

Digital Workplace

A well-designed digital workplace and value-added intranet save time and money and increase employee satisfaction. Companies have become even more digitalised since Corona and today we find a new hybrid working model in many industries, where technology is of paramount importance to ensure efficient interaction and the integration of new employees.

Grant Thornton helps organisations optimise hybrid working by designing processes and systems for the digital workplace that provide ideal support for their employees.



Every organisation requires an efficient Intranet

An efficient intranet is an important tool for any modern organization, as it provides a centralized platform for internal communication and collaboration between employees and teams. By facilitating the sharing of information and resources, a proper and simply set up intranet will improve productivity, increase efficiency, and foster collaboration within the organisation. An effective intranet will also help streamline internal processes, such as information access and approval

flows, making it easier for employees to get their work done and achieve their goals.

By leveraging the latest technologies and design methods, we are able to create innovative, employee-friendly internal systems. Our goal is to help you achieve your business objectives by designing an intranet, which is easy to use and that your employees will actually work with.

Tailor-made process

Every complex project needs an individual approach. That is why our mission is to flexibly tailor the intranet design process to your company's needs. To achieve this goal, we apply User Centred Design methods. Our approach and the individual steps are illustrated in the following graphic:

1. Exploration

We look for new opportunities and gaps. The exploration phase is a crucial step to understand the employee's needs, behaviours, and motivations. At this stage, we gather knowledge and define the content of the project.

2. Research

UX research helps to make data-driven decisions. The research phase is focused on gathering information about your employees' behaviour and challenges. We conduct a variety of research, including ethnographic studies, to better understand the specific use of the intranet in your organisation.

3. Definition

At this stage, we focus primarily on the context of the different types of employees – professionals, managers and board members. We define the requirements and design goals to be achieved. The information gathered in the research phase is synthesised to create a clear and comprehensive understanding.

4. Information Architecture

The information architecture phase of an intranet project involves creating an intuitive structure for the intranet and its content, based on the data and insights to improve the usability and user experience of the platform.

5. UX and UI design

In the UX and UI design phase, the visual representation of the intranet occurs. This phase involves creating wireframes, prototypes and visual designs demonstrating how the platform will work and look.

6. Implementation

We select the best partner and coordinate the process steps to ensure that the solution is implemented smoothly, efficiently and in accordance with the planning.

Measuring progress

The Digital Employee Experience Navigator (DEEN) is a framework that helps you continuously evaluate the effectiveness of your Digital Employee Experience (DEX) systems, such as an intranet. With DEEN, you can easily identify areas for improvement and optimise your strategy.

What will we develop together?

- 1. Index of goals tailored to your DEX
- 2. Specified metrics to track your progress
- 3. Ready-to-use technical measuring setup

The DEX goals are set, what's next?

Once you have set your goals, metrics and technical settings, it is important to track their performance. We help you keep all the statistics in one place to understand how your DEX performs against your established metrics.

Internal tools

We deliver the following types of solutions:

- · Intranet and HR portals
- Employee portals
- Knowledge bases
- Onboarding platforms

Experienced research and design team

To provide you with the best possible support, we work closely with our international partners from the Grant Thornton International network. Thanks to this cooperation, we have a design team of 50 experts consisting of:

- Business designers
- UX/Product designers
- Visual designers
- CX/UX researchers and analysts

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