



How Digital Transformation is revolutionising the modern workplace

Digital Transformation has been key to the success of flexible working which has now become standard practice across many organisations. The accelerated adoption of digital technologies has transformed the way businesses operate as they realise the benefits delivered by this new way of working from efficient processes to enhanced security measures.

Digital Transformation is reshaping every aspect of the modern organisation, giving it a level of transparency that was unfamiliar five years ago

Digital Transformation is the process of leaving behind traditional processes within an organisation and implementing digital technologies that enable organisations to inject and integrate change. This empowers organisations to continually challenge and experiment with the traditional business systems that are typically in place.

Although the idea of Digital Transformation may look very different to organisations of varied shapes and sizes, fundamentally the key is that it integrates digital technologies into aspects of a business in order for it to become digitally enhanced.



From witnessing how productive employees can be at home with the correct technology, many organisations are now looking into a permanent shift to flexible working. This new model of hybrid working which is a combination of remote and office based, leaves employees open to flexibility when it comes to working practices. The key for this is to provide employees with the correct technology enabling them to perform their role anywhere any time.

2 <https://www.theglobalrecruiter.com/flexible-working-improves-productivity/>

What are the benefits of Digital Transformation?



Streamlined
more efficient
processes



Operational
flexibility and
agility



Enhanced
customer
experience



Accelerated
decision making



Adds value to
commercialised
products

How has Digital Transformation evolved?

Digital Transformation was all but a buzzword ten years ago, frequently used by those who were going through systematical or large process changes within their business. It wasn't an 'everyday' term and it wasn't seen as the 'future of the workplace' – a mere label for any technological changes.

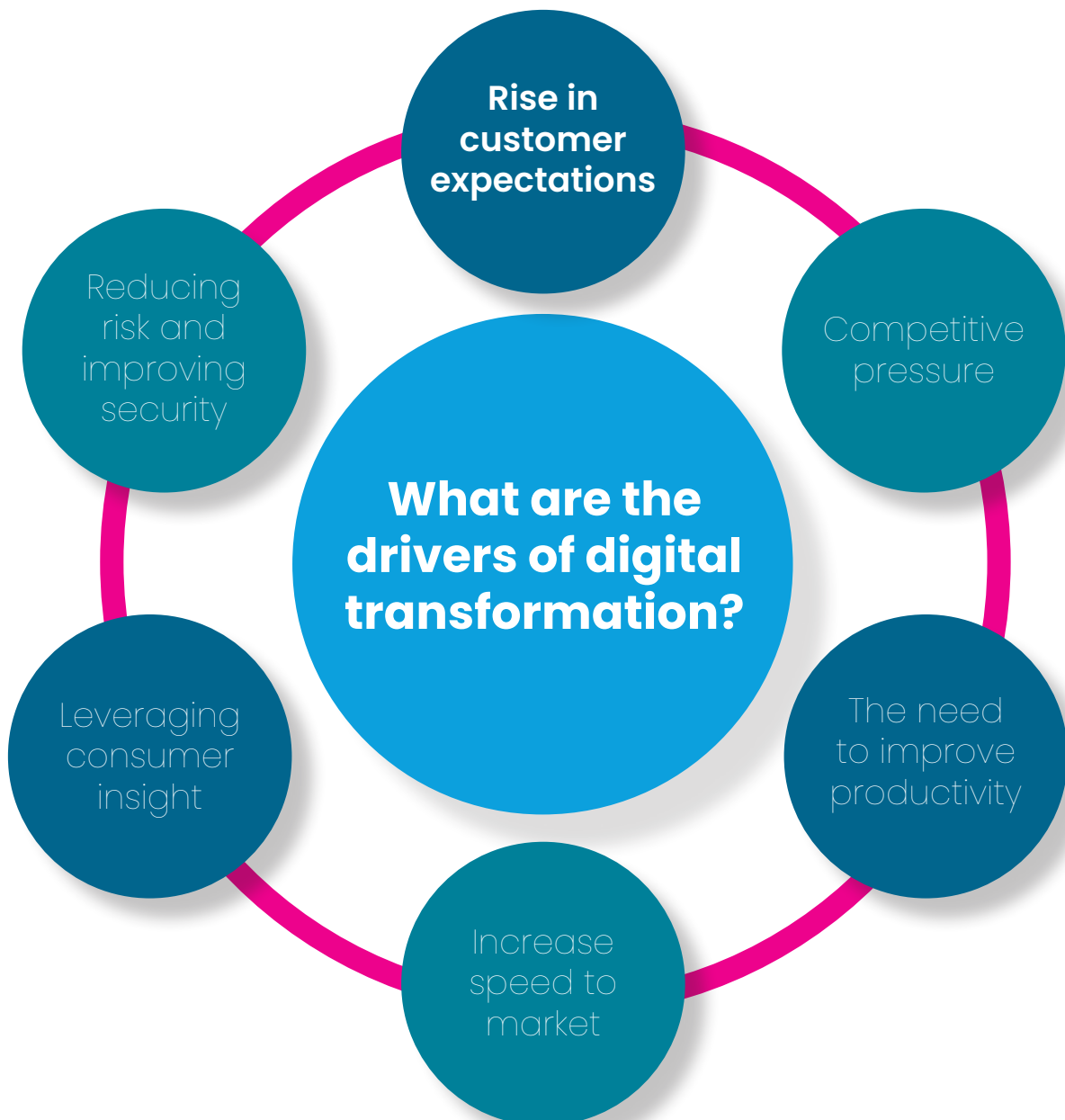
Fast forward to 2018 and the former buzzword quickly became a hot topic of conversation amongst those keeping their business in line with the many digital advancements we are now accustomed to. What started with a few automated workflows and integrations of a new CRM (Customer Relationship Manager) or DMS (Document Management System) quickly evolved. Businesses were now actively seeking to start their own Digital Transformation journey as the true benefits it could provide were being realised. The innovation of cloud-based working practices accelerated this even further and then we landed in 2020.

2020 was the year of change for almost every organisation as the effects of the global pandemic took their toll. The overnight adoption of remote working put those already on their digital transformation journey in a real position of power, and made those pondering changes have no choice but to jump! And the leap they made will no doubt have a positive impact on their business for many years to come, which only creates a future for the roadmap of Digital Transformation and where it will excel businesses.

How flexible working is driving change

Office culture is a key factor and benefit when working within a traditional office environment and for the most part, it underpins the workplace structure. Digital adoption has inevitably played a powerful role in the rise of the flexible worker, and at the same time is also a driving force in the way that offices are used going forward. From Zoom pubs to Zoom quizzes, adopting digital processes has replicated the typical office culture for many, just virtually.

While the traditional office has long been a social hub, flexible working is changing the office into more of an administrative hub where you only go for those jobs that just cannot be done at home. With Digital Transformation, this is rapidly changing this theory, and allowing employees to become more and more independent from their new remote office.



Where can Digital Transformation take your business?

Digital transformation is about change, agility, speed and connectivity in real-time, meeting customers' ever changing expectations by integrating technology into all areas of a business. Using insight to drive change throughout organisations can transform business operations in every sense. By using this connectivity and continuously improving the customer's journey, boundaries are pushed and organisations can improve legacy systems and leverage digital options to make significant differences to the customer experience.

Digital Transformation is reshaping the aspect of the modern organisation, giving it a level of transparency that was unfamiliar five years ago – enhancing the control in which it operates. From improving the speed of decision making with real-time data available, to improvements in client experience by giving them exactly what they need, whenever and wherever they need it, which has become an increasing requirement with ever-growing client demands. *“Unique to digital transformation is that risk taking is becoming a cultural norm as more digitally advanced companies seek new levels of competitive advantage.”³*

An important element of the Digital Transformation journey is, of course, technology. But often, it's more about shedding outdated processes and legacy technology than it is about adopting new tech. It's also about enabling innovation, which is exactly what it creates.



“Unique to digital transformation is that risk taking is becoming a cultural norm as more digitally advanced companies seek new levels of competitive advantage.”

3 <https://www.semanticscholar.org/paper/Digital-transformation-of-business-Schwertner/51bb4fd609d174438fb8911f283d-48d34ef1e894#paper-header>

How Digital Transformation is beneficial to employees

- Access to relevant technology to deliver enhanced experiences
- Technology can help employees improve output and productivity
- Embracing Digital Transformation not only enables worker enablement and performance but also improves collaboration across departments
- There will always be an 'offline' element of transition, just because it is digital does not always mean digital first.

Central to transformation is the adoption of technology that will support and engage employees as they are the individuals at the heart of the modern workplace. Having access to the relevant technology will enable users to deliver enhanced services and experiences from generic daily tasks to key business operational decisions. By adopting a digital-first business approach and using technology as an enabler, employees are able to reach their full potential whilst contributing towards improving their overall output and productivity.

Collaboration across departments is essential to aligning the new culture and is crucial to the successful implementation of Digital Transformation for any organisation. *"The tools that virtualize individual work, while implemented for cost reasons, have become powerful enablers for knowledge sharing."*⁵

The human element is key for all levels in the stages of transformation such as the success of collaboration, ecosystems, skills, culture and empowerment. Since people don't want 'digital' in every sense of their life and value human and face-to-face interactions, there will always be an 'offline' element of the transition.



"Although transformed customer experiences are the most visible – and arguably the most exciting – aspects of transformation companies are also realising very strong benefits from transforming internal processes through process digitisation, worker enablement and performance management."⁴

⁴ <https://dixital.cec.es/wp-content/uploads/presentacions/presentacion08.pdf>

⁵ <https://dixital.cec.es/wp-content/uploads/presentacions/presentacion08.pdf>

The risks of Digital Transformation

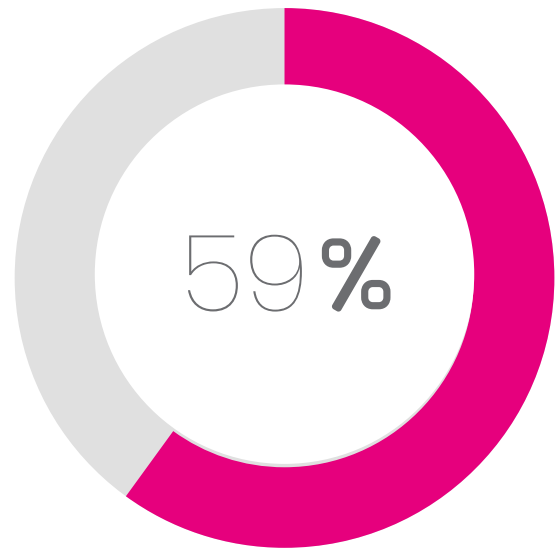
Although Digital Transformation comes with a greater risk of exposure, if you want to transform the way you do business and serve clients better, or optimise their experience then you must mitigate the risk to your organisation by transforming business operations but without the risk to client and employee data.

With the increasing use of digital solutions such as the cloud, mobile working and the IoT in more areas of businesses, this connectivity brings its own inherent risks that organisations cannot ignore and must prepare before it is too late. Cyber security is critical from the outset of the transformation journey, with the need to understand how you will use data, and how it will be stored. Organisations can now turn to artificial intelligence (AI) and machine learning (ML) techniques to automate threat detection and eradicate to protect client data.

As technology evolves, so will the way in which we interact and use the data available to our advantage. For organisations to stay competitive, they must evolve the way in which they manage and use this data. To truly exploit competitive advantage, organisations must continue to embrace change through new digital solutions and systems to become more customer centric. *"Fifty-nine percent of 373 IT decision makers say that pressures stemming from the pandemic are accelerating their digital transformation efforts."*⁶

By utilising new technologies, it helps push the boundaries so organisations can revolutionise legacy systems and introduce digital options, systems and solutions that in turn make significant improvements to the client and employee experience.

*"A business may take on digital transformation for several reasons. But by far, the most likely reason is that they have to. It's a survival issue. In the wake of the pandemic, an organization's ability to adapt quickly to supply chain disruptions, time to market pressures, and rapidly changing customer expectations has become critical."*⁷



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⁶ <https://www.cio.com/article/3211428/what-is-digital-transformation-a-necessary-disruption.html>

⁷ <https://enterpriseproject.com/what-is-digital-transformation>

An appetite for digitisation in the modern workplace

With strong roots in the accelerating adoption of social and digital technologies and the transformative effects of this adoption by organisations, workers and consumers, the role of Digital Transformation is evolving more than we could have ever envisioned.

With a clear focus on the digital customer experience, while optimising costs, innovating and creating competitive differentiation, Digital Transformation is set to become the cornerstone of a digitally fuelled economy. While a range of technologies have accelerated disruption, business innovation and changes in human behaviour, the exponential growth and pace of change is just a fraction of what is yet to come for the modern/hybrid workplace.

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Innovative workplace solutions your organisation can implement to begin their Digital Transformation journey

Digitise your current printing processes and work towards the Cloud

By adopting Cloud based technology it means that no matter where your staff are, you can maintain business operations as usual. With Apogee Cloud Print, users can access their documents and will print directly into one simple print interface - regardless of location or multivendor print fleet.

Digitise your post and access it from any location

Digitise your inbound post from the source straight into one of Apogee's outsource print facilities. We have the ability to scan and digitise the physical post via our document management workflow solution, which is then uploaded to a secure portal to be accessed and distributed as required.

Benefit from the latest software & hardware on demand with Managed IT Services

Apogee's Managed IT Services enables organisations to benefit from utilising the latest, most secure hardware and software technologies whilst moving away from the dreaded big ticket capital IT purchases. MITS gives you a lower cost of ownership than capital purchase, and all hardware, software, deployment and support services can be combined into a single monthly subscription.



Innovative workplace solutions your organisation can implement to begin their Digital Transformation journey



Access critical documents remotely

The transition to remote working has been highly effective but accessing key documents through collaboration technology is critical for all workers. Through Apogee's Document Management and Scanning Solutions staff can securely and efficiently access documents via a centralised hub, irrespective of their location.

Enterprise level 24/7 scanning and data capture

Do you have stacks upon stacks of documents stored in your office space? Apogee can provide high volume, enterprise level scanning and data capture solutions as part of our 24/7 outsource operations which have the capacity and expertise to scan large volumes of documents in a rapid turnaround.

Printed, Finished, Delivered...straight to your door

In a nut shell, the OneSource print portal provides clients with a secure online hub which enables you to produce, manage and track all print activity in the click of a button. The process couldn't be easier for both users working in an office that need that extra bit of help with their print capabilities or those who are working remotely and do not have access to print facilities.

The next steps for Digital Transformation

This whitepaper not only discusses how Digital Transformation has and will continue to revolutionise the modern workplace, but also how it has been a key factor in shaping the success of the flexible workplace we know today. The acceleration of digital technologies has enabled people globally to reap the benefits of a hybrid working environment and has given us just a glimpse of what the Digital Transformation roadmap looks like for years to come. With an appetite for change, Digital Transformation is heading in a positive direction which many organisations are keen to jump on.



Making a change with Digital Transformation

Digital transformation isn't a one-off event, it's an ongoing process that requires the right mind-set, focus and strategic approach. Realising the need for digital transformation is all well and good, but success absolutely starts with change.

At the end of the day, Digital Transformation is about culture, not just systems. You must be willing to adapt to a changing workplace environment if you are going to survive Digital Transformation. The process isn't about scrapping your entire approach and starting over, moreover it's about just changing and adapting the processes that aren't working, whilst implementing future-proof strategies into the ones that are.

What is your organisation doing to implement Digital Transformation into its long-term business strategies?

