urgent business demands.
2. Demands from business managers for system enhancements are not possible at all - or if they are, they will be very expensive, with no guarantee of success.
3. Companies that are in fast growth mode have increasing requirements for new technology, both to develop their business and also to meet customer expectations. Business models change rapidly in new and innovative ways. In these situations, old legacy systems cannot keep up with modern IT demands.
4. The cost of maintaining, and enhancing legacy systems can be prohibitively expensive and frequently have a serious impact on bottom line profits.
5. IT staff are dedicated to maintaining their legacy systems in isolation. They may lack the mind-set to understand and appreciate the new demands of business, and provide the necessary support and passion to be a key part of the business.

6. Businesses may be reluctant to ask their passive IT staff for urgent enhancements. They compromise their business growth plans due to lack of faith in IT staff to deliver the necessary changes. Departments may feel obliged to develop their own bespoke PC systems which not only divert resources, but also serves to make the company's IT infrastructure even more complex.
7. IT staff that have the required technical knowledge on the maintenance of legacy systems are becoming scarce. Imminent staff retirements can make this knowledge gap ever more critical.

### 3. Mobility

Being able to access data using mobile devices isn't something new but you may be surprised at what you can achieve using a device that isn't a desktop or laptop.

Consumer services have pushed providers to offer more and more capabilities into their business applications as users look to be prepared whether they are in the office, travelling or at home.

For example, using a mobile device can provide the ability to:

- Access emails, contacts and calendar
- Send or share files to colleagues and external parties
- Collaborate in real time with other users on documents
- Join voice or video calls
- Use mobile ready forms and workflow apps
- Scan information and publish to your team
- View presentations with colleagues
- Take part in group conversations

It has never been easier to add this functionality to your workforce's arsenal. Mobile apps and mobile ready Intranets mean that services are accessible from anywhere.

Microsoft now offer a host of apps for their Office 365 service.

#### 4. Go Paperless

Going paperless can bring efficiencies to your team and reduce ongoing costs. Identifying processes to convert to a digital method provides the chance to build upon the existing process and provides a time to review current ways of working. Here are some processes that are worth considering in a digital transformation process:

- **Online Forms** – Online forms are the easiest way to transfer a paper process to the digital age. Online tools enable end users to quickly and easily online versions of forms and can also provide the ability to add workflow for approvals. The data collected can also be written to a more suitable format enabling data collection to be completed quickly and easily.
- **Signature Capture** – Being able to gather digital signatures using online services is another quick win. Signature capture tools can integrate into cloud storage solutions and provide a full audit and approval trail.

#### 5. Team Collaboration & Sharing

Bringing teams together and improving visibility of information is a key outcome of a digital transformation. It can deliver the following benefits:

- **Providing employees** the ability to create team workspaces using digital tools not only empowers them and helps increase engagement but also provides a place to collaborate, communicate and record information which previously may have been impossible. Teams typically require – document storage, a note taking space, conversations, task management, voice/video calls and online presentation functionality.
- **Team communications** – Conversation feeds and persistent chat can provide all members of a team visibility to discussions that are happening and make communication quick and simple. Feeds are easy to read, provide access to historical conversations and are less daunting to users who may previously have not taken part in a ‘reply all’ email chain.

#### 6. Ability to Connect with Clients

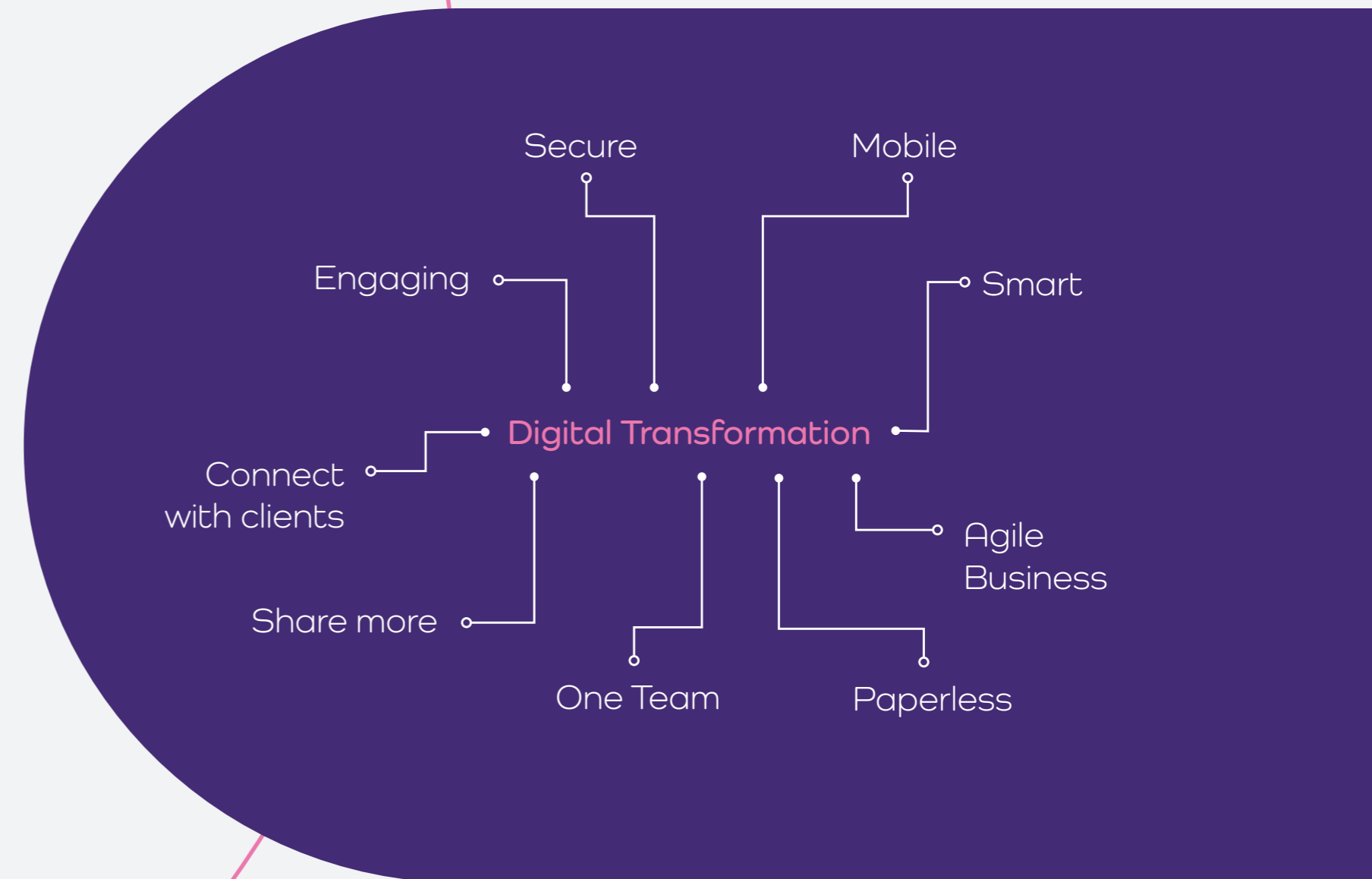
Being able to actively connect and collaborate with clients is a huge requirement for any digital transformation project. With available services, inviting users into your corporate environment enables you to grant users access to data which would have otherwise been private.

External users can be granted the same level of access as internal users and without the requirement for extra licensing or account set up from IT.

#### 7. Insights and Agility

Organisations are creating more and more data points across applications and databases. Being able to produce meaningful live reports from these sources can bring a new dimension to decision making. Charts, graphs and KPI's can be made available to some or all of your team, helping keep everyone aligned and making better decisions.

If you are able to factor the above points into your organisation's digital transformation, you will enjoy the productivity and cost benefits of a digital workplace, along with a more engaged and happy workforce.



# Next steps

Whether you are still searching for the right technology providers, or you have already chosen, building a strategy around it's delivery and the transition will be a part of the next steps. At Cloud Business, we have developed a 5 step approach to achieving digital transformation with user experience at the core of the entire process.



## Discover

Get inspiration for a new way of working by holding workshops and run through 'day in the life' demos and observations



## Design & Plan

The creation of a digital transformation roadmap in conjunction with a cloud consultancy



## Prepare

Making sure your team are prepared and confident in the use of new technologies through a bespoke training programme.



## Deploy

Migrate your migrating servers, emails and data to the cloud.



## Support

Liaise with your key department such as HR, finance and marketing to check your cloud systems are working and users are embracing this new way of working



# Ready to go digital?

If you are ready to go digital and would like to find out more, we are offering a **FREE** online 1:1 consultation with one of our experienced Cloud consultants  
We will:

- Explain in more depth the concept of Digital Productivity in the workplace
- Show examples of Digital Productivity, such as secure mobile working or moving emails to the cloud
- Discuss your current IT infrastructure
- Discuss next steps should you wish to find out more about moving to the cloud

Book your consultation.

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