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ELEMENTS

OF A SUCCESSFUL, EMPLOYEE-FOCUSED DIGITAL EXPERIENCE

Here are the key features and functionality you should look for when implementing a DXP to improve your employee experience.



SUPPORTS THE ENTIRE EMPLOYEE JOURNEY

The platform should be able to serve as the center of gravity for your entire employee experience strategy, with the ability to support all the major touchpoints throughout the employee journey.



MODERNIZES LEGACY SYSTEMS

An employee-focused DXP should modernize the user experience of legacy systems with consumer-grade web and mobile front-ends, increasing the ROI of backend systems that meet business needs but lack a modern user interface.



SUPPORTS & PROMOTES SEAMLESS INTEGRATION

Includes pre-packed integrations that accelerate time to value and an open platform that enables extensibility to build and customize integrations as needed. Integrations should allow for consuming and exposing data services from business applications.



DELIVERS PERSONALIZED, CONTEXTUAL EXPERIENCES

Creates a digital workplace that mimics the personalized, targeted and contextual user experiences, employees encounter in their lives outside work.



PROVIDES MULTI-CHANNEL DELIVERY

Enables the delivery of experiences, information and tasks on-demand, wherever employees are - whether on the frontlines, remote, deskless, or in the office.



ORCHESTRATION & PRESENTATION LAYER FUNCTIONALITY

Delivers an employee experience layer that orchestrates employee-facing applications via a single interaction layer and insulates workers from the complexity of the enterprise system topography.



OPEN & EXTENSIBLE PLATFORM

Flexibility to provide rapid deployment through low-code or no-code capabilities or completely customize based on organizational needs. Ability to support high-scale, agile development among developers with various skills.



UTILIZES APPLIED AI TECHNOLOGIES

A DXP that empowers employees should create intelligent, engaging experiences across interfaces through the use of digital assistants, natural language processing, machine learning, and other AI technologies.

