

# The AES Journey to Improve the Digital Employee Experience

## Challenge

If there was one thing AES learned throughout the pandemic, it was that delivering a functional remote work experience for their people was easy. Office 365 played a big role in their success, enabling every employee to be connected everywhere, at any time, on any device.

That kind of power and flexibility opened the eyes of digital workplace leaders to the “art of the possible,” prompting them to ask some much-needed questions about their digital workplace.

- What else could – or should – they be doing?
- Were there greater levels of efficiency and productivity that could be achieved?
- What was missing?

AES had come to realize that while everything was going according to plan, their “digital experience” was simply a collection of everything that they had already been doing. It was “fine,” but it wasn’t going to be enough to get the organization beyond whatever challenges the pandemic might still present.

Ultimately, AES decided they wanted to create a purposeful digital experience, one based on a true understanding of what their people needed to be successful.

## Solution

Led by a desire to address the holistic needs of their workforce so as to unlock their full potential, AES sought to create a digital people experience. This began with a collaborative exercise that involved working with HR and internal communications leaders to develop a comprehensive set of personas and user journeys. By connecting the dots between what users needed and what their new experience should look like, the process began to find a solution that could deliver the digital people experience they were looking for.

After an exploration of a variety of solutions, AES discovered Workgrid, a digital assistant that acts as an experience layer seamlessly connecting people, information, and systems across the enterprise. The concept of an experience layer was entirely new to AES, but it was exactly what they were looking for, a solution that focused on meeting employees’ needs by simplifying their work day.

“Digital experience layers separate the user experience from underlying source systems, giving organizations the flexibility to control and design experiences that meet employees’ needs — all while maintaining investments in the best-of-breed business applications that keep business running.”

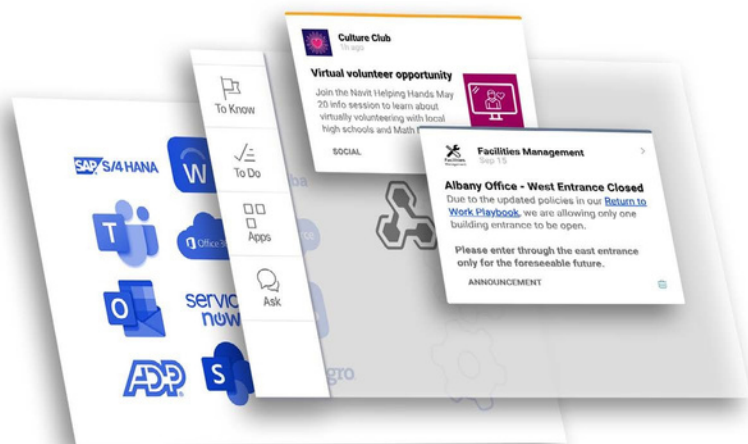
Source: “Evolution of the Digital Workplace: Are Digital Experience Layers the Next Frontier?”

Workgrid combined the power and functionality of the enterprise applications AES had invested so much time, money, and training on with the notifications and tasks their employees needed, delivering it all in a central experience that’s integrated into the flow of work. The platform provided seamless access to the tasks and information employees needed the most, giving them more time to focus on meaningful work, increasing productivity and driving engagement improvements.

## Creating positive experiences with a people-first mindset.

Workgrid will be a game changer in terms of the employee journey at AES. It will eliminate the friction people are experiencing from constantly toggling between the applications they need to do their jobs. It will also give them a more consumer-like experience, which is what they've come to expect from digital experiences based on the technology they encounter in their personal lives. The deceptive simplicity of Workgrid is the ultimate reason for its power.

By creating a command center for just the most important tasks and information employees need, Workgrid helps people better manage their attention and stay focused throughout the day.



Workgrid abstracts just the tasks and information employees need from across the enterprise, delivering it in an easy-to-consume interface that simplifies the work day for employees.

## Workgrid in Action

**Workgrid was installed on AES's SharePoint intranet site.**

*To-Knows provide personalized updates on important communication and information.*

*To-Dos deliver notifications on relevant tasks from applications across the enterprise.*

Workgrid provides a multi-channel experience, bringing information and tasks from workplace systems into a centralized location like on the company intranet or within Microsoft Teams.





## Simplifying digital experiences for employees

To boost engagement and adoption, and ease any change-management issues people were likely to experience, AES's pilot program with Workgrid will start with use cases that immediately add value for employees and simplify their work day. This includes bringing important information right to the intranet, such as payslip data and time off balances, while also allowing them to complete routine actions like approval processing in just a single click from a central location.

*Delivering relevant tasks and approvals to people where they were already working, to keep things from getting lost in their inbox.*

The screenshot displays the SharePoint intranet interface. On the left, a navigation pane includes 'To Know', 'To Do', 'Apps', and 'Ask'. The main content area features several cards: 'ServiceNow Item Request Approved' (1h ago), 'Career Development 25 minutes' (2 New Job Posting Match(es)), and 'Culture Club 1h ago' (Virtual volunteer opportunity). A 'Procurement Request' card from SAP Ariba (15 minutes) is highlighted, showing details for an Apple MacBook Pro. Below it, a 'Concur Travel' card shows a 'Travel Expense Approval' request from Steve Anderson. At the bottom, a 'ServiceNow Approval Request' card is visible. A 'Procurement Request' summary card on the right provides details for the MacBook Pro request, including the submitted by (James Durgin), requested for (James Durgin), total amount (\$2,282.60), requisition number (PR5349), purpose (Apple MacBook Pro 16-inch, i7, 16 GB, 512 SSD), submitted date (Sun, Nov 7, 2021), due date (Sun, Nov 14, 2021), and requested items (Apple MacBook Pro 16-inch, i7, 16 GB, 512 SSD from CDW DIRECT LLC, cost 000105747, center GL 713006, account Project).

**Consolidating approvals from systems across the enterprise, such as SAP Ariba, SAP Concur, and ServiceNow, so people can quickly process high-volume, routine tasks.**



**Payday**  
View current net pay  
10 hours ago

**My Payslip**  
Angie Wyatt  
Current Net Pay: **\$3,730.75**  
Payment Date: 10/29/2021, Bi-weekly

Gross Earnings		\$5,067.46
Tax Deductions	\$551.96	
Retirement	\$734.08	
Post-Tax Deductions	\$50.67	

**Distribution**

Bank Name	Acct Type	Amount
Local Bank	Checking	\$2,798.06
Local Bank	Savings	\$932.69

*Integrating with ADP, Workgrid is able to abstract payroll details for employees right onto the intranet, making it easy for employees to access.*

## A multichannel experience for employees with Microsoft Teams

**Workgrid**  
Human Resources Announcement  
**It's time to schedule quarterly check-ins**  
Set up time in the next two weeks to review goals, objectives and performance with your team.

**Workgrid**  
Time Management Approval  
**New time off request**  
Mike Mizener has submitted a time off request for 8 hours.

*AES also leverages Workgrid's integration with Microsoft Teams, delivering employees the information they need where it's most convenient for them.*

To learn more about AES's  
digital transformation journey,  
check out the webinar  
**"The Digital Workplace of the  
Future: Focused on People,  
Unifying Technology."**



 [workgrid.com](https://workgrid.com)

 [@workgridsoft](https://twitter.com/workgridsoft)