

The Digital Workplace

The dataglobal Group
Guide





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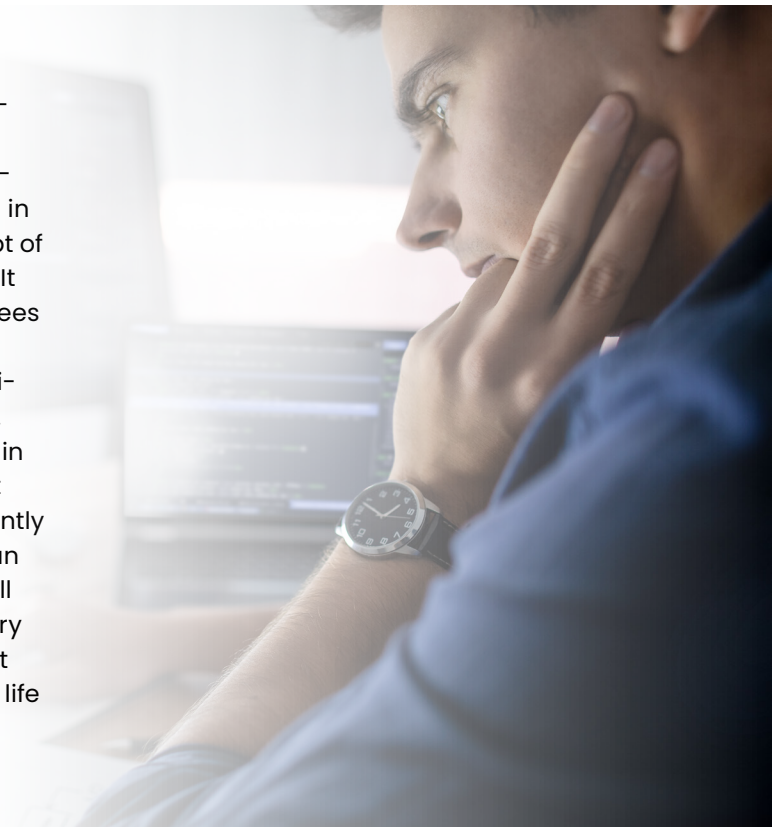
Introduction

Volatile markets, global networking and exponential technological progress - these are all key factors that shape the way we work today. As the complexity of tasks increases, traditional working methods are losing their effectiveness and relevance. Long communication channels and labor-intensive, manual processes are giving way to more agile methods and structures. This change is essential for survival, as companies need to react quickly and flexibly to external influences more than ever before.

It is also important to optimize sustainably, both economically and ecologically. Reducing the CO2 footprint is no longer just an urgent recommendation, but a binding task for companies. Both in view of their own sense of responsibility and in the sense of a public consensus that increasingly demands resource-saving business practices and transparency from the CEOs of this world.

What does the Digital Workplace have to do with it?

Digital transformation plays a key role in these developments - in terms of change, it is both a driving force and a reaction to the new circumstances. An important component is the Digital Workplace, which enables modern working methods and relieves employees of their daily tasks in the office. It fundamentally changes the concept of the "workplace" as we have known it up to now: It is no longer just a physical place where employees go to get their work done. The new workplace is a holistic digital platform that collects and provides all the content and tools needed for the job. Completely new possibilities are also emerging in terms of communication and access to content and tools, making it possible to work independently of time and place, and even more efficiently than ever before. For employees, this means above all more freedom and flexibility in the way they carry out their work and organize their time. An aspect that can have a positive impact on their private life and general quality of life beyond work.



The concept „New Work“

The term “New Work” is directly related to the Digital Workplace. It describes a mindset that focuses on the personal development of employees. Factors such as a satisfactory work-life balance and the breaking down of hierarchical structures therefore help employees to better develop their full potential. Offers such as working from home and flexitime models play a particularly important role here, as does greater involvement in decision-making processes. A core idea of New Work is that only those who are mentally healthy and internally balanced can deliver top performance at work. In this context, the New Work approach introduces a socio-cultural component that is inextricably linked to the Digital Workplace – because it is only with the Digital Workplace that the ideals of New Work can be realized at all.

New Work has also long since arrived in the here and now. For the majority of highly qualified employees, the benefits just discussed are no longer even up for discussion – it is simply assumed that mobile working and flexible working hours are listed

in the “We offer” section of the job advertisement. This in turn presents companies with new challenges.

On the one hand, the concept requires trust, e.g. if the work is not carried out in the office but in a home office and outside the control radius of a supervisor. On the other hand, the workplace should

a) be fully networked and adequately equipped technically

and

b) take into account the individual requirements of employees.

New Work therefore places demands on both the corporate culture and, in particular, the management culture as well as the IT infrastructure of companies.

The Digital Workplace in numbers

Studies show that the digital transformation is already in full swing at most German companies and that the digital workplace has long been “lived”. The representative **Bitkom study Digital Office Index 2022** came to the following conclusions:

- **95%** of German companies use ERP solutions (**+18%** compared to the previous year)
- **76%** of German companies use ECM solutions (**+17%** compared to the previous year)
- **72%** of German companies frequently use online meetings (**+11%** compared to the previous year)
- **72%** of German companies have replaced their letter correspondence with digital communication (**+8%** compared to the previous year)
- Around half of all files in German offices

have already been digitized

Overall, the coronavirus pandemic proved to be a strong driver of digitalization, which is why mobile working in particular has become increasingly important. This “trend” has continued beyond the pandemic: The option to work from home is now offered by the vast majority of companies, provided the job in question allows it



What is the Digital Workplace?

The Digital Workplace represents an evolutionary stage of the workplace. It contains all the data, applications and functions required for work and collects them on a digital platform that employees can access via an end device (desktop PC, smartphone, tablet, etc.). It thus provides the entire technical infrastructure required for digital working – from email and office programs to file storage, electronic calendars, video chat and much more.

Generally speaking, it can be said that almost every workplace associated with office work is now a digital workplace – even if there are undoubtedly different stages of development. Or do you still know someone who does their work in analog form using a typewriter and mail? Not every company is at the cutting edge of technology, but most employees use Microsoft 365 applications such as Word and Excel and have a business email address.

[Factsheet 'Digital Workplace'](#)

Optimized Working

Most companies today are shifting most of their work processes to the virtual space. However, the digital workplace is not just a digital counterpart to the physical workplace, but also enables the optimization of processes within the company. The fast and flexible access to digital data and the wide range of communication and collaboration options that enable a new standard in collaboration contribute to this in particular. The topic of process automation via digital workflows also plays an important role here.



ECM system as the foundation of the digital workplace

Enterprise content management (ECM for short) is closely linked to the digital workplace and provides the corresponding foundation by making information available. The background: the majority of processes in a company are document-based and an ECM system takes on the task of guiding a document (e.g. a contract, a delivery bill or an invoice) through its entire lifecycle – from digital capture, processing and archiving through to provision for users and third-party applications. The ECM system is therefore responsible for the entire data and document flow in the company. It also enables a paperless office, making cluttered paper filing cabinets and file archives in the basement a thing of the past. You can find out more about document management and ECM in our free e-book “DMS Guide – Everything you need to know about document management”.

Digital Workspace vs. Digital Workplace – What is the difference?

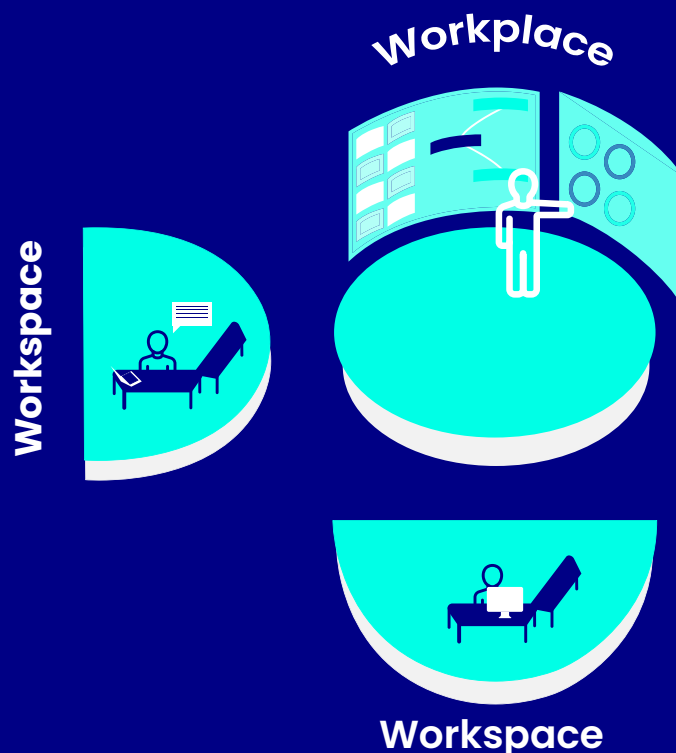
The terms are often used interchangeably, although they do not mean the same thing. In fact, the **Digital Workspace** is a component of the Digital Workplace and represents the virtual workspace in which the actual work takes place. It therefore replaces the physical workplace and contains all the software solutions and digital tools required for the job.

The superordinate **Digital Workplace**, on the other hand, encompasses the entire digital environment (including the digital workspace) in the company as well as the digital infrastructure required to provide the digital tools, for example. This includes a central archive that contains all data and documents that employees can access via the digital workspace.

To make the distinction even clearer: The **Digital Workspace** is an individual space for employees, just like their own desk in the office. It is self-designed to a certain extent. It contains the utensils that the person needs for their work – e.g. graphics soft-

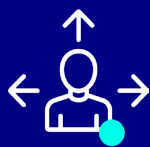
ware such as Adobe Photoshop, which they use in their position as a graphic designer in a marketing department. The digital workspace changes over time, just like the desk in the office, even if some elements naturally remain permanent. Access to files, documents and tools that are required for current tasks should be guaranteed at any time and in any place – regardless of whether this involves invoice documents for a current customer, a collaboration tool such as MS Teams or word processing software such as Microsoft Word.

The Digital Workplace includes all of these design options, which subsequently manifest themselves in the Digital Workspace, as well as the entire digital infrastructure required for provision.





Benefits for your company



Mobile Working



Efficient
cooperation



Paperless
Office



Fast
availability
of information



Workflow
management and
automation



High
safety
standards

We will go into the individual advantages in more detail below.

Mobile working: Anytime and from anywhere

Mobile access to documents, information and tools reduces the need to be in the office to get work done. All the employee needs is a stable internet connection and a suitable end device (notebook, smartphone, tablet). Mobile working is becoming increasingly popular and is now a requirement for the majority of employees, provided the job allows it.

On the other hand, many jobs nowadays require the ability to work remotely, e.g. for sales employees or people who often commute between different locations for work. Otherwise, long journeys by train, for example, would simply be wasted time for travelers.

Efficient cooperation

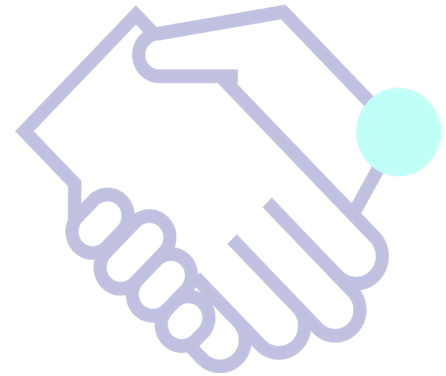
Regardless of whether colleagues are in the same office, in different cities or working from home – the digital workplace enables collaboration as if you were sitting directly opposite your colleagues. Depending on the intended use, there are various collaboration tools that make this possible.

Video conferencing tools such as Zoom and Microsoft Teams have established themselves for meetings in particular, enabling direct face-to-face communication. In addition to being location-independent, the digital counterpart offers a number of other advantages over meetings in 'real life': users can share their desktop with all participants with just one click and thus view documents, websites, images or videos together in the meeting. Files are simply dragged and dropped back and forth.

A document management system also improves the quality of collaborations. It

enables documents to be edited together without any problems – the scribbled-over sheet of paper that moves from desk to desk is therefore a thing of the past. One aim of the DMS is to ensure an undisturbed workflow, especially when several users are collaborating.

You can find out more about collaboration tools in the rest of this guide.



Paperless office

Avoiding paper saves time, material and a lot of work. Redundant work processes such as printing, scanning, signing and filing are no longer necessary, as most of these work steps are now digital and automated. This gives your employees more time for more important tasks.

The significant reduction in paper consumption also has a positive impact on your company's environmental sustainability. Less is printed out, which reduces the consumption of toner and printer ink. All in all, you are making your contribution to more sustainable company management and working more resource-efficiently than ever before.

Fast availability of information

Paper documents lost in the archive, data silos in individual departments or simply no access to required documents because you are not in the office – the digital workplace can solve many of these problems.

An enterprise content management system (ECM) contains the entire company knowledge in digital form and makes it available for flexible access, taking into account the distribution of rights. With the support of an intelligent search function, you can find the documents you need in seconds by simply typing in the relevant keyword (e.g. an invoice number or a customer name).

[Factsheet 'Digital Archiving'](#)

Workflow management: Automation of work processes

Let's start with an "analog" existing process in your company: invoice processing, for example. From receipt, checking and approval to archiving, many work steps are necessary until this process is complete. Digital processing saves a lot of time, for example by eliminating the need to manually check the correctness of all details and the subsequent personal visit to the manager upstairs for a signature. It is now just a virtual process step that is completed with just a few clicks.

There are plenty of recurring business processes like this in every company. Here are a few more examples of typical business processes that can be mapped and automated using a digital workflow:

- Vacation requests
- Travel expense accounting
- purchase requisitions
- Budget approvals
- and much more.

All of these processes, including process-related documents, can be easily mapped digitally and automated as far as possible with integrated workflow management software. The same naturally also applies to non-everyday business processes, which can be individually modeled with a workflow solution.

The most important advantages of workflow management, all of which go hand in hand with cost savings:

- Greater process efficiency
- Time savings
- Minimization of susceptibility to errors
- Greater transparency of processes
- Relief for employees & release of capacities

[Factsheet ,Business Process Management'](#)

High security standards

By making company-relevant information available for flexible, mobile access, security and data protection are particularly important. User rights are assigned in the system to ensure that only authorised employees have access to documents. This is another advantage over the 'analogue' version: a paper document tends to move from office to office and from one hand to the next – a particularly worrying situation when it comes to data protection. A digital document with restricted access is a far more secure solution. With a document management system that supports audit-proof archiving, it is also easier for you to comply with data protection laws and guidelines such as the GoBD.

Another point is the topic of cyber security. Cyber attacks usually reach companies via email communication and target sensitive documents and information. The risk of spam and, in particular, phishing attacks, which criminals use to gain access to sensitive information, has increased rapidly in recent years. High-performance email security is therefore highly recommended. The security aspect of the digital workplace therefore relates to both internal and external threats.

Functions of the Digital Workplace

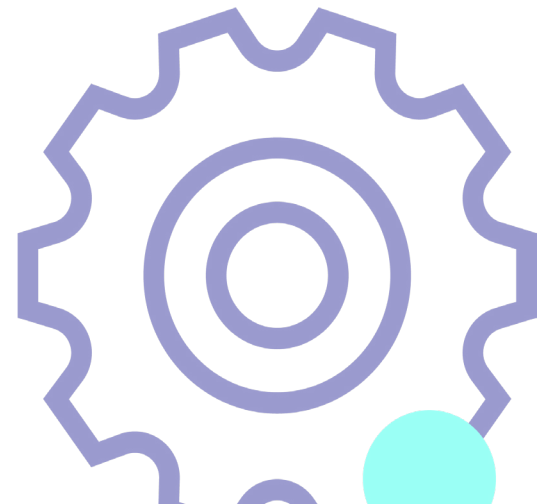
The task of a fully equipped digital workplace is to create a barrier-free transition between face-to-face work in the office and remote work, e.g. working from home. This presupposes that every employee must have the hardware and software components that enable them to complete all tasks remotely as well as in person.

In terms of software, employees have access to all tools and information that are relevant to their work. Access must be quick and uncomplicated in order to create the conditions for efficient work – long retrieval times or tedious searches for information are therefore out of place here. In addition, the optimal digital workplace not only integrates all relevant, previously digitised data, but also maps company-relevant work processes in the form of digital workflows. For example, travel expense reports or holiday requests are no longer processed manually, but via a digital process.

On the hardware side, the rudimentary repertoire includes at least a notebook with an integrated webcam, including a microphone, in order to be able to take part in di-

gital meetings. Of course, a smartphone or tablet can also be used as a mobile device – however, these devices are more of a supplement to a desktop PC or notebook, which are particularly useful for mobile working.

The following diagram provides an overview of the most important components required for a digital workplace.



Hardware

(Mobile) end devices (desktop PC, notebook, smartphone, tablet), internet connection, access to server or cloud, camera & microphone



Software & tools

ECM/document management system, collaboration tools, workflow management, project management, data security & data protection, e-mail security, social intranet

Collaboration tools

- In many companies, the prejudice that remote working or working from home would hinder collaboration between employees still persists. In fact, the opposite is true: these tools offer opportunities that traditional on-site collaboration cannot provide. They create new ways of communicating and managing tasks that can make collaboration in teams and project groups much more efficient.

What does the use of collaboration tools achieve?



As soon as employees want to work together from different locations, the use of collaboration tools is recommended. First and foremost, they enable efficient project management, including real-time communication, data exchange and the distribution of tasks and roles within the team. All participants are always on the same level of information, exchange information with each other and work together on their documents. They keep an eye on all tasks and deadlines, plan and organise their meetings and manage to work efficiently on current projects. Overall, this simplifies communication and ensures greater productivity.

The most popular collaboration tools include **Microsoft Teams, Asana, Trello** and **Google Workspace**. Modern ECM systems usually offer interfaces to collaboration tools (e.g. for the secure storage of shared files) to ensure the smooth integration of different components of the digital workplace.

- The security aspect of the digital workplace encompasses both data security and cyber security. On the one hand, mobile access to the company network increases the risk of cyber attacks. This relates in particular to IT and email security. On the other hand, in addition to this external threat, it must also be ensured internally that access by employees to company-relevant files is regulated in order to prevent misuse and thus ensure data protection.

Document protection

The protection of documents is ensured within the document management system. DMS utilise special security mechanisms to protect companies from data loss. The loss of documents can quickly become a business-damaging factor and should be avoided in the context of digital archiving.

Compared to a paper archive, a DMS offers significantly higher security standards. This is achieved, for example, through lifecycle management, with which documents are stored on different hardware storage systems based on configurable rules. In

addition, backups are carried out as standard in order to be prepared for a primary data failure and to provide 'double' or even 'triple' protection. The topic of cyber security is also relevant in this context: the task of a DMS is also to archive documents in such a way that they are not accessible to cyber attacks (e.g. in the form of an encryption attack). Offline backups that prevent access by criminals contribute to this.

Cyber security and protection in e-mail communication


According to the BSI's annual report, the threat in cyberspace, particularly from phishing attacks, is 'higher than ever'. Cyberattacks usually hit companies via email communication and can cause considerable damage. An efficient email security solution is therefore an integral part of any digital workplace. Cyberattacks in the form of phishing emails can be fended off in advance before they even infiltrate the inbox. Otherwise, there is a risk of data theft and misuse. As a rule, not only company-specific data is affected, but also personal employee and customer data, which should not fall into the hands of criminals under any circumstances.

Overall, data security and cyber security go hand in hand in the digital workplace when it comes to the security aspect. With a powerful document management system, you can archive your documents in the digital workplace in such a way that they are rigorously protected against unauthorised access. At the same time, you increase your defences against cyberattacks with an efficient email security solution.

[Factsheet 'E-mail security'](#)



Checklist #1: How to implement the digital workplace

 The implementation of the digital workplace is a step-by-step process that varies from company to company. Nonetheless, this process basically always involves the same components, even if their design can vary from case to case.

The 'digitalisation status' also differs between companies. While some are already working with digital workflows and collaboration tools and would now like to position themselves better in the area of email security, for example, others are still using Windows 98 as their operating system today and harbour dusty file archives in their cellars - the implementation of a digital document management system will be tantamount to a revolution here. The good news is that both can be helped.

We have summarised the most important points of implementation for you.

✓ Analyse your requirements

Understand the needs and working methods of your employees. Analyse existing processes and identify areas that can be improved with digital solutions. Also check which applications are already in use and build on them. ECM systems usually have interfaces to common third-party applications, such as ERP systems or Microsoft 365 applications.

✓ Select the software solutions you need

Get an overview of which software solutions are available for the respective areas. The dataglobal Group has an extensive product portfolio that already covers a large part of the digital workplace.

[Find out more about our services.](#)



✓ Provide the necessary technological infrastructure

Invest in a robust IT infrastructure that enables security, scalability and integration. Consider cloud services for flexibility and accessibility. However, on-premises models, where you provide hardware, software and personnel at your own location and thus manage your entire digital workplace in-house, still offer advantages in the face of cloud solutions. Please seek expert advice on this point in particular.

[We look forward to receiving your enquiry.](#)

✓ Implement collaboration platforms

Implement collaboration tools to create opportunities for video conferencing, chats and joint document editing. Ensure that the platforms are easy to use and intuitive.



✓ Enable and optimise mobile working

Support mobile working models by providing apps and solutions for mobile devices. Implement security measures for secure access from different locations. A key component of the digital workplace is enabling mobile working, which goes hand in hand with more flexibility and self-determination – see 'New Work'.

✓ Establish security guidelines

Implement robust security policies and mechanisms. Ensure that your data is stored, transferred and archived efficiently and securely. An ECM or document management system forms the foundation here by enabling audit-proof archiving of your data. This makes it easier for you, for example, to comply with statutory retention periods for important business documents – e.g. invoices, contracts and annual financial statements.

✓ Digitise and automate your work processes

Automate repetitive tasks to increase efficiency. You can do this with a software solution for modelling and automating digital workflows.

✓ Create awareness and acceptance for change

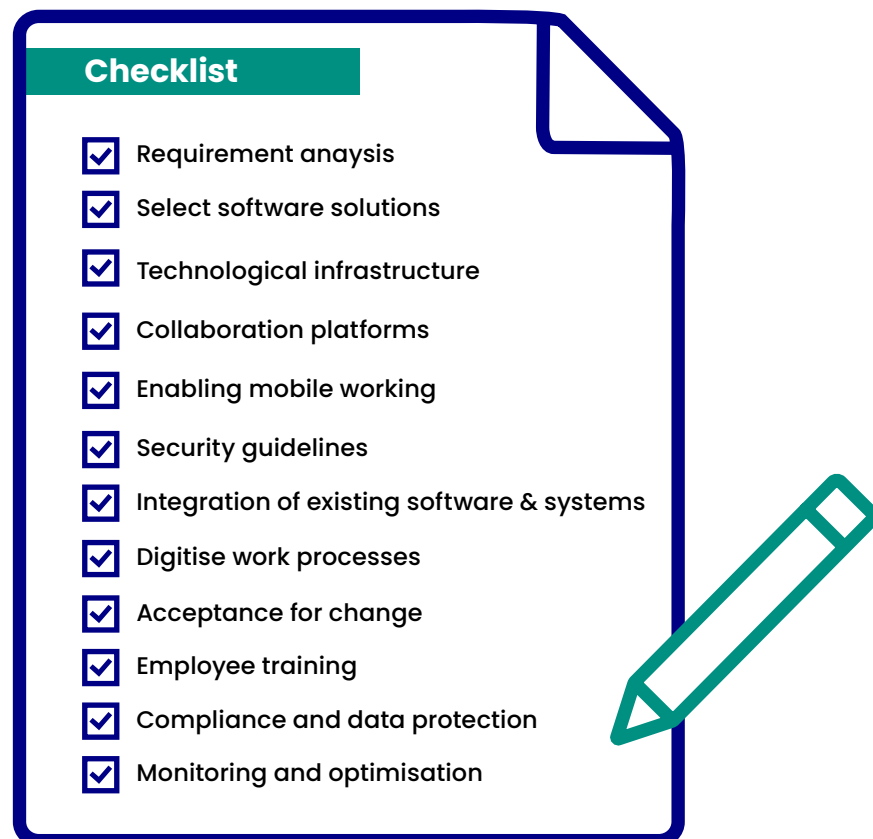
Raise awareness of the importance of the digital workplace among managers and employees. Implement effective change management to promote the acceptance of new technologies. Take away your colleagues' fear of change and the (unjustified) concern that they might not be able to cope with the new technologies.

✓ Take compliance and data protection regulations into account

Make sure that the introduction of the Digital Workplace is in line with the applicable data protection regulations and legal requirements. Implementing a digital workplace requires a holistic approach that takes technology, processes, people and culture into account. It is important to drive change step by step and in close collaboration with employees. An ECM system generally supports you in adhering to compliance and data protection regulations.

✓ Monitor and optimise your Digital Workplace

Implement monitoring tools to monitor the use and performance of digital platforms. Collect feedback from employees and adapt the solutions accordingly. Implementing the digital workplace is a continuous process – not least because technologies are constantly evolving.



Checklist #2: Involve employees in the implementation process

- One of the most important success factors in the introduction of the digital workplace is your employees. Internal acceptance of new technologies in everyday working life is crucial for success. After all, it is your colleagues who will be working with the new software solutions and collaboration platforms on a daily basis. You should therefore take appropriate measures to get your employees on board and convince them of the benefits of the digital workplace.

✓ Early communication and transparency

Inform your employees about the planned introduction of the digital workplace at an early stage. Explain the reasons, objectives and expected benefits. Open communication creates trust and reduces potential resistance.

✓ Training and further education

Offer training and further education measures to familiarise your employees with the new digital tools and platforms. These should be practical and tailored to individual needs. If ongoing training is not necessary, you should at least offer an introduction to the new tools and associated working methods. One advantage of dataglobal Group solutions is that the software is easy to understand and intuitive to use. Training measures are therefore reduced to a minimum.



✓ Collect feedback

Ask for regular feedback from your employees, both during the implementation phase and after the introduction of the digital workplace. Take this feedback into account for continuous improvement.

✓ Appoint ambassadors

Identify 'digital champions' or ambassadors within the workforce who are particularly committed and can support their colleagues. These employees can act as contacts and promote acceptance.

✓ Participatory decision-making

Involve your employees actively in decision-making processes when it comes to selecting technologies and functions. This creates a sense of co-determination and promotes acceptance.



✓ Carry out pilot projects

Start with pilot projects on a smaller scale before expanding the Digital Workplace to the entire company. This makes it possible to recognise problems at an early stage and gain experience.



✓ Recognition

Recognise the efforts of your workforce in getting used to and adapting their working methods to the digital workplace. Rewards, recognition or even small incentives can increase motivation.



dataglobal Group: Software solutions for the Digital Workplace – Made in Germany

- What drives us as dataglobal Group is the vision of a working world in which people can work easily and mobile from anywhere in the world – securely, conveniently and with the tools and functions they need for their own peak performance on the job. Although we provide the technical innovation, in the end you do the work that matters.

We support you in optimising the processes in your company both economically and in terms of ecologically sustainable corporate management. In this way, together we can master the challenges of a modern working world that is characterised by rapid change and the breaking down of outdated ways of thinking, presenting its players with new tasks.

We realise the digital workplace for your company

The dataglobal Group's solution portfolio covers most of the areas of the Digital Workplace described in this guide. From enterprise content management, document management and workflow management to e-mail security and more.

For more information about the dataglobal Group and our product range, please visit our website at <https://www.dataglobalgroup.com/en/>. We would also be happy to advise you in person.

Contact us now and make an appointment. We look forward to hearing from you.

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What is the Digital Workplace?

The digital workplace is a virtual workplace that brings together various technologies such as document management systems, collaboration software and workflow management tools to improve employee communication, collaboration and productivity. It makes it possible to work from anywhere, access all the necessary tools and resources and collaborate seamlessly with colleagues, regardless of their location. It therefore goes beyond the physical workplace and includes all the digital tools and platforms that employees need for their work.

What software does the Digital Workplace include?

- ECM/ document management system
- Collaboration tools
- Workflow management
- Project management
- E-mail security
- Social intranet

and more.

What are the benefits of the Digital Workplace?

- Mobiles Arbeiten: Jederzeit und von überall
- Fast, flexible access to required documents & information via end device
- Efficient collaborations
- Paperless office
- Quick availability of information
- Workflow management and automation
- High security standards

Is the Digital Workplace expensive?

The costs for implementing a Digital Workplace vary and depend on various factors (size of the company, existing infrastructure, selected technologies, security and compliance requirements, etc.). Although the implementation of a digital workplace is initially associated with costs, benefits such as increased productivity, improved collaboration and flexibility as well as securing competitiveness generally justify the investment. In addition, many providers of digital workplace solutions offer flexible pricing models that are tailored to the needs of different companies. The dataglobal Group also works with this model in order to offer you exactly the solutions you really need.

Is the digitalisation of my company necessary?

Digitalisation is finding its way into all areas of life. In the business world in particular, significant competitive disadvantages can quickly arise if 'new' technologies are left out of the equation. In addition to this economic argument, the digital workplace can also make your employees' working and private lives (work-life balance) much easier.

Where can I get advice?

The dataglobal Group is an expert in software solutions for the Digital Workplace. Find out more on our website (dataglobal Group - Software for the Digital Workplace) or contact us directly. Our experts can advise you at any time on customised digital workplace solutions for your business.

[Get advice now!](#)



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Would you like to find out more about dataglobal, digital document management and the possible applications and optimisation potential in your company?

Then please get in touch with us. We will provide you with comprehensive advice and are guaranteed to find the right solution in our broad product portfolio for the Digital Workplace.

We look forward to hearing from you!
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