

The Human-Centered Digital Workplace

A modern office interior with large windows overlooking a city. In the foreground, there are three red armchairs arranged in a small circle. In the background, there are desks with computers and office partitions. The ceiling has exposed pipes and modern lighting fixtures.

Digital glue: engaging and leading in a fragmented world of work

Paul Miller

CEO and Founder

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@paulmillersays

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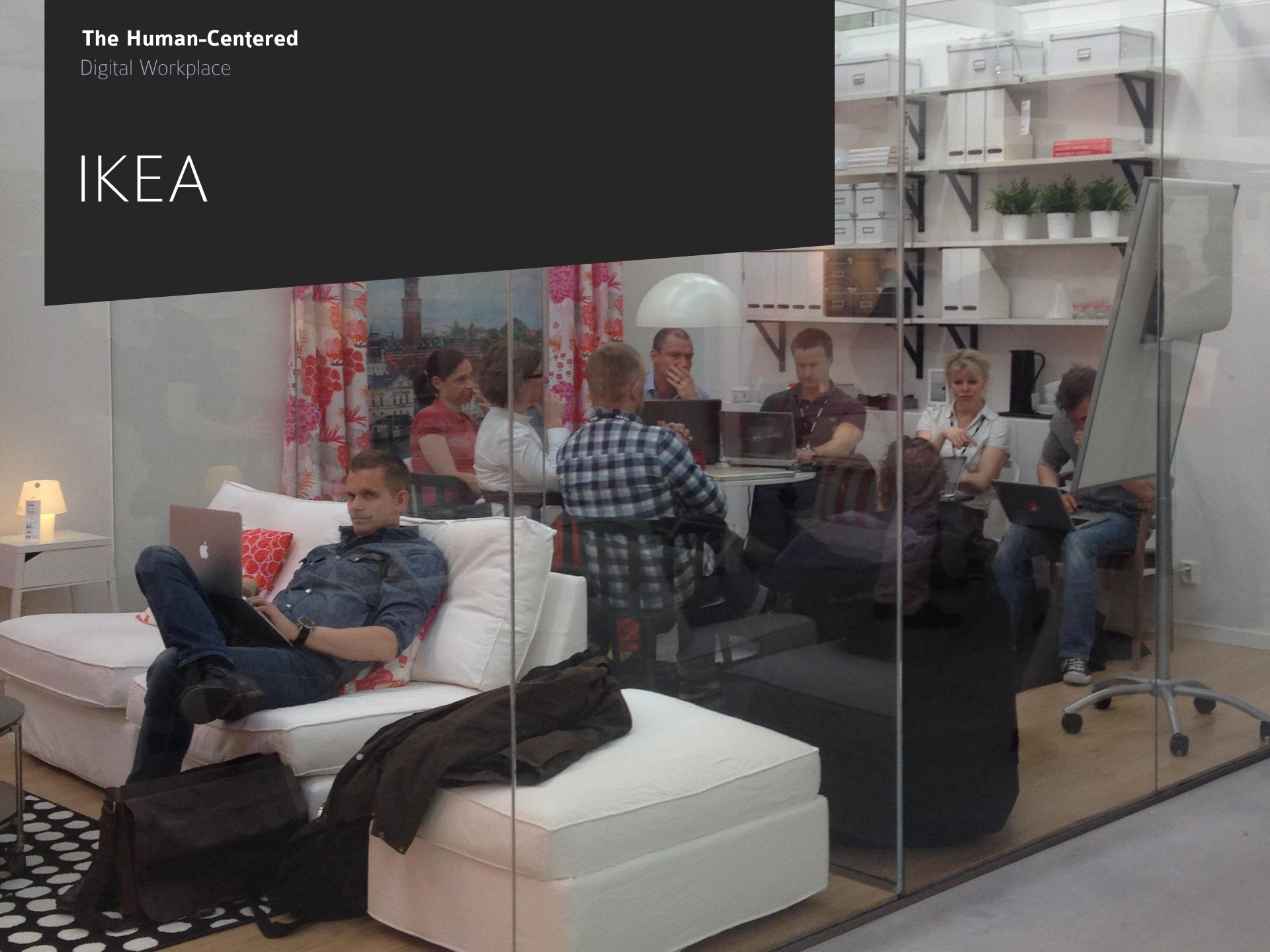
Design patterns



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IKEA



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The more living patterns there are
in a room, a building or a town, the
more it comes to life as an entirety,
the more it glows, the more it has
this self maintaining fire.

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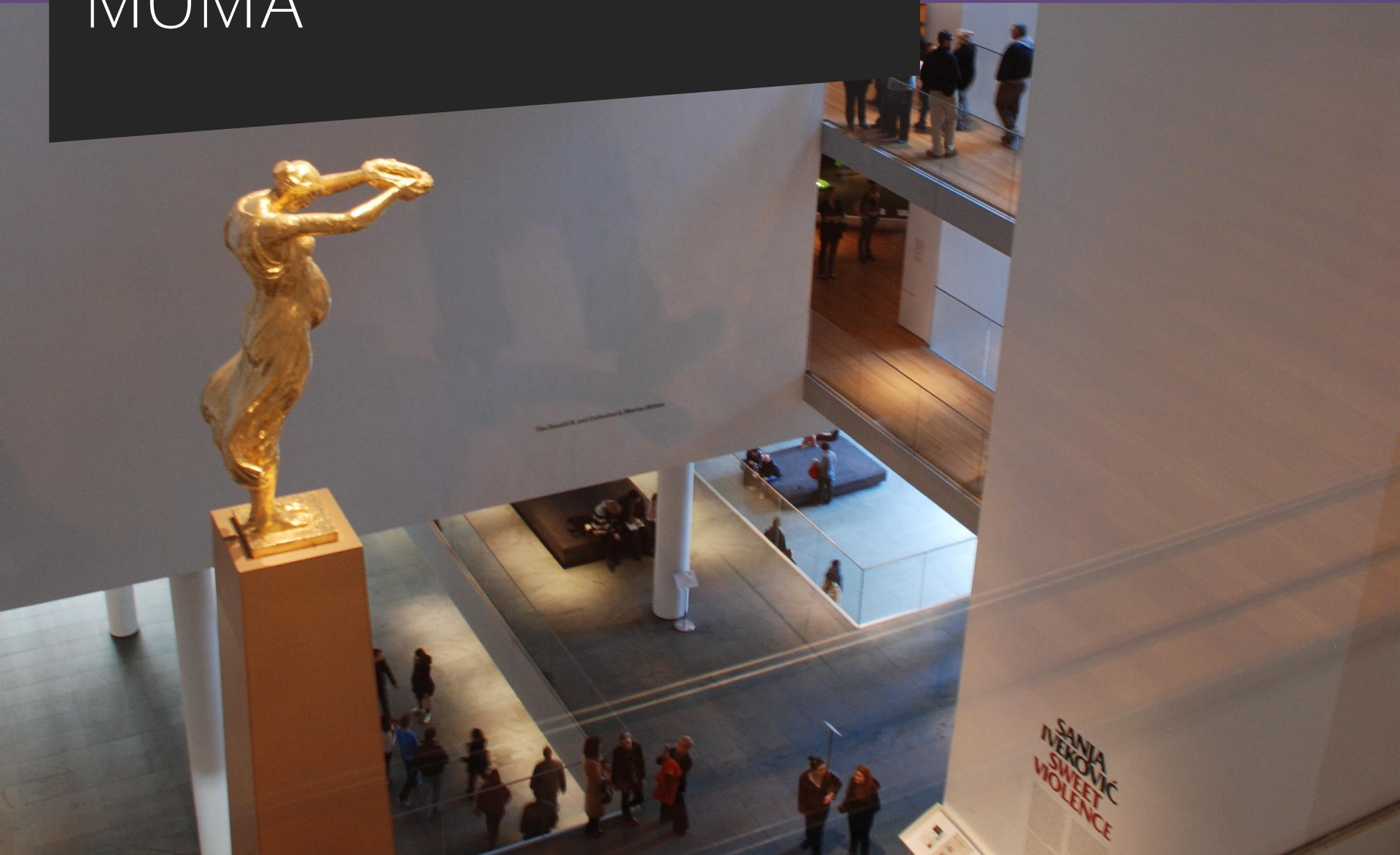
The Timeless Way of Building

Christopher Alexander

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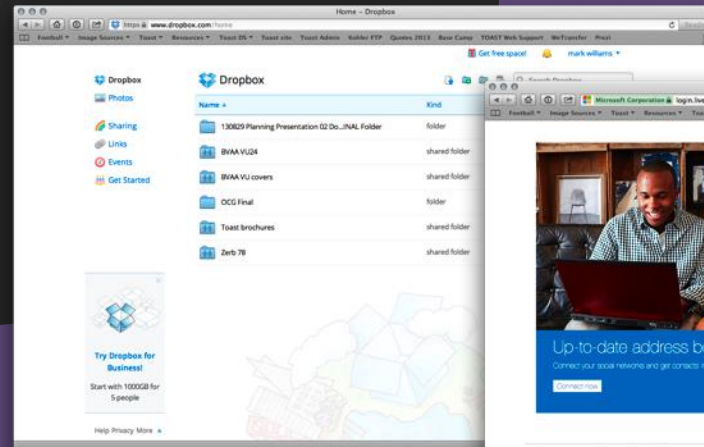
MOMA



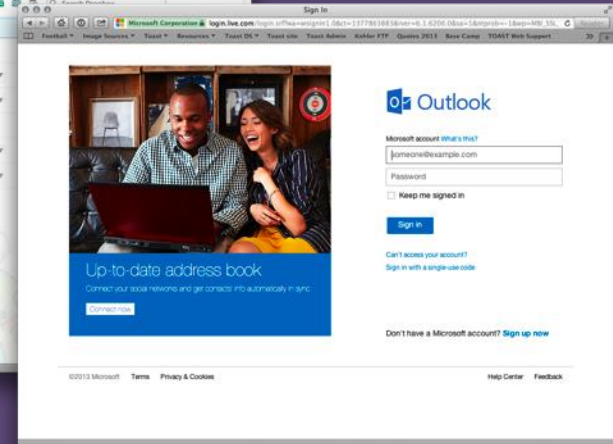
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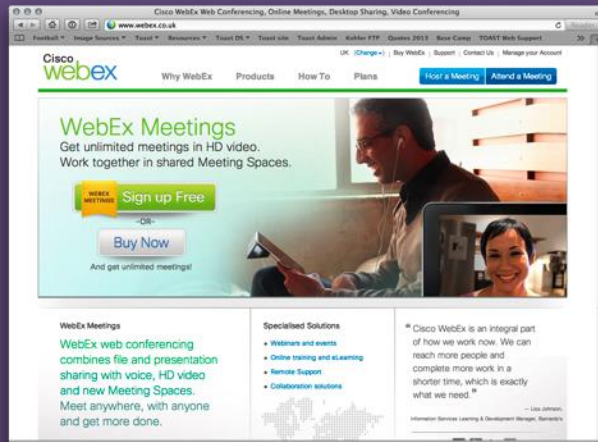
Patterns of the digital workplace today



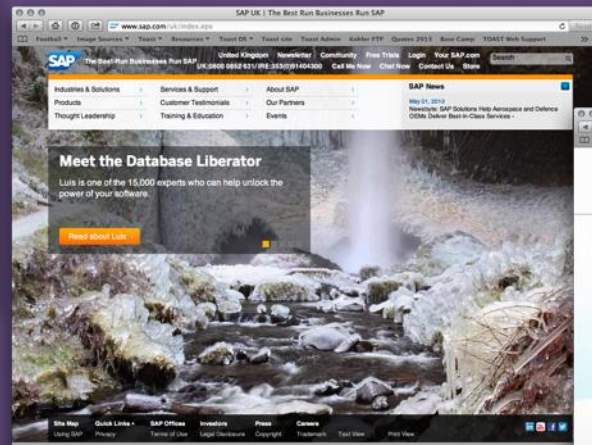
DROPBOX



OUTLOOK



WEBEX



SAP



YAMMER

Where do we work?



A donut chart with a dark purple outer ring and a lighter purple inner circle. The inner circle is filled with a dark purple color, representing 75% of the total. The outer ring is divided into four segments of different shades of purple.

75%

office worker time
(25% on email alone)



A donut chart with a dark purple outer ring and a lighter purple inner circle. The inner circle is filled with a dark purple color, representing 25% of the total. The outer ring is divided into four segments of different shades of purple.

25%

frontline

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Remember the offices
of 50 years ago



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Steve Jobs taught us how beautiful digital experiences could be



Cost of poor experiences

- Low service adoption
- Loss of productivity
- Erosion of employee satisfaction
- Reduce ability to retain and recruit
- Lower security due to human error

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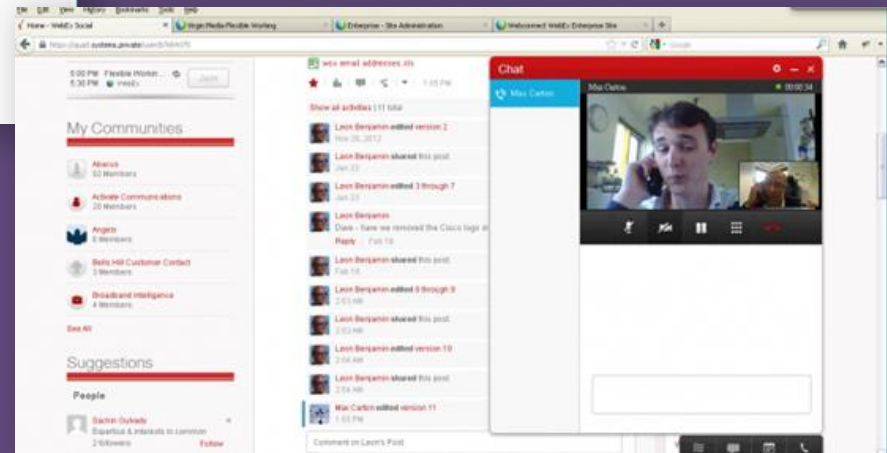
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What does a human-centered digital workplace feel like?



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What does a human-centered digital workplace feel like?



30 different architects
working on our HQ

CEO Focus

1020 CEOs say:

No. 1
challenge: Make the
most of
their staff

No. 2
challenge: Strengthen
customer
relationships

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Digital Experience



The power of the digital workplace

- Choices
- Speed
- Connection
- Autonomy
- Productivity
- Enjoyment

Not just a bit better



50%

decrease in customer
complaints about staff
knowledge



500%

increase in customer
adoption of digital



1500

fewer jobs because
customers do the work -
enthusiastically

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Heine Brothers



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Addiction

Challenge of anytime,
anywhere



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Isolation

A photograph of a person sitting on a sandy dune, looking out at a vast, calm body of water under a hazy sky. The person is in silhouette, sitting on the left side of the frame. The water is a uniform light brown color, and the sky is a pale, hazy yellow. The overall mood is one of isolation and contemplation.

Fragmentation, connection
and presence

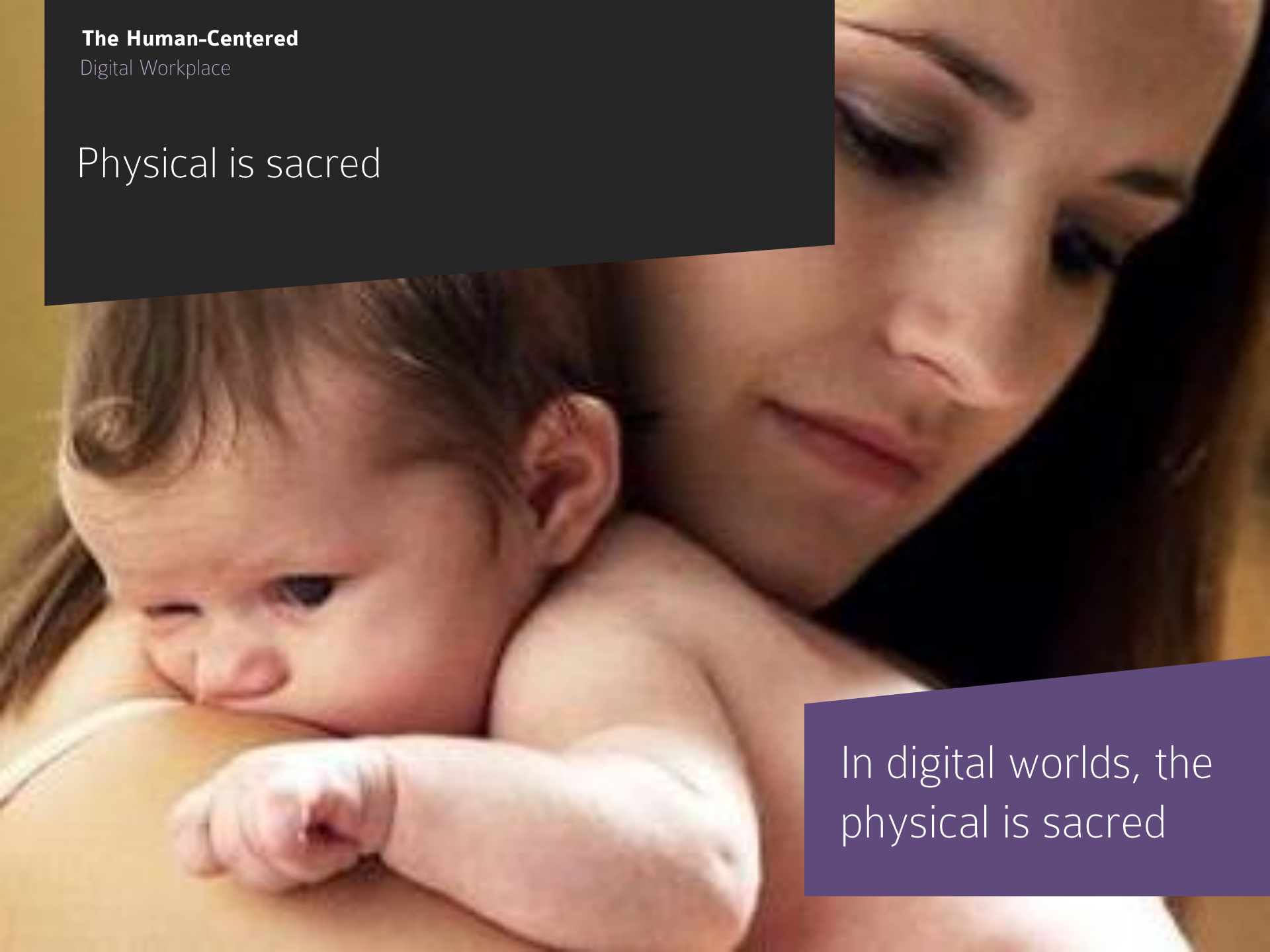
When it works



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Physical is sacred



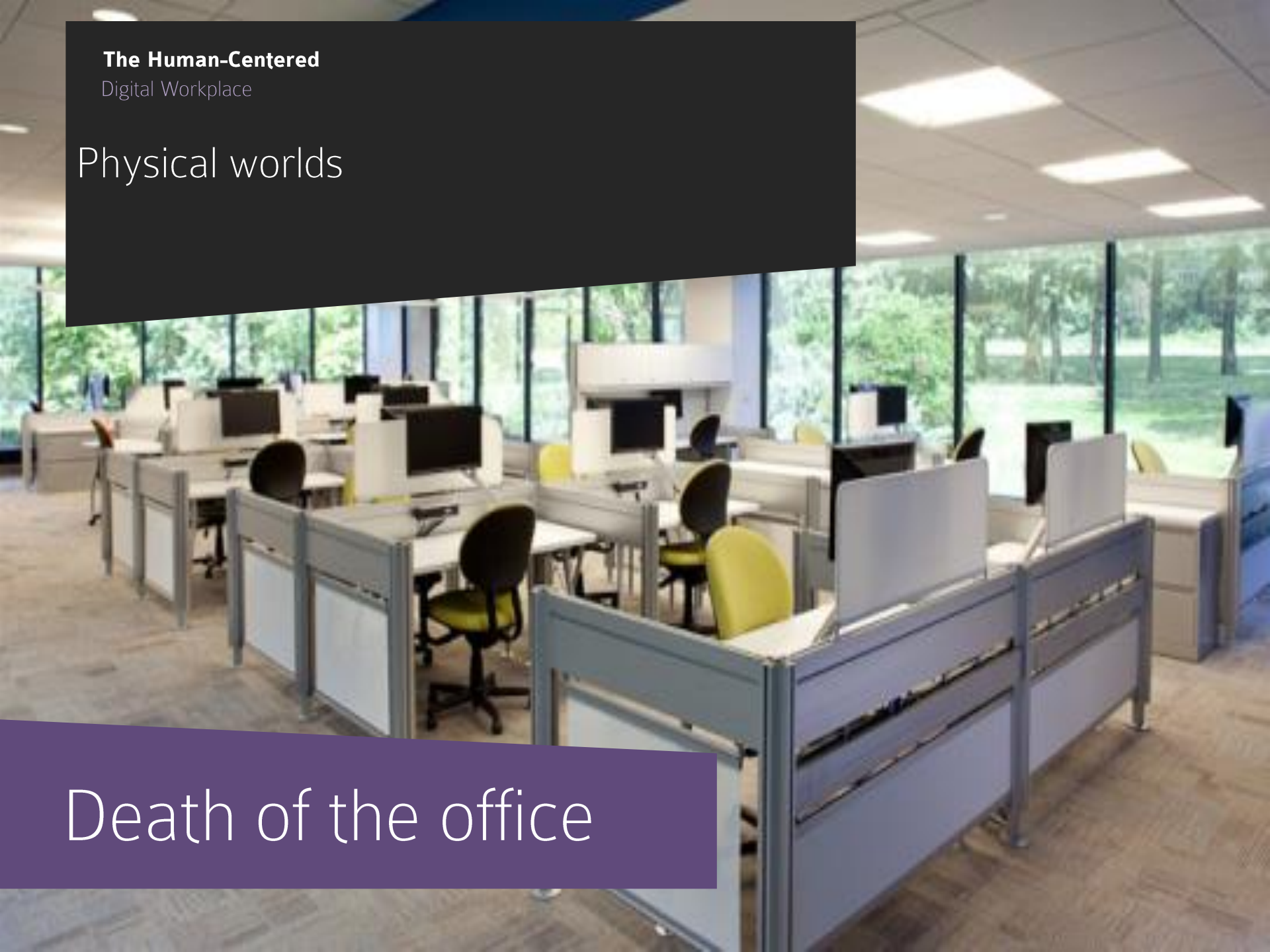
In digital worlds, the
physical is sacred

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Physical worlds

Death of the office

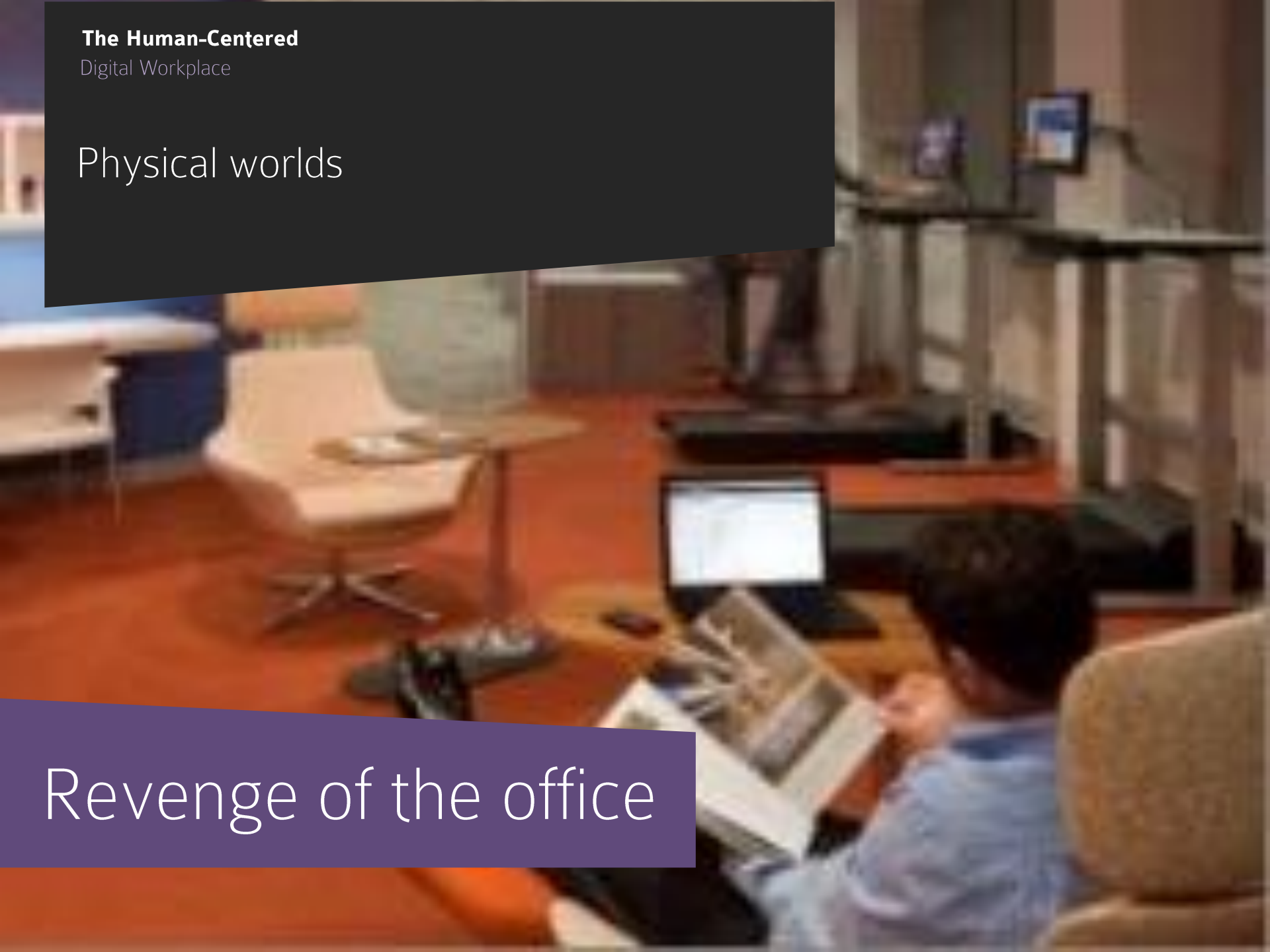


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Physical worlds

Revenge of the office



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