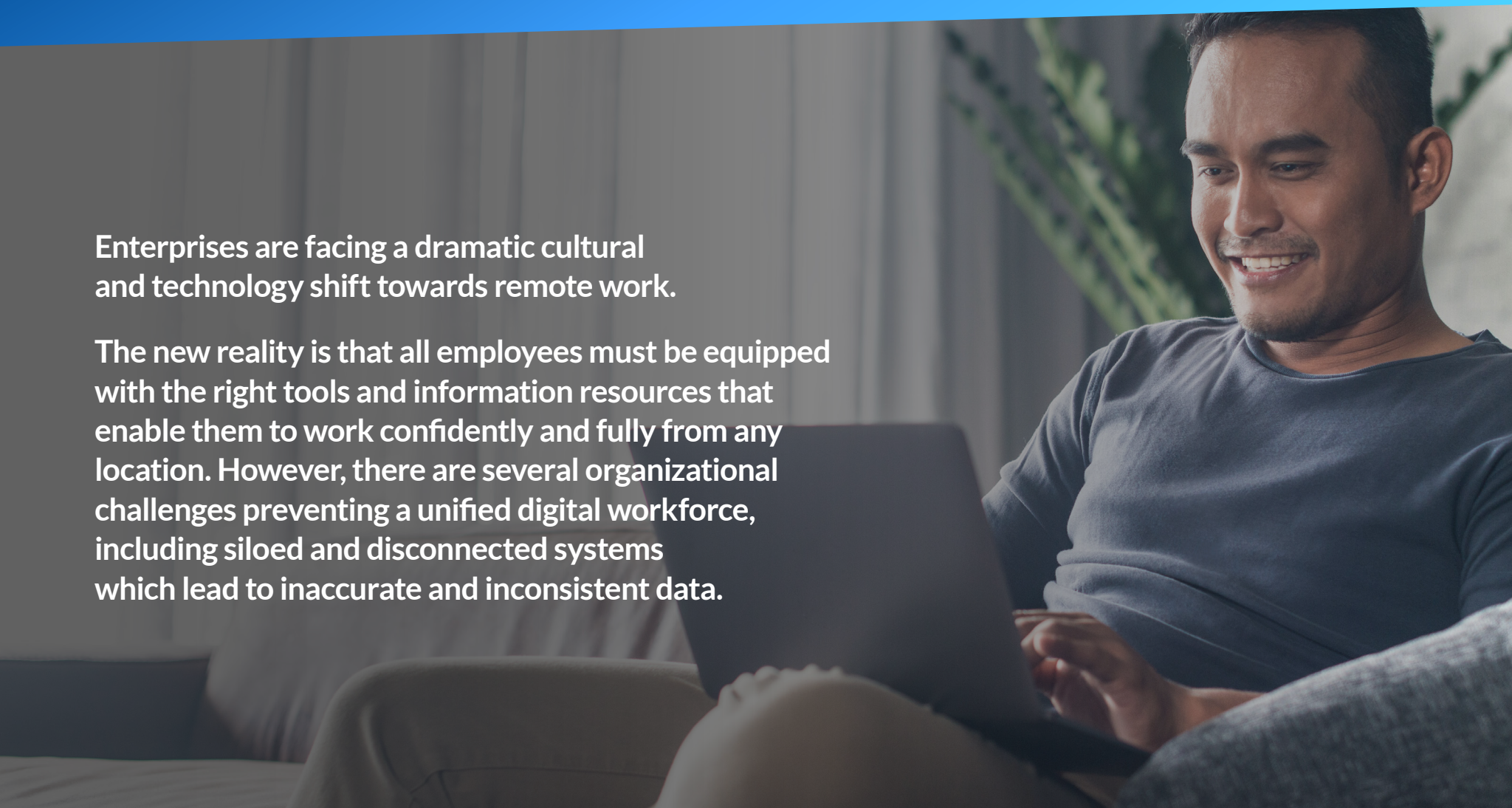


Guide to Building a Connected Workplace with a Remote Workforce



A man with short dark hair and a light beard is sitting on a grey couch, smiling as he looks at a laptop. He is wearing a dark blue long-sleeved shirt. The background is a softly lit room with a plant and a window with blinds.

Enterprises are facing a dramatic cultural and technology shift towards remote work.

The new reality is that all employees must be equipped with the right tools and information resources that enable them to work confidently and fully from any location. However, there are several organizational challenges preventing a unified digital workforce, including siloed and disconnected systems which lead to inaccurate and inconsistent data.

The following best practices have been created to help companies build an intelligent and connected digital workplace, one that creates trust and confidence amongst employees while allowing them to adjust to the new remote work reality.

Summary of Best Practices:

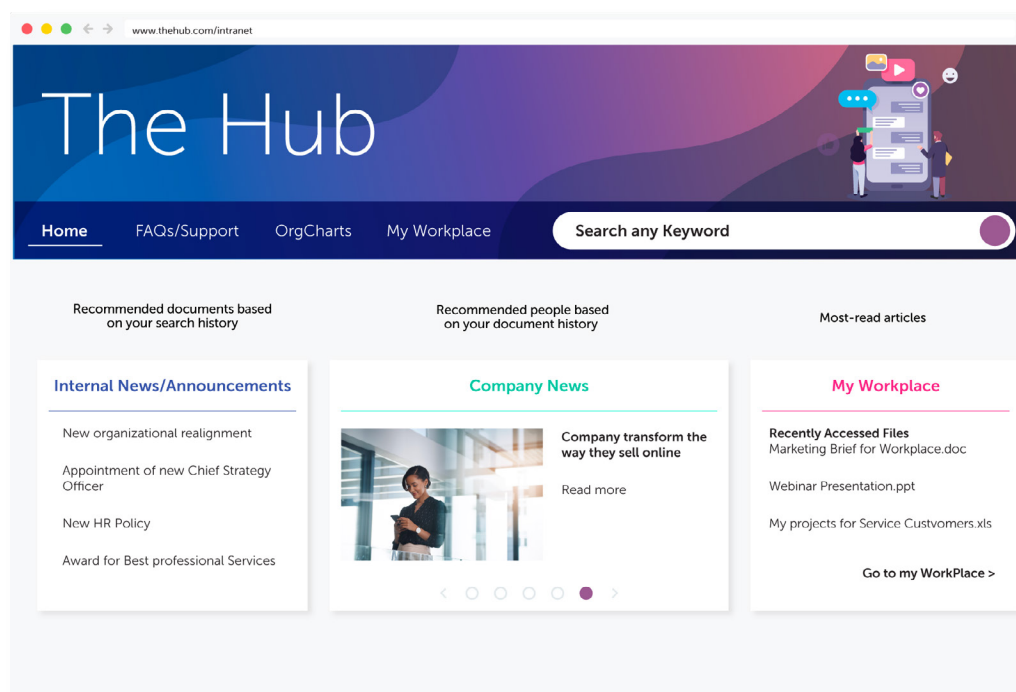
- ▶ **Best Practice #1:** Create a centralized and trusted go-to location for all employees
- ▶ **Best Practice #2:** Identify key information resources that all employees need access to
- ▶ **Best Practice #3:** Provide dynamic navigation to help employees find information
- ▶ **Best Practice #4:** Enhance productivity through intelligent job-specific recommendations
- ▶ **Best Practice #5:** Leverage analytics for continuous improvement

BEST PRACTICE #1:

Create a centralized and trusted go-to location for all employees

Building a high-performing workforce requires that employees be connected to the right information resources. This often gets realized through Workplace Hubs or Intranets which look to build a centralized location for knowledge and information. However, most intranets are limited in scope and can only surface content from a single information source which works against creating a unified and connected workforce.

A best practice approach is to identify one central location to point employees to and then unifying access to enterprise-wide data from this location. This helps employees obtain access to the most relevant information while respecting access rights.

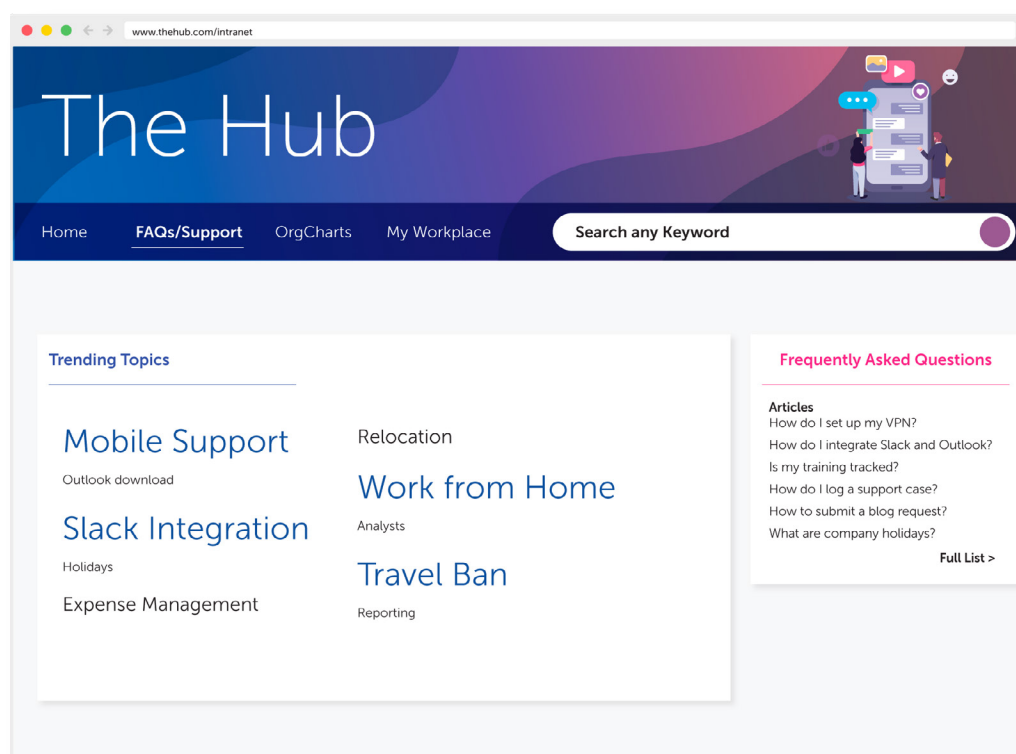


BEST PRACTICE #2:

Identify key information resources that all employees need access to

Enterprises have many applications and therefore, many sources of information. Although an Intranet or Hub would ideally have access to any information resource within a company, this is a journey that requires an incremental approach to unifying resources across the company.

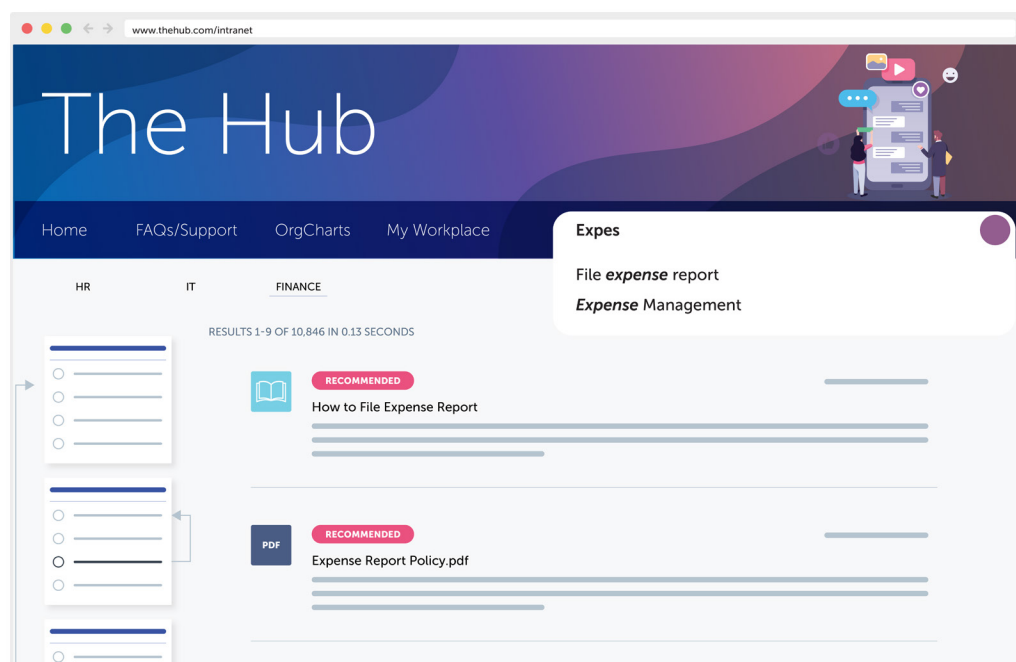
A best practice approach is to start by unifying access to common information resources such as HR and IT FAQs, company policies, employee handbooks, and people resources. This provides a strong foundation and helps to increase site usage.



BEST PRACTICE #3:**Provide dynamic navigation to help employees find information**

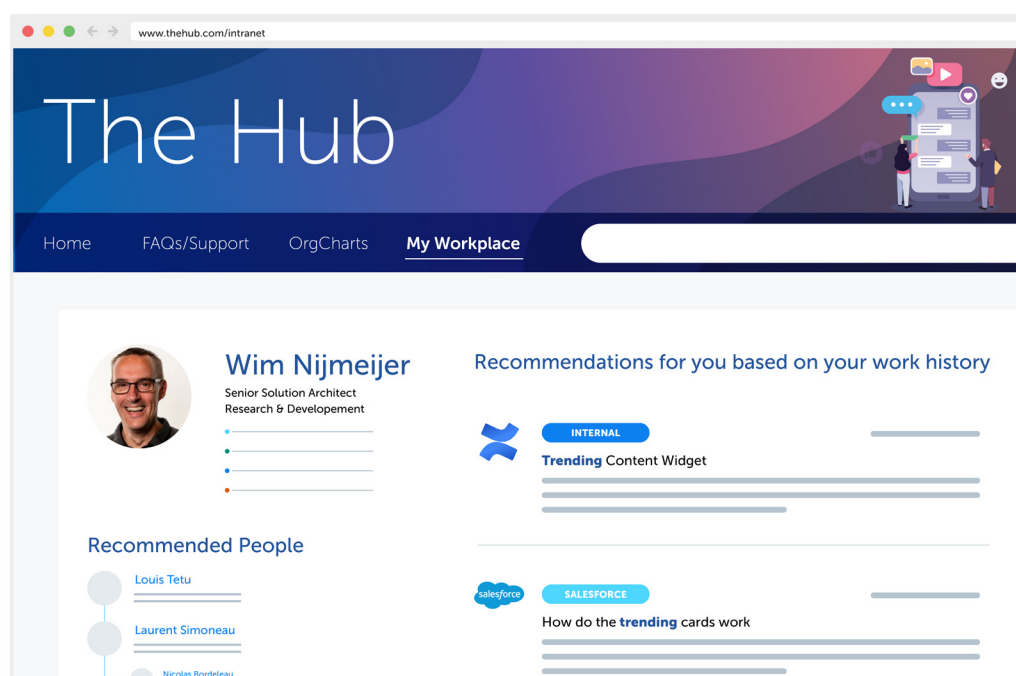
Design is an important element for site usage. Part of design is the layout and functionality of the pages that employees are interacting with, and how they help an employee reach their search goals.

A best practice approach is to design a page with employees in mind and to leverage dynamic navigation features such as smart suggestions, dynamic filters and information tabs which guide employees to the best information resources.

**BEST PRACTICE #4:****Assist employees with intelligent job-specific recommendations**

Employees are constantly looking for information resources to support daily tasks. Machine learning can help to proactively provide 'people' and 'content' recommendations based upon an individual employee's search and navigation history.

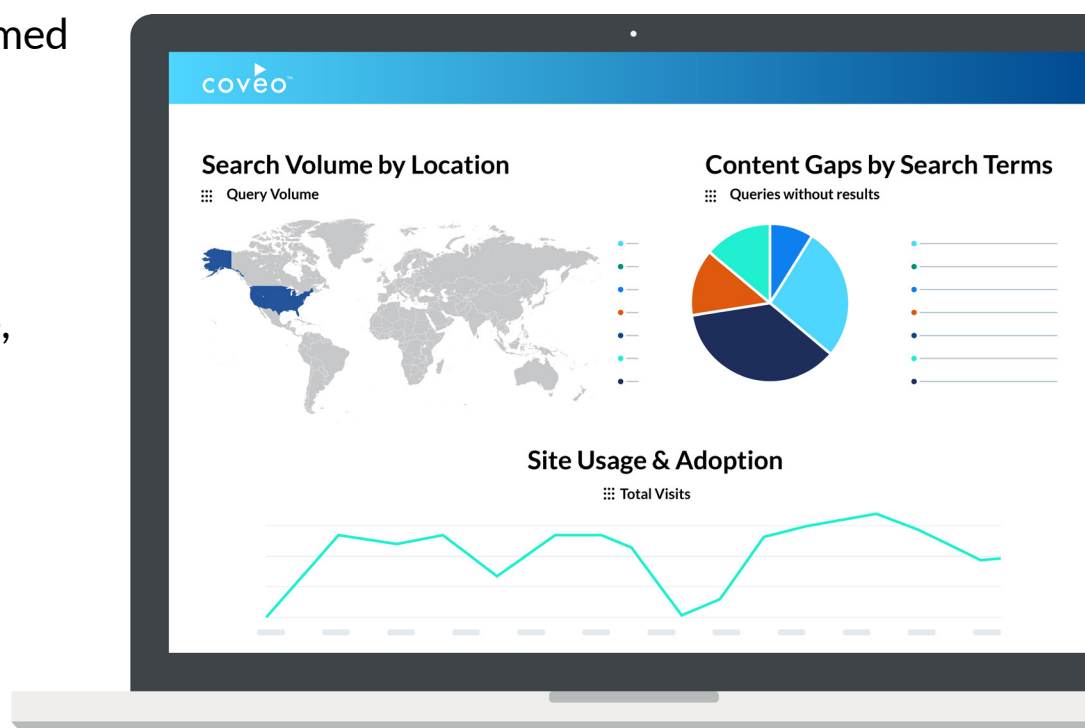
A best practice approach is to identify systems and content types that employees frequently work with (such as Applications, Documents, and People) and then to refine the metadata. In doing so, machine learning will be able to make the best job-specific recommendations to employees as they are in the flow-of-work.



BEST PRACTICE #5: Leverage analytics for continuous improvement

To achieve and sustain an intelligent and informed workplace, leading companies foster a culture of continuous improvement by leveraging rich analytics to make data-based decisions.

A best practice approach is to leverage usage analytics to monitor site usage & performance, to identify content gaps, and continuously update information to make sure content remains helpful and accurate for employees.



LEARN MORE

Hear from UW Health, a nationally-recognized health organization, on how they built trust and reliability into the hospital intranet so doctors and nurses could focus on delivering remarkable patient care.

[Watch video](#)



To find out how you, too, can start delivering intelligent workplace experiences, contact one of our experts.

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