




akumina

love the way you work



akumina

The World's Leading EXP with
over 4-million Daily Active Users

Akumina is the **Employee Experience Platform** that empowers global enterprises to quickly create personalized digital experiences that help every employee in every role work smarter, not harder.





Meet our Presenter

Troy Trudel

Vice President at Akumina

tt@akumina.com



Remote Work in 2020

Some enterprises in '18 & '19 embraced remote working – focused on new collaboration technology (i.e. Teams) and broader workplace experience technology (i.e. Akumina)

However – our research shows few companies are ready for a 'fully remote' operating model

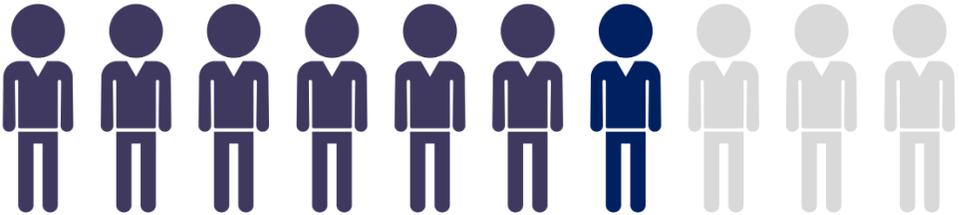
Recent global events have forced nearly every enterprise to figure it out right now.

But are today's enterprises ready?

How Common was 'Regular' Remote Work



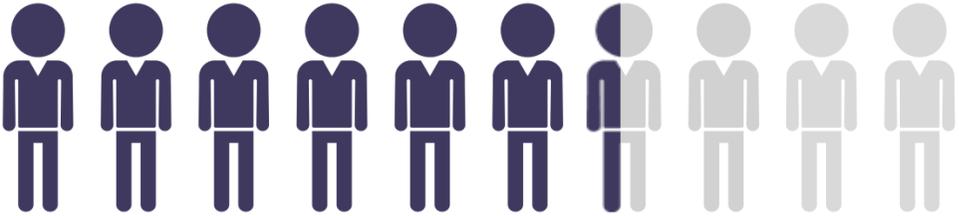
According to CNBC, "70% of people globally work remotely at least once a week."



= 70%



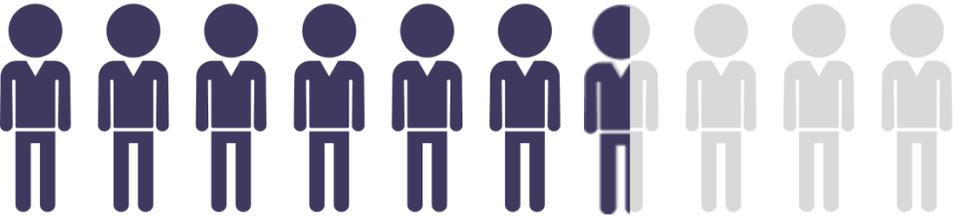
Forbes found that, "65% of full-time employees think a remote work schedule would increase productivity."



= 65%



Forbes reported that 2/3 of managers said productivity was higher for their remote employees. This increase was attributed to time gained from eliminating their commute and removal of office distractions (e.g. water cooler discussions).



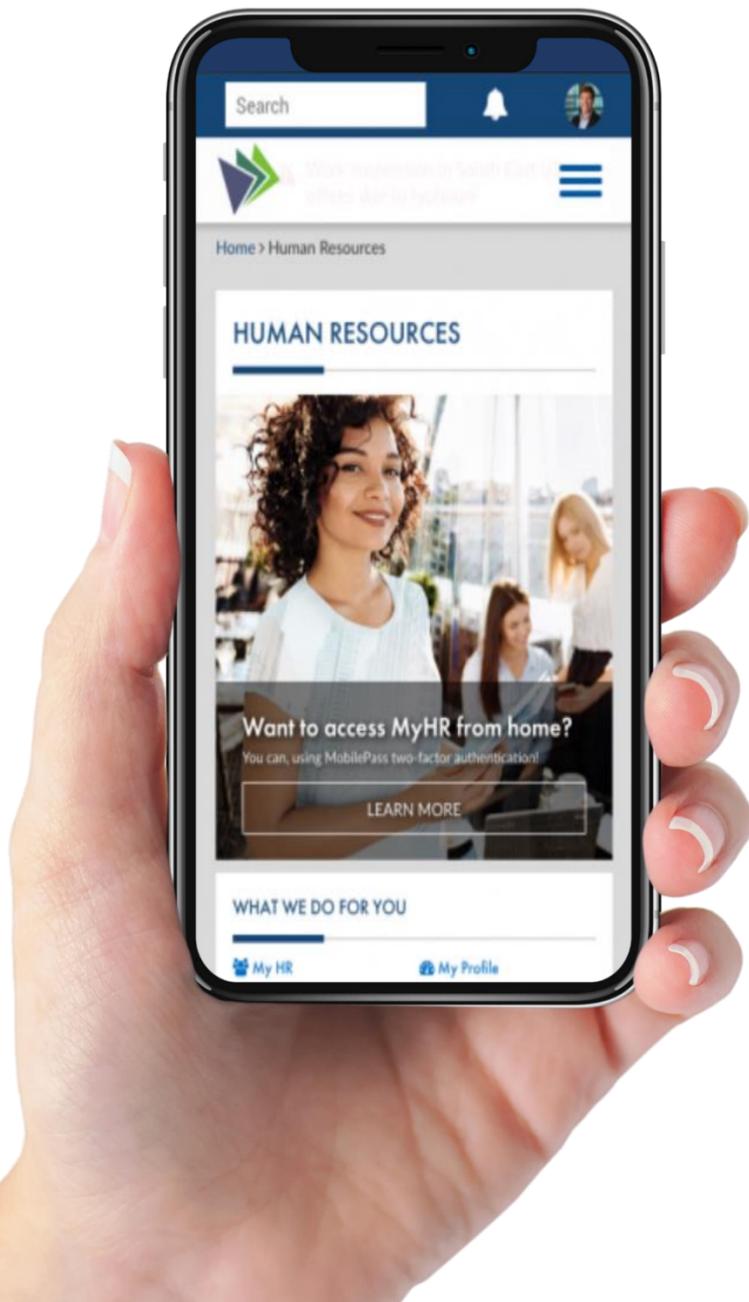
= 66%

Embracing the new “normal”



- Balance is critical
- What works for some doesn't work for others
- Self care is more important now than it has ever been
- Focus on your purpose
- “This too shall pass”
- There is a stronger need to embrace the “whole employee”

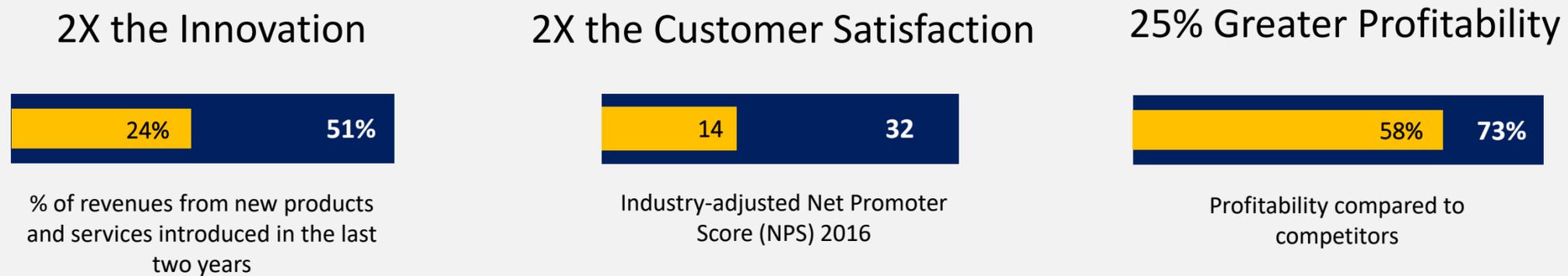
What are the Biggest Pitfalls?



- 80% of today's workforce is deskless. These are employees who do work with their hands – and who often aren't issued a company laptop.
- Separating the physical home life and the digital work life can be challenging for employees who aren't used to it and don't have the right tools to be productive.
- Embracing remote working puts a spotlight on corporate policies such as Mobile Device Management and regulatory considerations revolving around FINRA, GDPR, HIPAA etc.
- Remote management can present unique problems for managers who are trying to implement new strategies or hold team members accountable to KPIs and business objectives.

Enterprises who embrace digital change can flourish

Companies with Strategic Employee Digital Experience Efforts Outperform those Without



■ Top quartile on employee experience ■ Bottom quartile on employee experience

Source: MIT Sloan Center for Information Systems Research

But what about all the noise?



Hard to collaborate with other teams

Apps with overlapping functions

How do I securely chat with a fellow physician

No standardized department directories

Multiple logins

Poor web design

Broken links

Search doesn't work

Goals process

Reports

Facility Information is poor

Email overload

Multiple content repositories

Poor site navigation

No mobile access

What's the process?

Limited people search

Who should I ask?

HR Policies

Duplicate content

Org Chart outdated

Clinical policies and procedures

Who does what?

PTO and holidays

Chat

Facility café menus

Content is not organized

Learning and education

Requests and approvals

IT help

Where is my file?

Lack of unified culture

Corporate news

Hard to share knowledge

How do I share an idea?

Employee Experience Hasn't Kept Pace

Unengaging User Experiences

Generic experiences are not personalized or intuitive.

Disengaged Users

Growing gap between workplace and personal innovation.

Disconnected Technology

Siloed technology has inconsistent UX and lacks true mobility.

Collaboration Hurdles

Confusing means for collaboration impedes productivity and stunts growth.

Creating a Personalized & Integrated Workspace

Not Personalized or Integrated

- Loss of productivity
- Lack of adoption
- Higher likelihood of employee attrition due to poor performance
- Too much “noise” or distractions

Personalized

- Single Pane of Glass across all systems
- Increased usage and adoption
- “Noise” and distractions limited / eliminated
- Ability to self-subscribe to things that interest / pertain to them

4 Best Practices for Building Your Personalization Strategy

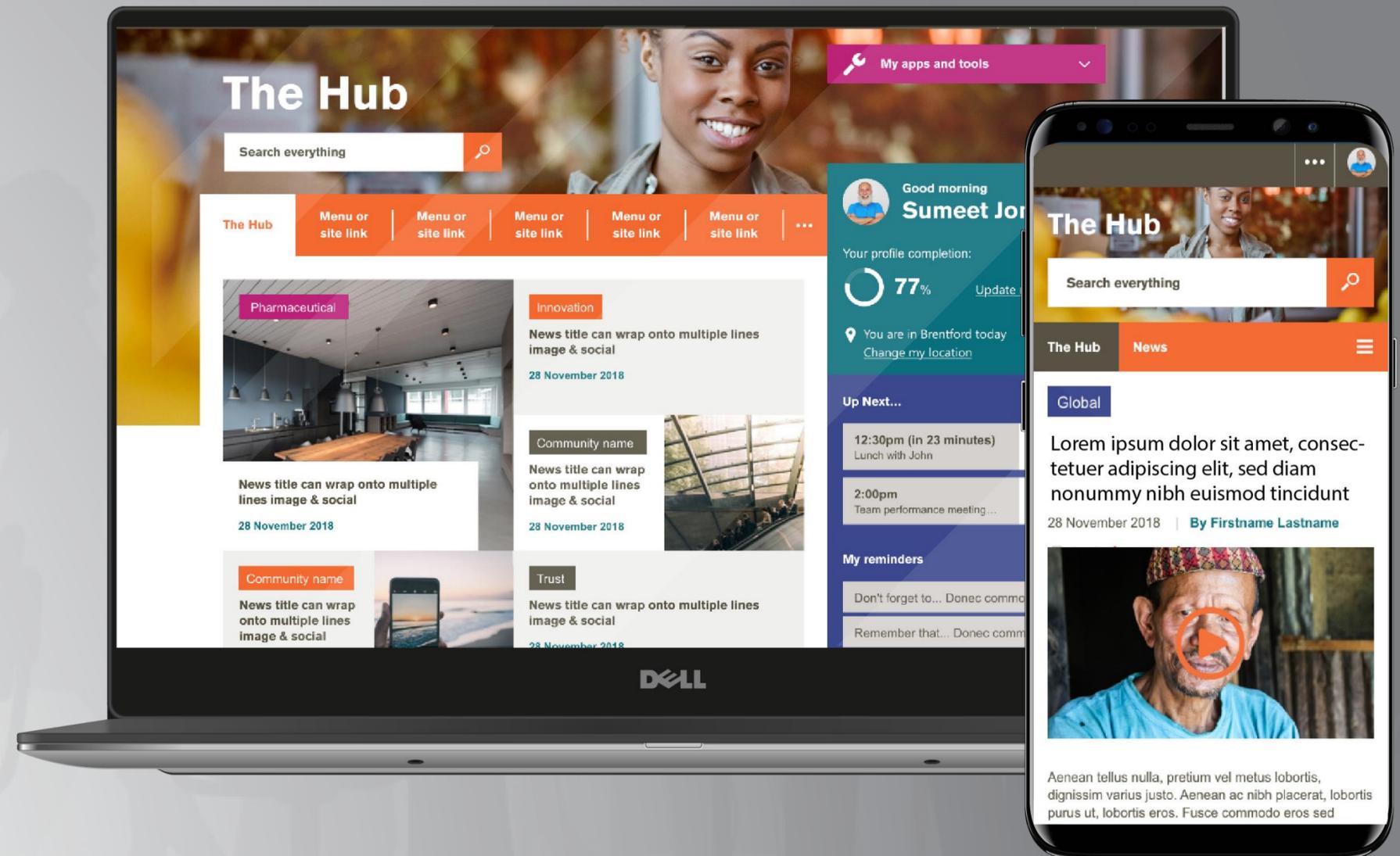
Set Governance

Define Personas

Test Experience

Deliver Push & Pull

Delivering transformative workplace experiences focused on employee engagement, productivity and innovation.

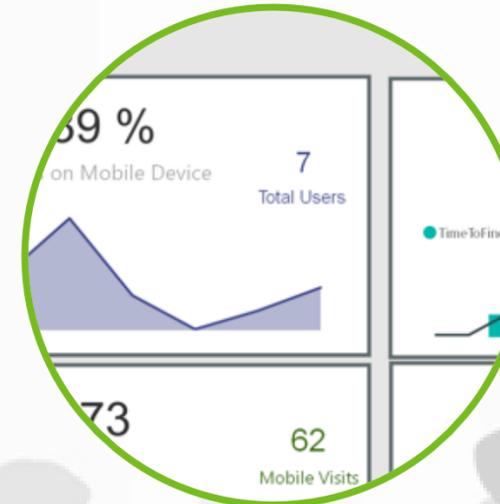


THE KEY: Chase the “RIGHT” Employee Experience



Personalized

Unique experiences based on who they are and what language they speak



Innovative

Align and enhance business processes



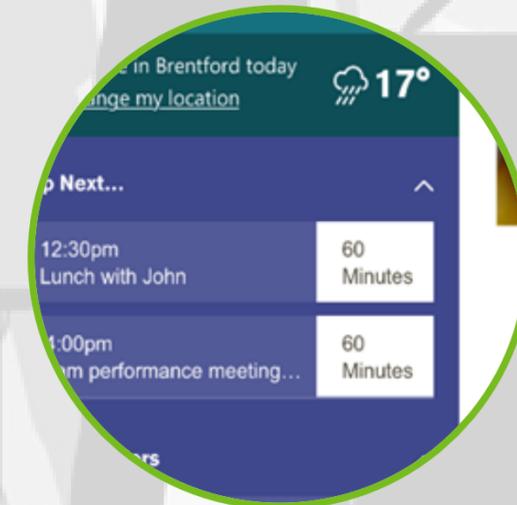
Transformative

Changing the way employees work with intelligent experiences



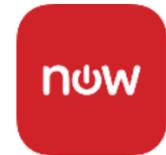
Omni-Channel

Providing seamless access to every interaction to and from any device



Connected

Surfacing data from every backend system into one connected experience



Custom
Data Sources

