

Digital Employee Experience (DEX)

What is it and why does it matter?



 **Workspace365**

Everything Simplified.

How employees interact with their digital workplace directly impacts their **productivity and engagement levels**, whether they are located on-site, work fully remotely, or adopt a hybrid working model.

The term Digital Employee Experience (DEX) refers to how employees engage and use all the technology in their workplace. **By prioritising DEX, you can create a cohesive, productive, and highly efficient working environment.**

DEX is an essential component in developing a streamlined digital workplace. It's crucial to achieving **high levels of employee engagement and job satisfaction**. Companies with good DEX have more dedicated and productive people who stay with their organisations for the long haul.

We help organisations simplify their digital environments and boost their DEX. Our adaptive digital workplace allows you to centralise all your business applications, data and information into one streamlined interface. We'll provide you with everything you need.

If you're new to the concept of DEX, this whitepaper will give you a good overview of what the concept is all about and why it's so important in today's business landscape.



What is Digital Employee Experience?

New terminologies and ideas are constantly appearing as the digital evolution of the workplace continues. DEX is a pivotal concept in the transformation of the modern work environment.

Initially, organisations were concerned with improving the digital experience of their customers. Getting an edge in the marketplace wasn't simply a matter of how good the products or services were, but how satisfied customers were with the digital process of obtaining them. The concept of enhancing the customer's digital experience (CEX) has now expanded to incorporate the digital experience of employees as well.

Businesses of all sizes are increasingly focusing on optimising the technologies used in the digital workplace. To stay competitive, HR professionals

and IT managers must ensure that they provide their teams with digital tools that are not only effective and user-friendly but also facilitate the new ways of working.

All technologies that an employee may encounter during their time with an employer are a part of the Digital Employee Experience. This includes both software and hardware, as well as the level of IT support employees receive. **DEX covers every phase of the employee lifecycle, from recruitment and onboarding to the final exit stages.**

If you're not making DEX a top priority, you're not enabling your people to reach their full potential. Don't kid yourself: DEX is one of the most important factors in creating a sustainable, successful organisation in today's business landscape.

At Workspace 365, we provide the DEX solutions that organisations really need. Focusing on developing a supercharged DEX will help you maximise the technology you use and unlock the full potential of your teams.



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Why is it important to focus on DEX?

DEX has a range of benefits for organisations of all sizes. **The main aim of the DEX is to create a digital workplace where employees can communicate, collaborate, and perform in the most efficient and effective way possible.**

Getting the DEX right can streamline workflows, enhance collaboration and communication, and boost productivity at all levels of an organisation. DEX is also vital to an organisation's ability to attract and retain skilled employees.

DEX ensures optimised workflows

Searching for a particular tool or document can be frustrating and wastes time. No employee should have to search through information scattered in different locations that aren't useful for their role.

Optimising DEX ensures that your digital workplace makes people's jobs easier, not more complicated.

DEX helps organisations attract and retain top talent

With the development of wireless Internet technologies and smartphones, we are no longer bound by traditional workplace models. The rapid rise of remote and hybrid working models has been supercharged in recent years.

Employees can perform their roles remotely from anywhere in the world, at any time. For organisations, this has meant that they can now recruit from a worldwide pool of talent. But the massive recruitment marketplace has

proven to be something of a two-edged sword. Talented people are more in demand than ever. And they can pick and choose from companies across the globe.

Highly skilled employees expect to be provided with a digital workplace that caters to their exact needs. Clunky, complicated, and convoluted digital workplaces just won't be appealing.

If your DEX is lacking, not only will you not be able to attract the best people, but you also won't be able to retain them. A company with poor DEX will find its retention rate slipping as employees become more frustrated, less satisfied, and less engaged.

DEX supports HR and encourages self-development. A smooth DEX makes onboarding easier and faster. Employees can learn the skills they need in less time and then continue to develop those skills with personalised learning paths.

DEX encourages collaboration and communication

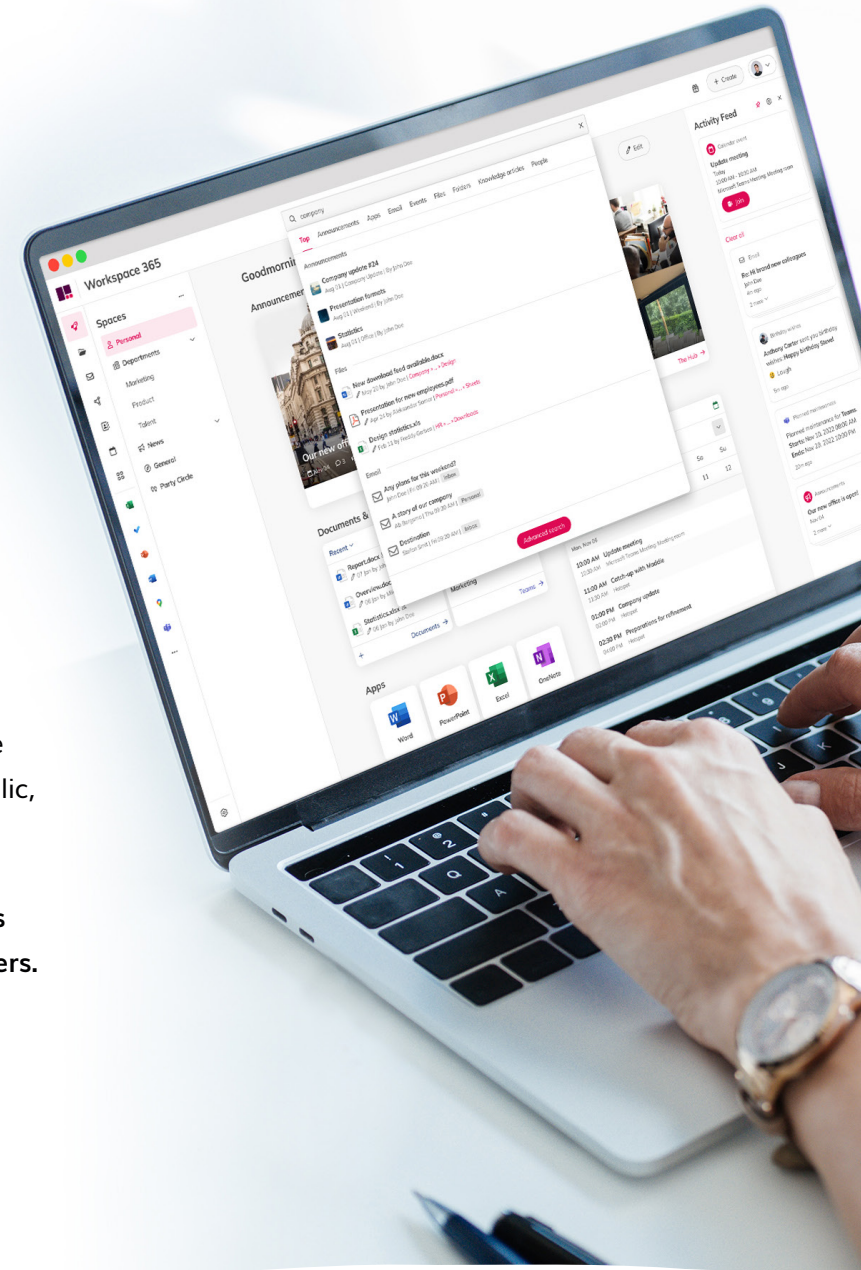
DEX is crucial to developing good levels of collaboration and communication throughout an organisation. DEX supports virtual teamwork. Using project management tools, shared document repositories, and communication tools, employees can connect and collaborate in real time no matter where they are physically located.

It also encourages collaboration across different departments, breaking down informational siloes and driving innovation.

DEX contributes to reducing security risks

Overly complex security measures can be confusing and often aren't implemented correctly. Conversely, weak security controls don't provide adequate protection. Sensitive corporate data can easily be lost, made public, or fall into the wrong hands.

Aligning your security goals with DEX makes compliance easier and more intuitive for users.



Workspace 365 and DEX

At its core, the DEX concept centres on ensuring that the digital tools provided to employees are intuitive, personalised, easily accessible, reliable, and efficient. We design an adaptive digital workplace, that suits the unique needs of each user and the enterprise as a whole.

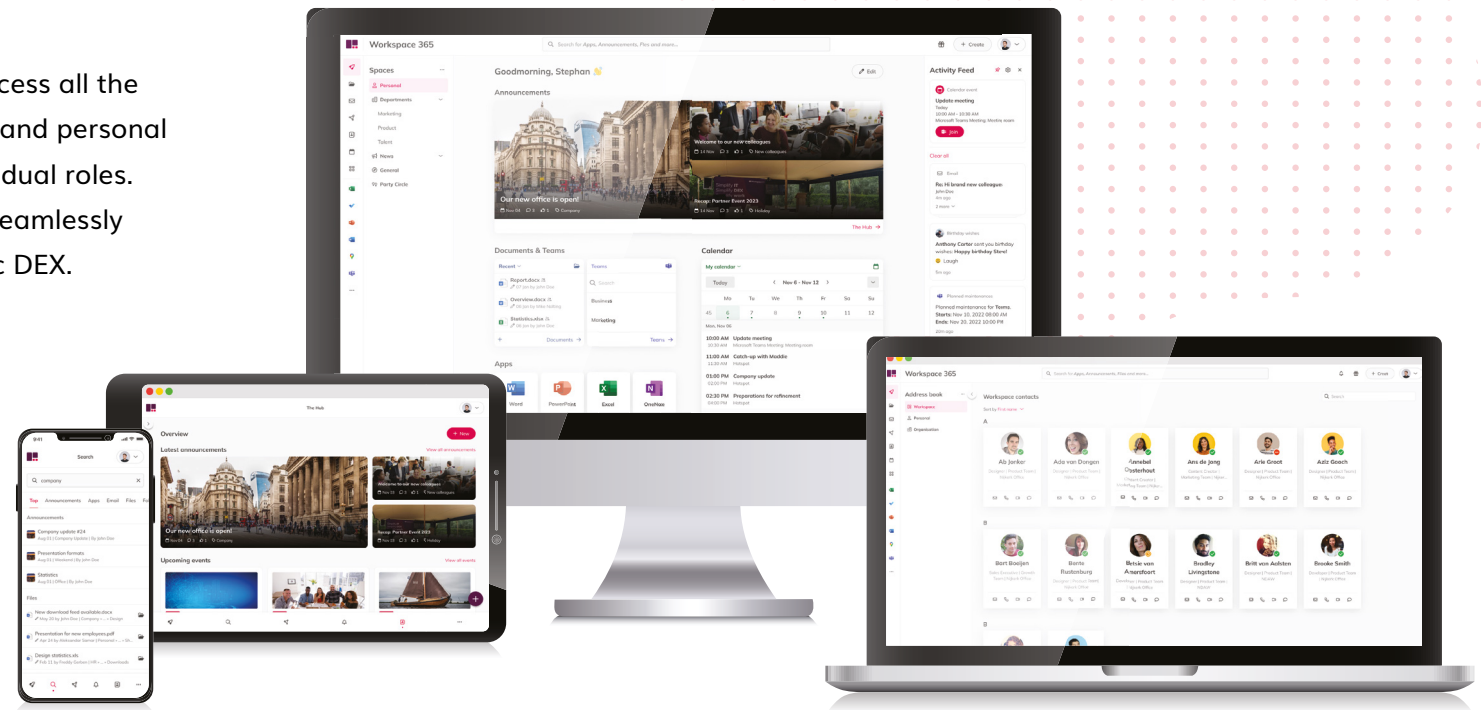
Our mission is to simplify the digital workplace and empower people so they can maintain their focus on what really matters. We can provide your organisation with an adaptive digital workplace that delivers the right tools, platforms, and environment you need to maximise the Digital Employee Experience. We've based our approach to DEX on researched by Gartner:

- Workflow and productivity
- Communication and collaboration
- Human Resources
- Self-development



Workspace 365 is responding to DEX by helping organisations build a suite of effective apps that are accessible via one centralised platform. **We can assist you in developing and integrating a fully customised intranet within your digital workplace.** Your teams will be empowered to communicate and collaborate like never before.

With a few clicks, employees can access all the applications, company information, and personal documents necessary for their individual roles. Legacy and cloud applications are seamlessly connected for a truly unified, holistic DEX.

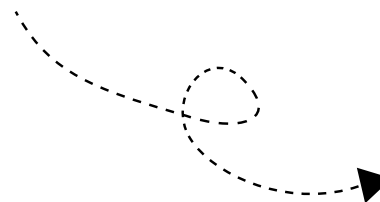


Harness the power of the Hub

The Workspace 365 Hub offers an all-in-one solution that meets these intranet needs effectively. **We simplify communication by streamlining internal communication, centralising information, organising events, promoting social interaction, and facilitating targeted communication.** The Hub provides you with a powerful toolset to enhance their organisation's Digital Employee Experience (DEX).

Wherever your people are located, Workspace 365 will ensure they can access the right information and the right team members. The Hub gives employees secure access to their digital workplace from anywhere on the globe, at any time, and from any device.

Maintaining a continuous focus on developing and improving DEX will hone the efficiency of your company to a fine edge.





Everything simplified.

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