



# Future Office

The evolution of what we know as <intranet> to a platform for growth, productivity and innovation.

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# Times change. Goals don't.

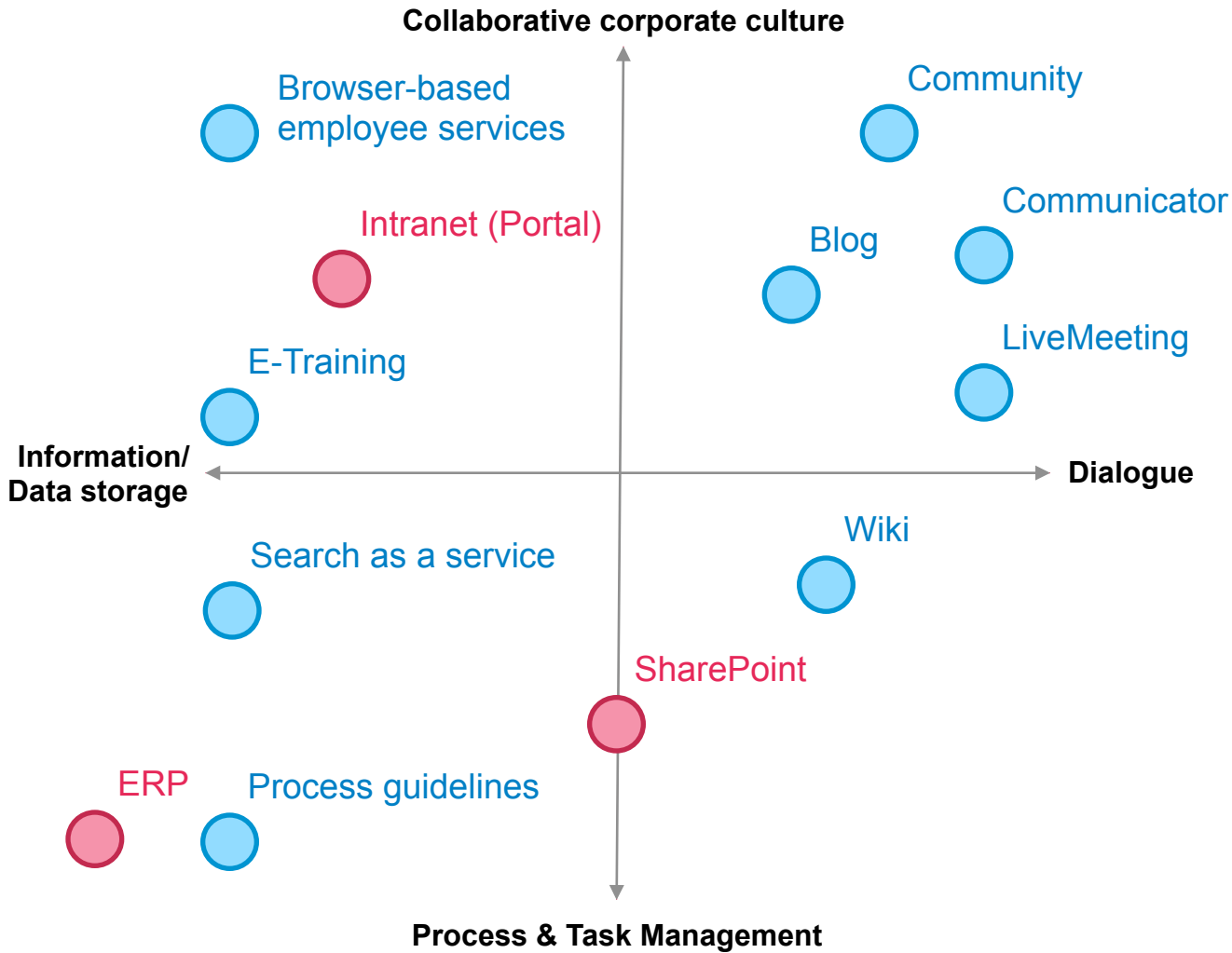
**Growth**

**Efficiency**

**Innovation**

**Sustainable  
corporate culture**

# The evolution of <intranet> to a platform for communication and productivity



# Unleash new potential!

## Future office service design & work culture

Management has to adopt the new way of working

Change Management

Introductory campaigns

Communities and adoption of social media & networking

Potential of the organisation (ROI)

## State-of-the-art concept and design for browser-base services

State of the art man/machine interfaces and service design

Browserbased low-effort services for administrative tasks

Max. individualisation and single sign on for all services

## Navigation, structure and search quality

Intuitive concept for structure and usability of the platform

Search service design as a real add value

## IT infrastructure

e.g. ERP, SharePoint, Unified Communications, FAST, etc.

Potential of the platform

ACCESS

USABILITY

VALUE CREATION

# Future Office Concept

Potential of the organisation

Service Design | User Experience | Work culture 2.0

## Working together

Efficient, network oriented collaboration across functional and geographical borders.



## Essential information

Business critical and relevant information will be provided pro-actively or can be accessed intuitively.



## Business Services

More potential for productive work by reducing administrative efforts and providing a state-of-the-art self service concept.



Centralized and intuitive role and rights management

Collaboration

1:1 communications

Process management

CRM

Archiving

IT Infrastructure

TK

ERP

Enterprise Search

Productivity software

Knowledge management

### Excellent services

Commercial digital services are the benchmark for services in a digital workplace

### Excellent results

Our goal is a measurable benefit with regards to efficiency, productivity and innovation power. We want to nurture a modern and collaborative corporate culture.

Potential of hard- and software



# Focussing on corporate goals



Collaborative approach towards corporate success

**Share  
Contribute  
Collaborate**  
GROWTH

Interest, expert or offering networks create new perspectives and potential

**Interact beyond  
borders**  
EFFICIENCY



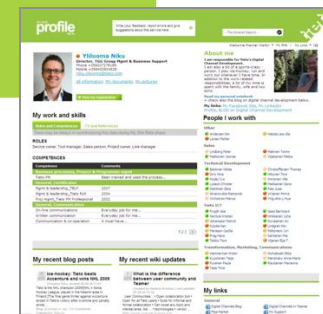
**Seek for inspiration**  
INNOVATION

**Network  
Relate  
Befriend**  
CORP. CULTURE



Driving innovation and inspiration throughout the organisation

Personal profiles beyond contact data and skill catalogue



# Core of the information worker services in Future Office

## 1. Collaboration

- Profiles & individual services
- Expert and product communities
- Team work

Individual Profiles



(Expert) Networks



Project Groups



## 2. Essential information

- Relevant and individualized delivery of facts and data
- Efficient search

Information & Feeds



Enterprise Search



BI and Product Management



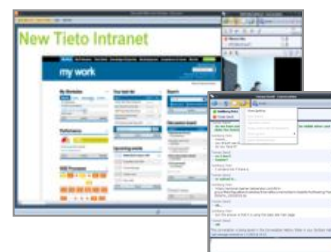
## 3. Business Services

- Minimizing administrative efforts by using modern and web-based self services
- Common basis for collaboration and communication

SelfServices & Administration



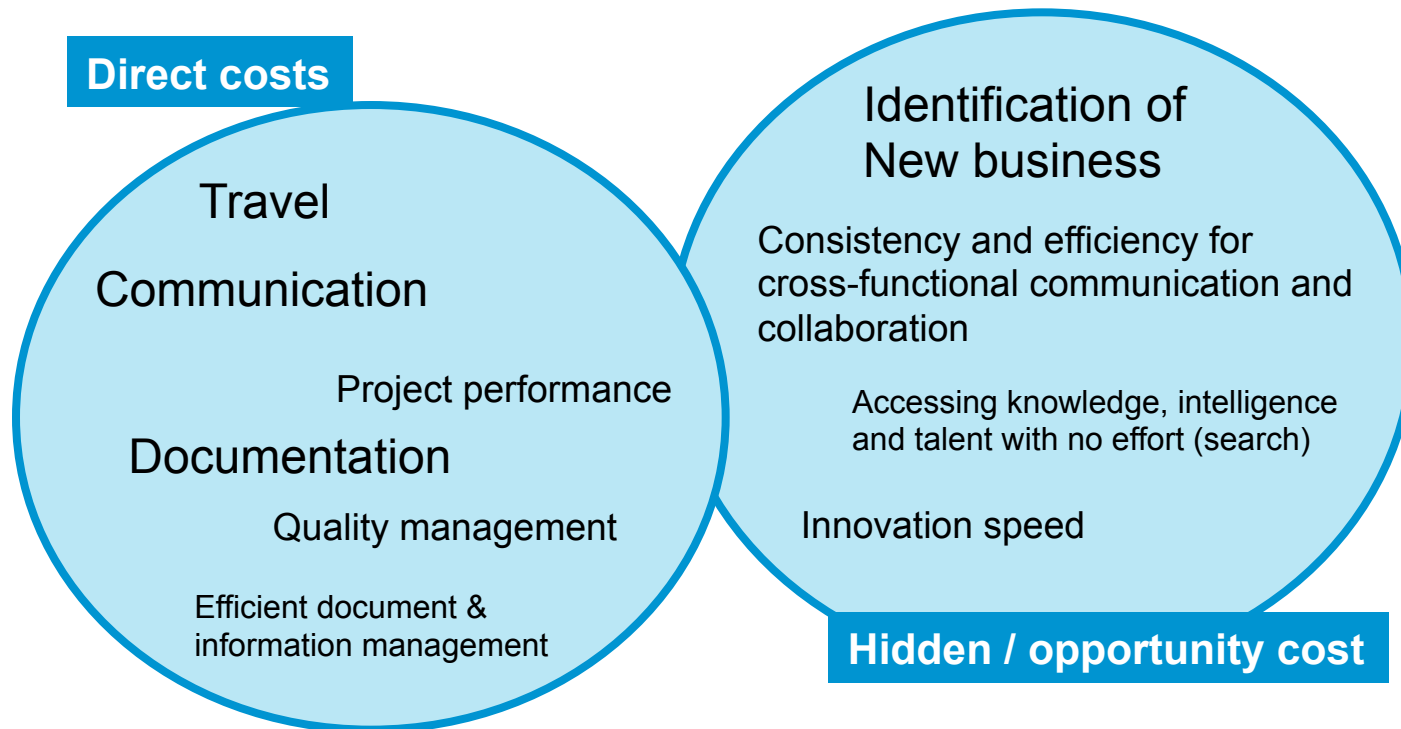
Virtual Collaboration



Collaborative Creation



# Addressing key KPI and business drivers

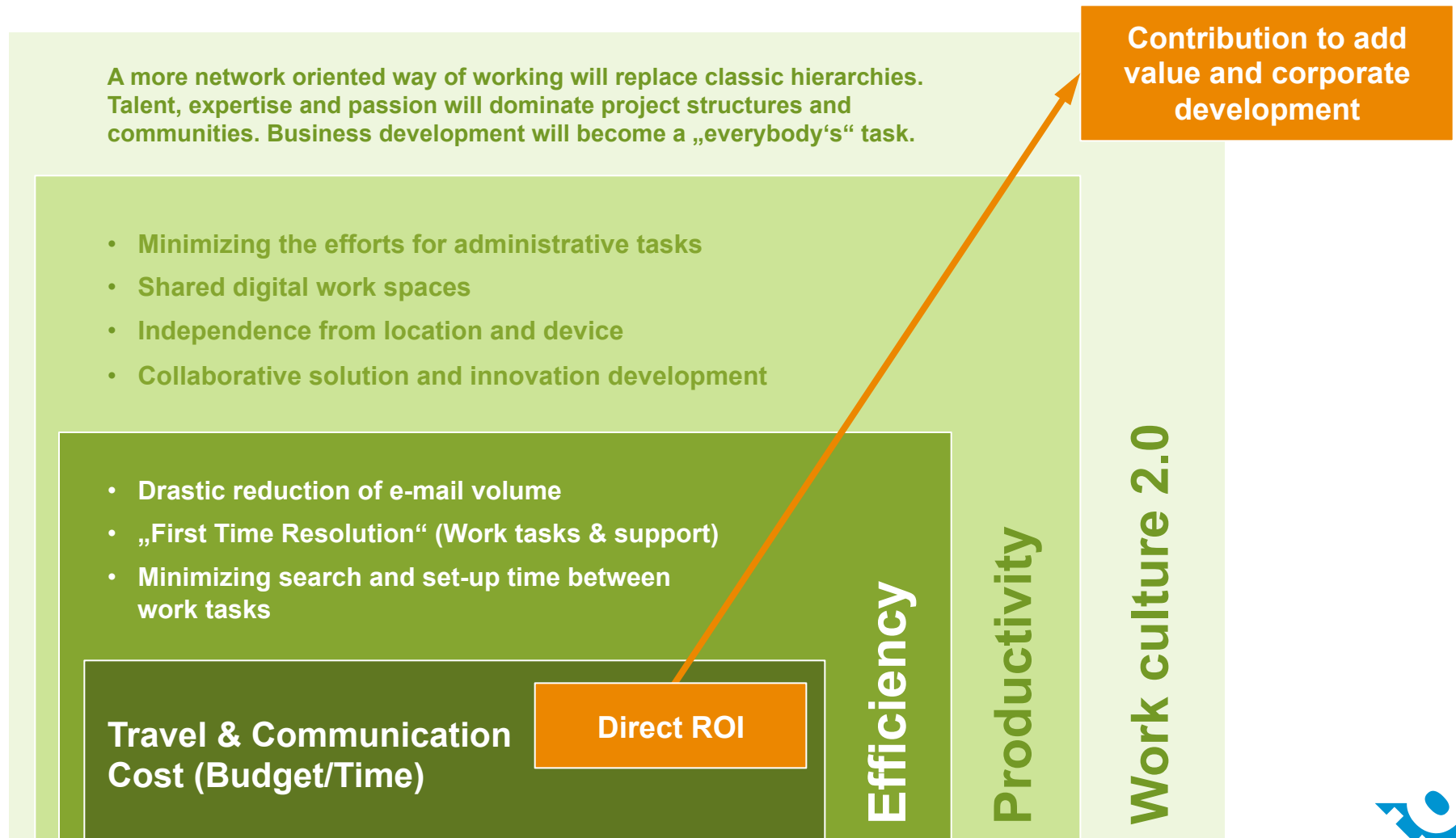


## Unleashing the enterprise 2.0

Establishing social media techniques as new business drivers

- Blogs, Wikis, communities
- Facebook™- & LinkedIn™ inspired profiles for employees

# Future Office ROI building blocks



# We're going the extra mile for you

What you can expect from Tieto in an  
Future Office project from vision to  
execution



# Evolutionary phases of FO



# From vision to execution – going the extra mile.

## Strategy

- Service strategy
- Feasibility study
- Innovation service
- User touch point analysis
- Service current state evaluation

## Design

- Service concept
- User Interaction design & prototyping
- Concept visualization
- User analysis
- Usability testing
- High level architecture
- Service performance
- Technology selection
- Sourcing and vendor management

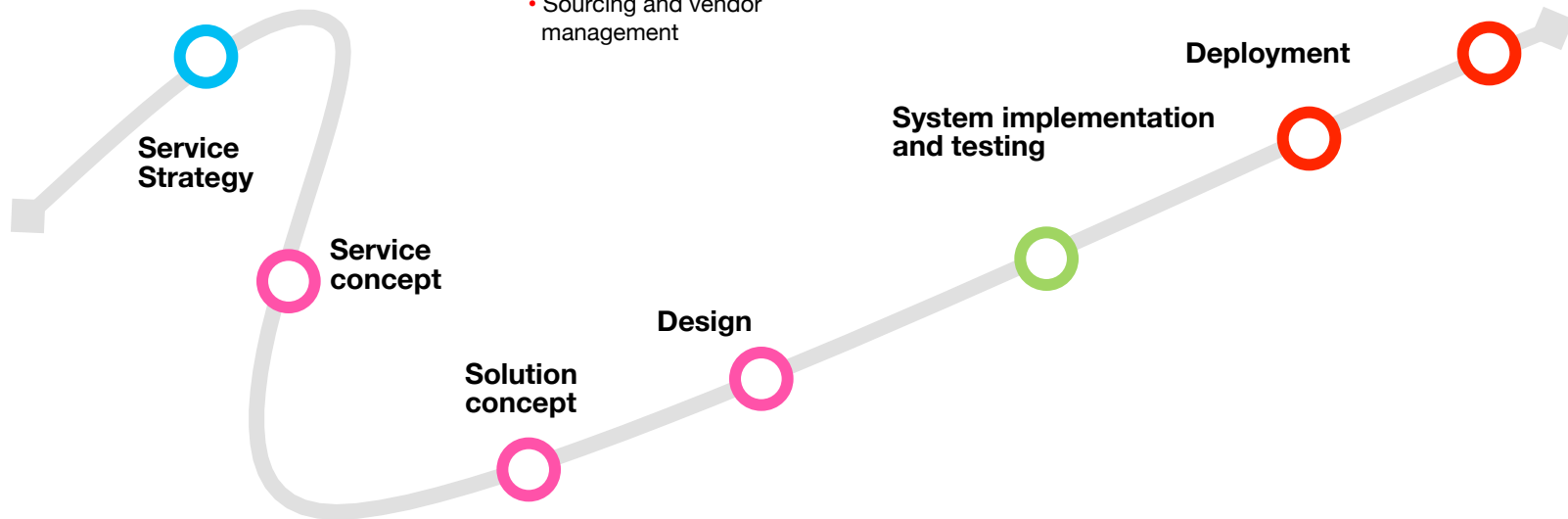
## Build

- Solution concept
- User interface design
- Interface implementation
- Reporting/Business Intelligence
- Training
- Test & Rollout
- Application management
- Maintenance & Support

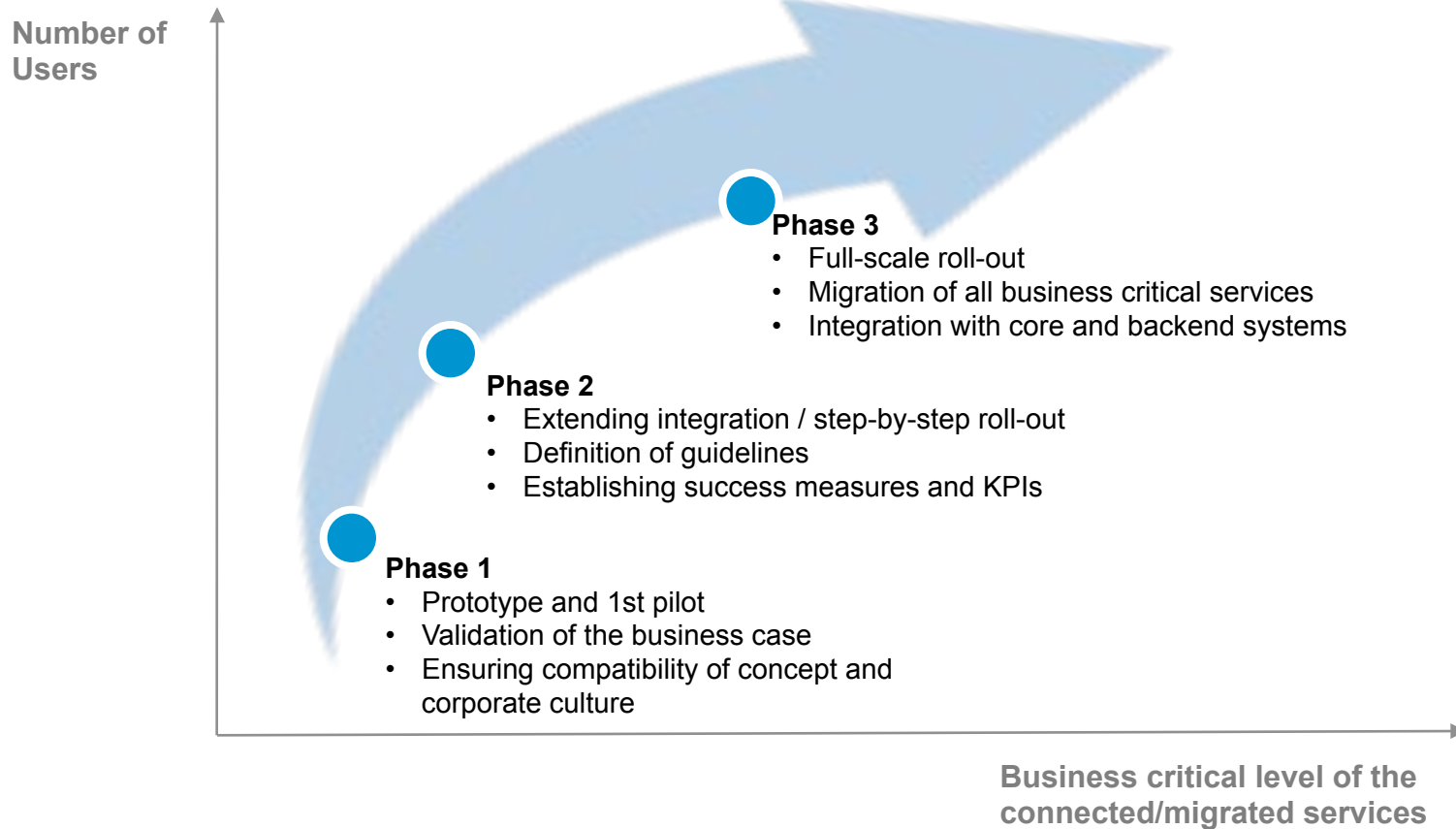
## Use & Develop

- Service governance
- Service support and delivery
- Program & project management
- Continuous improvement and modernization
- Change and release management

## Support, Delivery & Governance



# The path to a Future Office



# Thank you!

And welcome to the enterprise 2.0

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