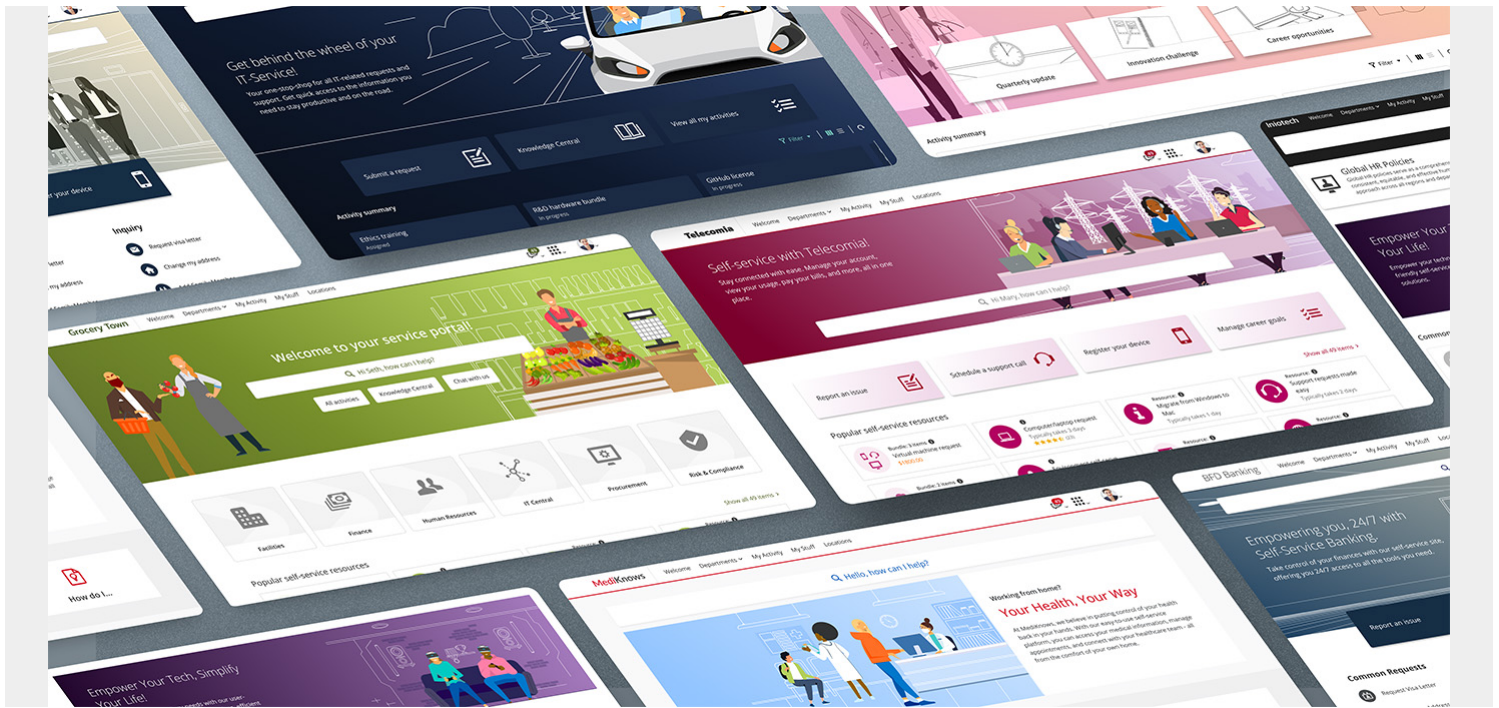


# CREATE DAZZLING EMPLOYEE EXPERIENCES WITH BMC HELIX DIGITAL WORKPLACE STUDIO



The modern workplace is evolving rapidly, and with the growing importance of digital technologies, organizations are realizing the need to adapt to a digital-first approach. One of the ways to achieve this is by implementing a digital workplace portal, a centralized platform that offers employees access to all the tools, resources, and information they need to perform their jobs efficiently.

By implementing a digital workplace portal, organizations can provide their employees with a modern, efficient, and engaging experience that enhances their productivity, satisfaction, and overall work experience. Here are some ways in which digital workplace portals such as [BMC Helix Digital Workplace](#) can modernize the employee experience:

## 1. Help employees get their job done

Digital workplace portals provide a tailored portal experience that drives self-service and automation for the enterprise. This enables employees to easily find the tools and resources they need to get their job done more conveniently, intuitively, and effectively. For example, virtual agents that offer support for IT and can offer live chat support, and an integrated knowledge experience allows employees to quickly find the information they need.

## 2. Enable hybrid work

Remote work has become more common, and hybrid workplaces are the new norm. A digital workplace portal enables employees to work from anywhere, at any time, on any device. This

allows employees to access information and resources whenever they need them and collaborate with team members irrespective of their location. The portal can also provide management tools to support the hybrid workforce.

### 3. Automate workflows

Automated workflows can be integrated into a digital workplace portal, allowing employees to complete tasks more efficiently. For example, an employee could request time off through the portal, and the request could automatically be sent to their manager for approval. This streamlines processes and saves time for both employees and managers. The portal can also provide things like advanced knowledge management support, real-time language translation, and automated triage of inbound email via a machine learning algorithm.

### 4. Enable a collaborative enterprise

A digital workplace portal can enable collaboration across teams and departments. Take new employee onboarding for example. It's imperative the employee has a good experience and is set up for success. This requires collaboration across teams: IT to ensure that the new employee receives their login information and equipment on time; facilities to provide building access; finance to setup payroll as well as tax and retirement deductions; and HR to ensure the employee is enrolled in healthcare coverage. The portal allows for the different departments to effectively collaborate in supporting with the new employee by providing them with key information they will need, actions that must be taken during their first few weeks, and the ability to answer questions they may have.



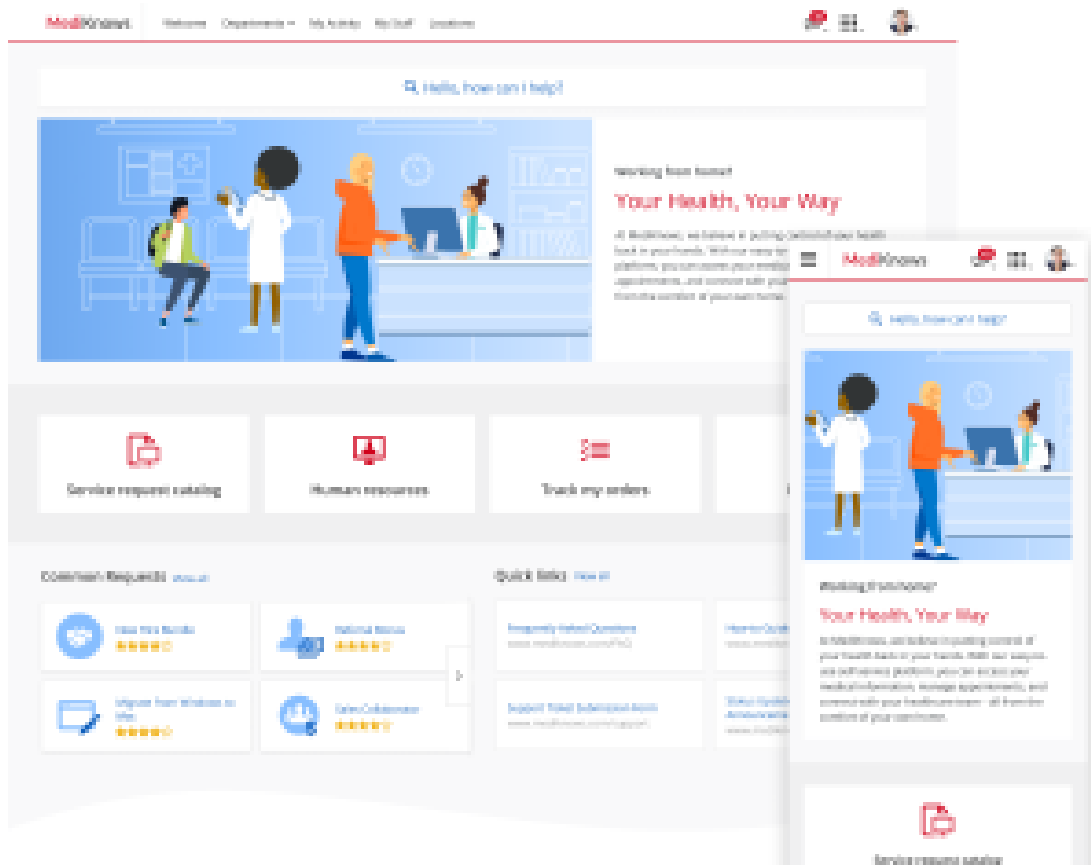
**Figure1. Employee Onboarding Portal**

## 5. Deliver an amazing employee experience

By offering a modern and intuitive interface, digital workplace portals can enhance the employee experience. Employees can easily find the tools and resources they need, and personalized dashboards and notifications can make their workday more efficient and engaging. This can lead to increased employee satisfaction and motivation. The portal can also offer cognitive search capabilities that enable employees to find the information quickly and easily.

With a digital workplace portal, employees can access all the information and resources they need to perform their jobs effectively. This includes access to company policies, training materials, project files, and more, all from a single platform. This streamlines the process of finding information, saving employees time and effort.

Digital workplace portals can be customized to meet the unique needs of individual employees. This includes personalized dashboards, notifications, and access to tools and resources based on their role and preferences. This level of personalization enhances the employee experience by providing them with a platform that is tailored to their specific needs.



**Figure2. Healthcare Industry Portal**

## 6. Improved efficiency for industry verticals

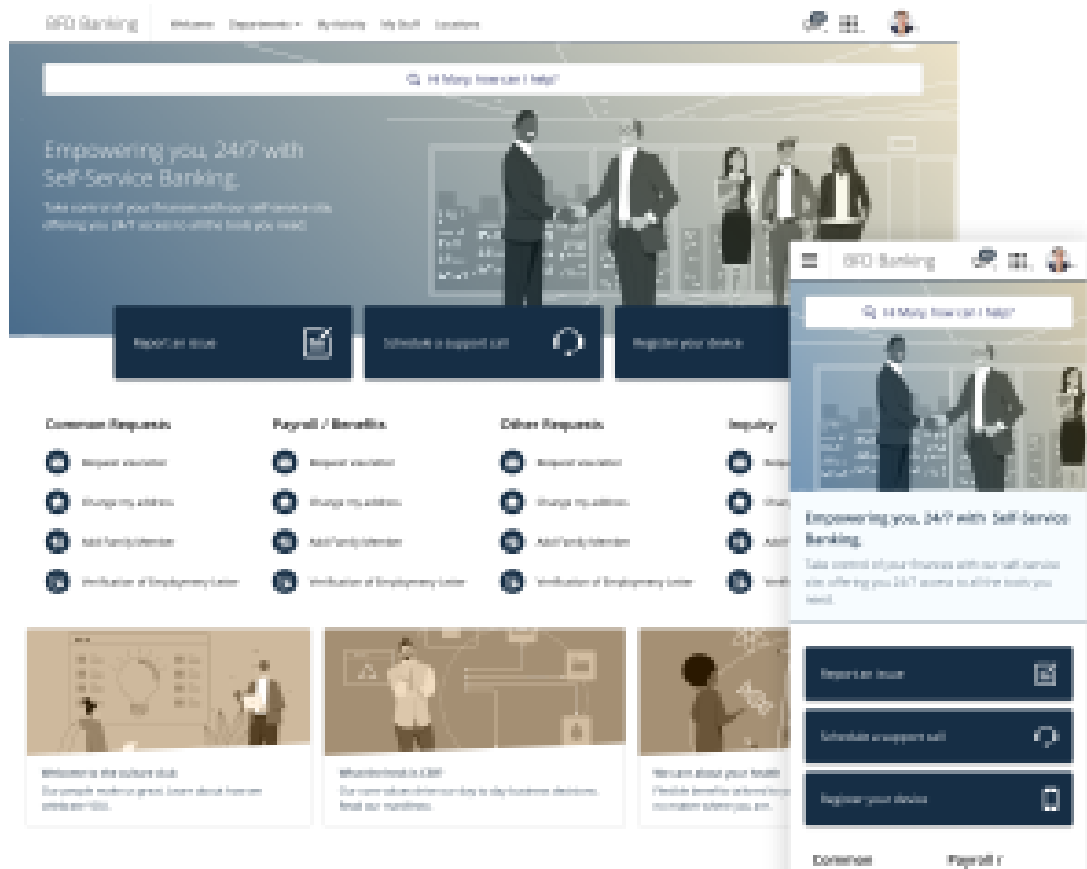
BMC Helix offers lines-of-business modules for [HR](#), [Customer Service](#), and Workplace Service, there are also templates available that cater to specific industry verticals. These templates provide organizations with pre-built solutions that are tailored to the specific needs and

requirements of their industry. These out-of-the-box templates can help organizations get up and running quickly and efficiently and provide a solid foundation for customizations and further enhancements.

Some examples of out-of-the-box templates for industry verticals include:

- **Healthcare Industry Template:** Patient management, appointment scheduling, telemedicine, and more.
- **Finance Industry Template:** Loan management, account opening, payment processing, and more.
- **Retail Industry Template:** Inventory management, order processing, customer management, and more.

In addition to the efficiencies they offer, these templates can also help organizations stay ahead of the curve by providing access to the latest technology and best practices in their industry.



**Figure3. Finance Industry Portal**

In conclusion, digital workplace portals are an essential tool for modernizing the employee experience. By helping employees get their job done more conveniently, intuitively, and effectively in a delightful way—enabling hybrid work, automating workflows, enabling collaboration across teams, and creating an amazing employee experience—digital workplace portals can help organizations create a modern, efficient, and engaging workplace that enhances employee productivity, satisfaction, and overall work experience.