

Simplifying the **Employee Experience** with Orange Business



 **Workspace365**
Everything simplified

 **Business**

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With a truly global presence, Orange Business (part of the Orange Group) has offices in 56 countries and its 29,000 employees guide and support organisations throughout their digital transformation. They have been a Workspace 365 partner for 6 years.

The company has a unique position in the business world because of its expertise as both a network carrier and a digital services company, and it focuses on the B2B challenges that arise in the world of communications and



Simplifying everything, and boosting employee experience is that we do."

IT Services - helping clients embrace new ways of working to make them more productive, resilient, and inclusive.

Overview

Many organisations are stuck in a traditional workplace rut, with IT departments calling the shots and making tech decisions with little empathy for employees who are forced to work with old and clunky IT systems.

Orange Business is shaking up the market with a passion for the employee experience and modern digital workspaces. And providing an exceptional workforce experience requires working with solution providers who simplify everything to boost workforce productivity.

Christiaan de Vin, Orange Business' Senior Product & Business Development Manager Workspace Services says:

“Work has changed fundamentally over recent years, and the employee experience is key to high performance. There’s too much IT complexity about, with staff struggling to find the data and applications they need - it’s eroding productivity and morale. Partnering with Workspace 365 helps us simplify everything and transform the employee experience”.

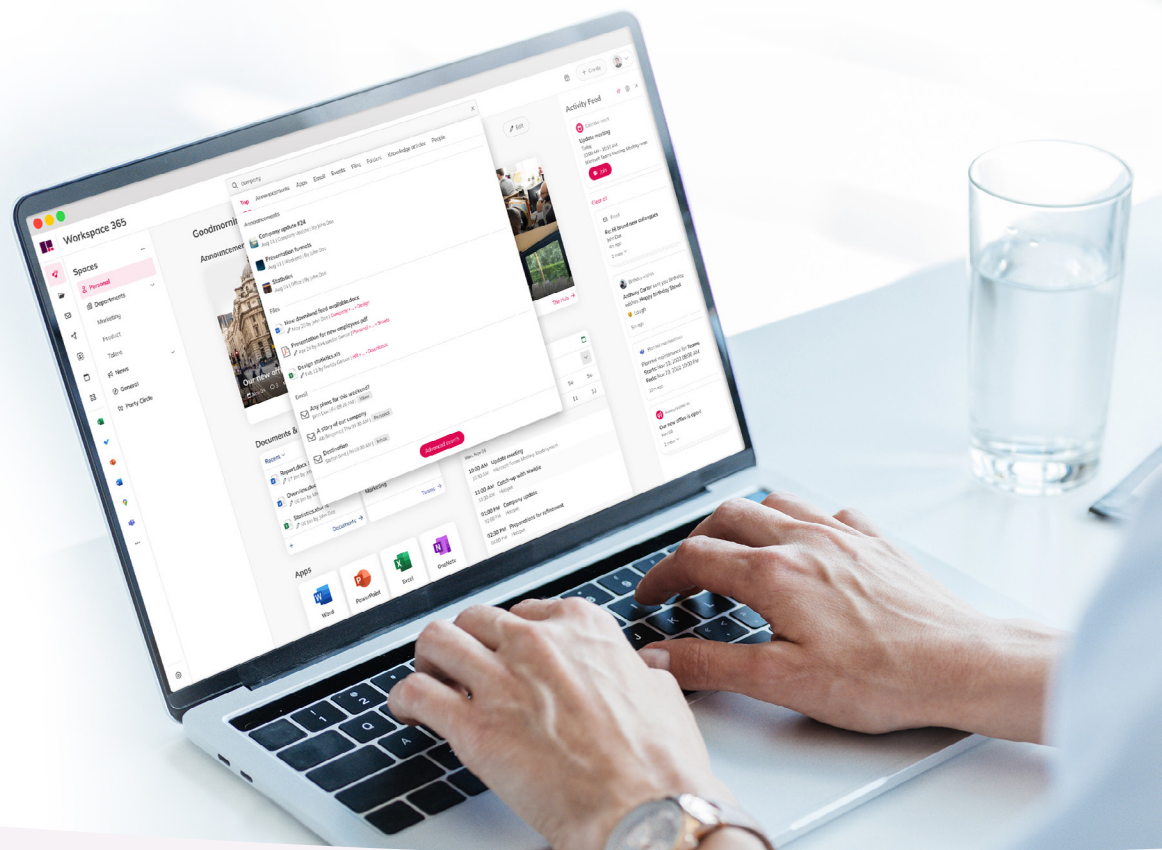
The Digital Employee Experience - DEX

The tools employees use determines how productive they are, and many companies struggle with outdated tech, complex login procedures, information that’s impossible to find, and ultra-slow online experiences – all due to legacy IT systems.

Traditional thinking, where tech strategy is dictated by the IT department is still very common, and although IT experts are ‘tech savvy’, many employees find systems and applications extremely hard to work with.

Digital workspaces deliver IT in a new way, simplifying the way people work and all-round Digital Employee Experience (DEX).

Orange Business includes Workspace 365, and their passion for DEX, in its service portfolio wrap, and the relationship is going from strength to strength.



Christiaan continues:

“The employee experience is always our start point with customers, and we extend our reach to work with a wider stakeholder group than just IT. We look at employee personas, the work they do, the tools they use, and what’s really important to them. We assess levels of IT competence, and identify what’s missing in the way they interface with systems - reducing complexity and improving productivity.”

Turbo charging performance

Helping organisations transform legacy IT platforms to a modern workspace is core to Orange’s value proposition, and it’s a vision shared by Workspace 365.

Adaptive digital workspaces unite employees with their specific IT needs, simplifying everything and providing a single point of access and one place for information. Legacy desktops are replaced with personalised experiences and Single Sign-On to all apps, boosting collaboration and turbo charging efficiency and performance.

“With Workspace 365 we provide employees with one central digital start point to access everything they need. And when they log in, everything’s there for them to do their job, as we put a layer of simplicity on top of complexity, making everyone’s experience so much easier - it’s a really powerful and productive proposition.” says Christiaan.

Dealing with the Business Case

Return on investment (ROI) and total cost of ownership (TCO) are very important to decision makers and it’s why a proof of the concept stage is a vital part of the process.

With Workspace 365 we provide employees with one central digital start point to access everything they need.

“When we engage with clients, the first thing we encourage is a widening of the project team to include people from different departments as IT managers often find it hard to appreciate why employees find systems hard to work with”, continues Christiaan.

“A key part of the process is a proof-of-concept stage, where we show the real capabilities and benefits of the portal, and how it benefits all job types. We encourage conversations about what could be improved - it’s about being open and non-traditional!

And then, with a growing pool of ambassadors, we drive employee usage through effective training and education, where success is demonstrated by the growing number of fully adopted users.

Today's workforce expects IT provision to be first class, and with recruitment and retention of talent a top 5 boardroom issue, the best people simply won't accept equipment, systems, and applications that are complex and hard to use."

Results and outcomes

A better employee experience makes the workforce more productive and efficient. Reduced complexity and intuitive workspaces mean fewer help calls into IT, freeing up valuable time to work on more productive and innovative priorities, whilst overall business productivity soars.

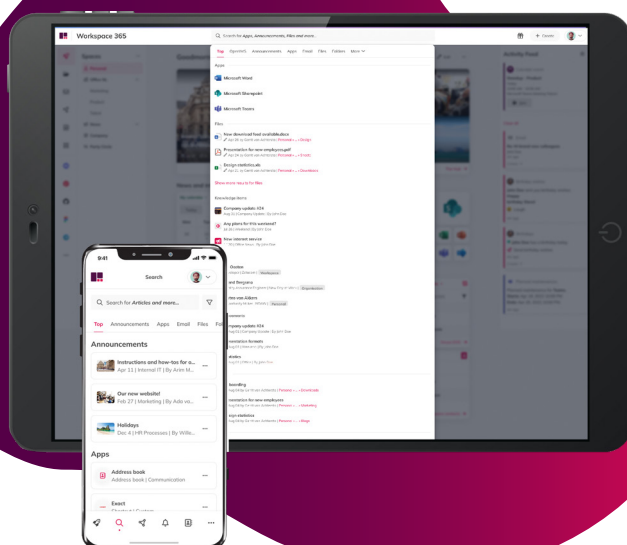
Christiaan concludes:

"Workspace 365 replaces complexity with simplicity through a new style of working

where everything you need is right in front of you. It's simple to install and configure, and is easily branded in a company's look and feel. Top talent is scarce nowadays, and the best people seek out employers offering a better experience – and we help them achieve that.

In the future the introduction of AI into the portal will be fantastic; just imagine a workspace that actually works for you, actioning some of your tasks and making you even more efficient and productive, how cool would that be – and I know Workspace 365 are looking at this!

Everything counts, and a modern workspace helps organisations outperform their competition – I can't recommend them highly enough, and I look forward to building on our success in the future."





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