Three Ways to Put the Employee at the Center of Your (Inevitable) Enterprise Digital Transformation

The employee experience is at the heart of digital transformation, the experts (and most likely your own personal experience) agree, even if the stated goals are in terms of the business bottom line. But it's the employees who use the tools that are going to change the business outcome. And if the employees are frustrated, the business outcomes slow down or go way off track. As an IT leader, it's up to you to advocate for the employee experience when it comes to internal help services.

"Research shows that the most important factor for employee experience is being able to make progress every day toward the work that they believe is most important."

FORRESTER

"It's the companies that employees say are great workplaces that demonstrate stronger financial performance, reduced turnover, and better customer and patient satisfaction than their peers."

FORTUNE

"We conceptualize employee experience as a positive and powerful – and ultimately human – experience, in which employees are able to invest more of their whole selves into the workplace."

IBM

"Instead of the intuitive digital experience we have as customers in the outside world, we may be asked to maneuver through complex internal organizational structures, processes, and systems, often with no straightforward way to get support."

DELOITTE

"Leading companies are already recognizing that the employee experience is the new battleground for competitive advantage."

ACCENTURE

PeopleReign

We spend a lot of our precious time at work, whether that's in an office, on the retail front line, in a warehouse, or on a laptop from home. And every organization has internal systems and technologies to contend with, meaning that we spend a lot of our supposedly "work" time dealing with IT systems, HR systems, and help desk systems (and those are just a few of the categories of technology we all have to deal with weekly and daily, if not hourly).

The average employee submits 2 help desk tickets per month, and it can take hours if not days for issues to be resolved. What if you could give your employees those hours back, so they can get back to work?

There's a better way, one which puts the employee, not the tool, at the center of the universe.

USE	✔ Human-centric approaches	✔ Frustration-reducing technologies	✔ Omni-channel options
NOT	✘ Tool-centric approaches	✘ High-friction technologies	✘ Siloed technologies

Utilize help desk technologies that help employees get back to work with their problems solved, faster. Lower the friction it takes for that to happen. And let employees use an omni-channel approach to raise help desk issues through whichever medium suits them best (email, SMS, voice, etc).

Learn more at peoplereign.io in our "Meet the world's smartest virtual agent for IT and HR employee service" introduction.

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