



diwo

CONSULTANT SERVICES

How we help organisations to work smarter by bridging the gap
between workplace technology and business performance

www.diwo.se

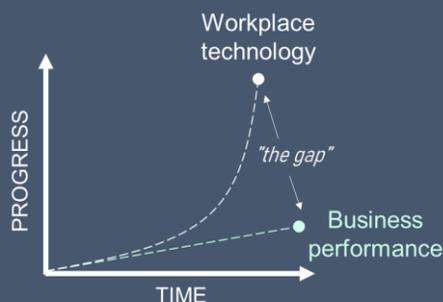
Embracing the evolution of the digital work life

OUR MISSION

IS TO BRIDGE THE GAP BETWEEN WORKPLACE TECHNOLOGY AND BUSINESS PERFORMANCE

The world is changing rapidly and new technology in the workplace is crucial to stay competitive. Still, most organizations are stuck in traditional ways of working, struggling to adapt leadership and behaviors. This results in a gap between the opportunities with new technology and business performance.

Office workers spend an average of 81 percent of working time in a digital work environment. We are convinced that leaders need to cultivate a modern way of thinking about digital competence, leadership and employeeship. Organizations at the forefront of business performance in the digital age understand that it is a critical success factor to mobilize the digital workplace on a strategic level, including buy in and ownership from areas such as HR, Communication and IT.



Diwo helps organizations to reach their full potential. We drive engagement, productivity and innovation by enabling the digital workplace. We use inspiration as fuel combined with a state-of-the-art methodology to adapt new technology, leadership and behaviors. We offer leading expertise in strategy, technology adaptation and change management. Why do we do that? Because we want to simplify everyday life for people in the increasingly digital working life.



Gustav Molnar
CEO Diwo AB

SELECTION OF CUSTOMERS

Nordea	Lantmännen	Bonnier Broadcasting
Spendrups	SAS	Systembolaget
Chefsorganisationen Ledarna	NCC	Lunds kommun
Swedbank	Skanska	Jämtkraft

HOW WE BRIDGE THE GAP

Enable and ignite



STRATEGY FOR THE DIGITAL WORKPLACE

3

We have helped several of the strongest brands in the Nordics to develop a dynamic strategy for the digital workplace. We apply a state-of-the-art and research-based methodology in order to mobilize the power of transformation with a common goal and strategy.



DIWO INDEX – SURVEY AND BENCHMARK

4

Successful digital transformation requires insights and consensus on the challenges and opportunities that exist. The Diwo index is a powerful tool for gaining insights into employee perceptions of the digital workplace. The tool puts employees in focus and gives companies the first step to enable the power to change.



SUCCEED WITH MICROSOFT TEAMS

5

Microsoft Teams are a powerful enabler for collaboration, but it tends to become confusing as the number of groups increases. We help you set up Teams and create control and autonomy. We also offer a leading concept for smart provisioning and life cycle management of SharePoint and Microsoft Teams.



OPERATIONAL EFFICIENCY WITH POWER PLATFORM

8

We help you increase the efficiency of your organization by mapping, prioritizing and automating processes. We are experts in creating professional apps with Microsoft Power Apps as an enabler for transforming the business so that you can increase productivity and reach your full potential.



PORTALS AND INTRANET SOLUTIONS

9

We use the power of the Microsoft platform to create engaging and scalable portals and intranets with a high degree of personalization and user-friendliness. We can help you with pre-studies, solution concepts, development and launch of modern portals in SharePoint and Microsoft 365.



INFORMATION- AND DOCUMENT MANAGEMENT

10

We help you go from file servers and third-party applications to modern and structured collaboration in OneDrive, Teams and SharePoint with a state-of-the-art methodology. We map information and document processes and develop a strategy for successful relocation.



MODERN WAYS OF WORKING – CHANGE MANAGEMENT

11

We are experts in change management and offer consultant services in everything from guidelines, common working methods, ambassador programs, training, onboarding and communication plans for the transformation journey. We enable the true power from within the organization.



LEADERSHIP COACHING

12

We support management teams and leaders in improving and maintaining leadership in an increasingly digital world. We offer support in management/ownership of the digital workplace and support with remote leadership. We help managers become digital role models and strengthen their digital capabilities and competence.



DIGITAL WORKPLACE CONSULTANT SERVICE

13

We have the market's highest competence in digital workplace and Microsoft 365 and offer senior consultants in digital transformation. Do you need reinforcement in strategy, IT-architecture, system development, change management, etc. Welcome to get in touch.

Simplify and automate

Motivate and engage

STRATEGY

for the Digital Workplace

DIWO'S METHODOLOGY TO DEVELOP A STRATEGY

How we mobilize the value proposition and develop a strategic road map

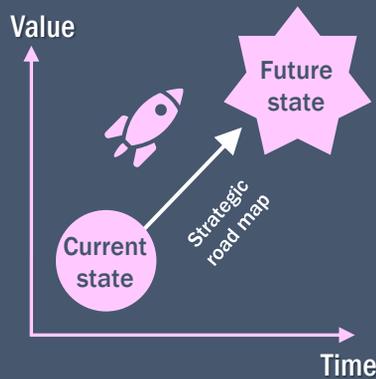


DIWO'S STATE-OF-THE-ARE METHOD

The picture above illustrates the overall steps and activities in the strategy work. The work process is based on a state-of-the-art methodology with the aim of ensuring successful transformation with a focus on leadership, technology and behaviours. We begin our joint journey by infusing inspiration as fuel (start with wow). We believe that understanding, insights and consensus regarding the digital workplace is a critical success factor that makes everyone involved think in more productive paths. The work process ensures that we back off from the solutions (How) until we have reached a consensus regarding the current situation, gained value-creating perspectives on driving forces and goals (Why/Where), mapped users' different expectations, challenges and behavioural patterns (Who) and identified needs and requirements (What) to achieve employees' goals and contribute to value-creating workplaces.

LEADING CONCEPT FOR MOBILIZING DIGITAL TRANSFORMATION

Successful transformation is based on a consensus regarding today's challenges and areas of improvement. We call it a "common sense of urgency". We at Diwo are a leaders in the Nordic region when it comes to mobilizing strategies for the digital workplace. Together, we have helped several of the Nordic region's strongest brands to mobilize and implement a succesfull transformation to gain increased business performance.



“TACTICS IS THE ART OF WINNING A BATTLE. STRATEGY IS THE ART OF WINNING A WAR. ”

Do you need help? Welcome to contact us at Diwo

 kontakt@diwo.se

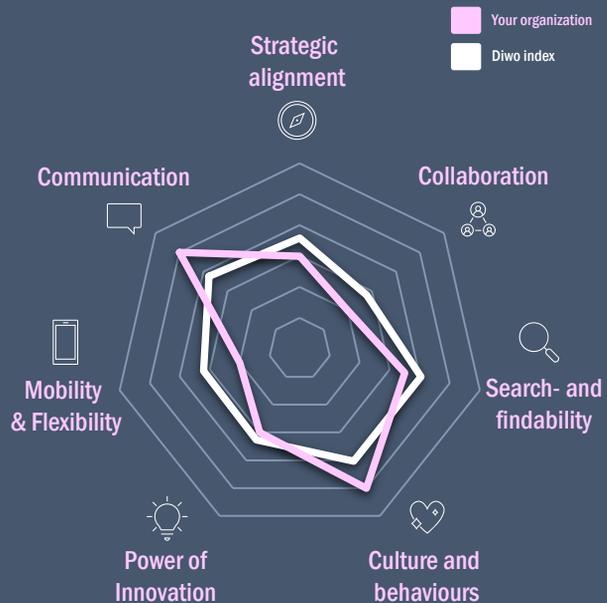
DIWO INDEX

EMPLOYEE SURVEY & BENCHMARK

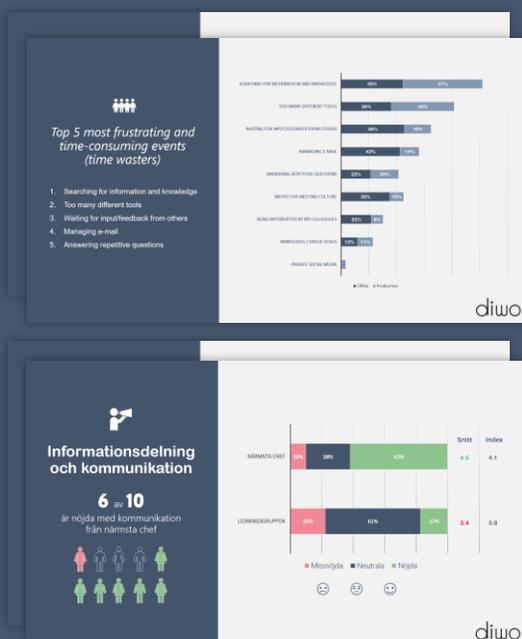
THE LEADING INDEX OF THE DIGITAL WORKPLACE

Diwo has developed a leading method for mapping the degree of maturity in the digital workplace. The survey has been developed together with Sweden's leading experts in digital workplace and digital transformation. The result is compared with our data collected from comparable organizations, which results in an index and benchmark.

We map the degree of maturity within the digital work environment in order to understand each organization's unique context and ambition. In close collaboration with our customers, we can prioritize effect goals / KPIs and change initiatives that ensure effect retrieval.



EXAMPLE OF RESULTS



WE TAKE THE PULSE ON YOUR DIGITAL WORKPLACE

1. Workshop - contextual adaptation

We begin with a workshop to adapt the survey to your graphic profile and organizational characteristics. The message at the beginning of the survey is adapted to harmonize with the organization's overall goals. It is also possible to supplement questions if necessary.

2. Dispatch of employee survey

The survey is distributed to the employees. We recommend that the sender is a person in a senior management position. The survey takes about 10-15 minutes to answer. Employees can answer the survey via computer or mobile phone.

3. Presentation of results and insights

When the survey is closed, we compile results and present insights. We also produce a Diwo-Index where we compare your results with other organizations and highlight comparative strengths and weaknesses in the digital workplace.

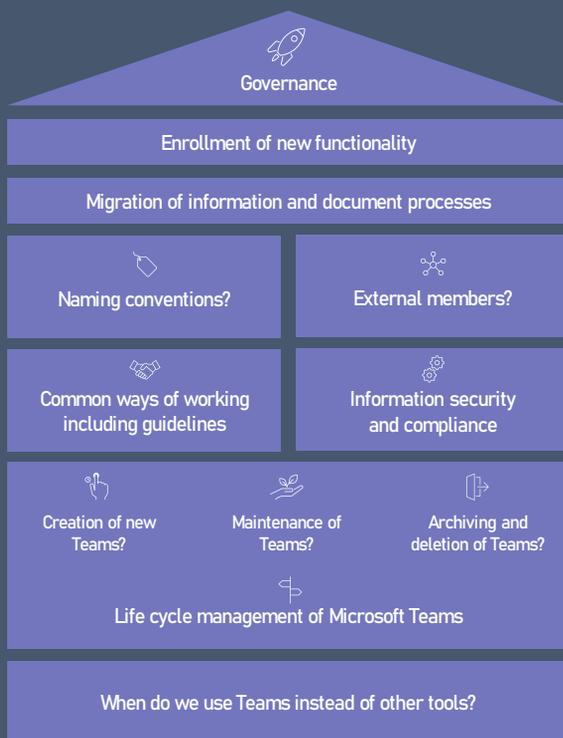
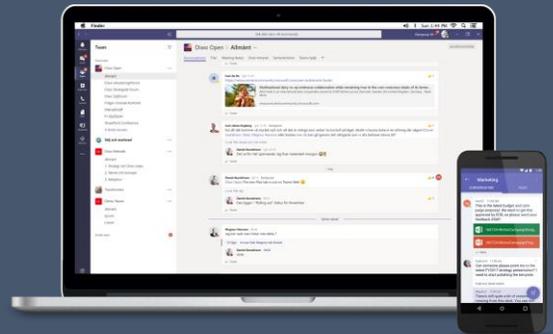
Do you want to know more? Welcome to contact us at Diwo

 kontakt@diwo.se

HOW TO SUCCEED WITH MICROSOFT TEAMS

MICROSOFT TEAMS – A HUB FOR COLLABORATION

Microsoft Teams is not just another tool that replaces Skype. Microsoft Teams is the enabler that connects your collaboration tools into a unified experience. To succeed in working smarter with Microsoft Teams, a smart strategy is required that focuses on both technical configuration and change management to enable new ways of working. We at Diwo help you with the whole journey to succeed with Microsoft Teams.



TOP 6 CHALLENGES WITH MICROSOFT TEAMS...

- Insufficient knowledge and understanding
- No clear guidelines
- Lack of governance and control
- Too many Teams/channels are created
- Difficult to search and find
- Adapting Teams to internal processes



... WE HELP YOU TACKLE THE CHALLENGES

Do you want to know more? Welcome to contact us at Diwo

 kontakt@diwo.se

4

Hours per week

Save on average 4 hours per week per employee

18,9%

Reduce the number of meetings per week with 18,9%

Having all solutions in one place for improved collaboration and information sharing as well as a more efficient meetings saved users time (varies based on role): 1.1 to 8.0 hours per user per week .

/Forrester 2019 - Total Economic Impact of Microsoft Teams

DIWO'S CONCEPT FOR CONTROL AND AUTONOMY IN TEAMS

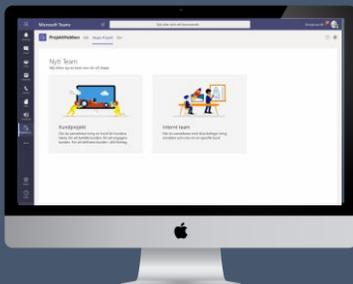
PROVISIONING AND LIFE CYCLE MANAGEMENT - A CRITICAL COMPONENT

Microsoft Teams is a powerful enabler for collaboration, but it tends to become confusing as the number of Teams and channels increases. With Diwo's concept, new Teams are created with automated provisioning and simplified life cycle management that enables governance, findability and control.



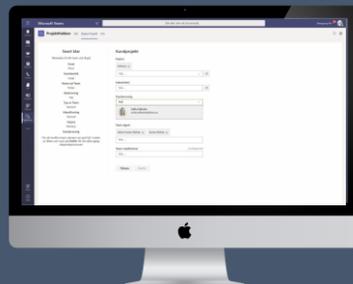
Create Teams using smart templates

1. Create – Choose template



We help you identify a set of templates for different types of Teams that your employees can create. Examples of templates are customer projects, internal projects, departmental areas or forums. Each Team receives a set of properties (metadata) which in turn affects content, structure, permissions, security and searchability.

2. Specify desired properties



When employees create a new Team, they fill in a user-friendly wizard / guide in a few steps. By applying the desired properties such as project type, security level, customer manager, etc., Diwo's concept can help you create Teams that contain pre-made folder structures, channels, check-lists etc.

3. Structred collaboration



Now you can collaborate while the content of your Team automatically inherits desired properties, which makes it easier to manage maintenance and search and find information. In this way, Team members can focus on results and collaboration, so Diwo's concept takes care of "control and structure"

WE MAKE IT EASY TO DO IT RIGHT → AUTONOMY AND CONTROL

Diwo's concept for control and autonomy in Microsoft Teams is excellent for use in creating SharePoint pages to support processes, findability and ensure compliance. By identifying properties, conservation principles and workflows, we can ensure that the life cycle management for groups, pages, content and documents takes place as automatically as possible. It is also possible to transform existing Teams into templates in the concept.

Do you want to know more? Welcome to contact us at Diwo



kontakt@diwo.se

www.diwo.se

diwo

DIWO'S CONCEPT FOR CONTROL AND AUTONOMY IN TEAMS

FEATURES OTHER THE STANDARDS IN MICROSOFT TEAMS

Tailor-made team templates

We help you identify a set of templates for your Teams groups. These can be, for example, templates for specific projects, processes, departments or collaboration groups where there is a desire for improved structure and increased support for common working methods and searchability.

- Custom metadata
- Opportunity for approval flow
- Create folder structures linked to team templates. Can be applied afterwards
- Create channels. Can be applied afterwards.
- Create OneNote with predefined sections
- Create Planner with predefined tasks
- Custom setting for members (eg do not create / delete channels)
- Custom settings to allow guest access to share files in SharePoint
- Automatic metadata tagging of documents based on metadata linked to the team, even for documents that are uploaded and synced locally
- Custom archiving, with the ability to add additional information and business rules
- Custom business rules (name standards, at least 2 owners when created by teams)
- Custom SharePoint home page
- Predefined document views (such as My Documents, etc.)



Transformation of standard Teams into controlled templates

Have you already launched Microsoft Teams and need better management and control of existing Teams groups? With Diwo's concept for order and order, you can transform existing Teams into desired templates and thus create better conditions for order and order.

Page for business support and working methods

Simplifying and automating the life cycle management of Teams creates high value for the business. We also ensure that Teams contains a page where employees can get support in training, new ways of working, inspiration, tips and tricks, etc. Gather training materials and user support on a common page in Diwo's concept for control and autonomy.

Tailored search experience

One of the most appreciated benefits of Diwo's concept of order is the improved search experience.

- Configurable search verticals
- Metadata filtering with the ability to navigate deeper into the search results without navigating away through data maps
- Contextual display of Teams and documents
- Views to my requested and my created Teams

Administration (through the concept's administration team)

- Tailor-made governance
- Configure folder structures that are linked to Team Templates
- Link metadata to folder structures
- Monitor the creation of Teams with the possibility of notifications
- Approval of Teams
- Extended administration functions for administrators

Integration with external systems in all parts of the Process

Do you need integrations with external systems such as CRM? Then we can help you get the experience together with Microsoft Teams in all parts of the process

Do you want to know more? Welcome to contact us at Diwo

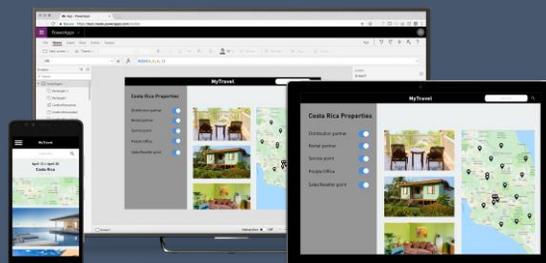


kontakt@diwo.se

OPERATIONAL EFFICIENCY WITH POWER PLATFORM

WE CREATE SMART APPS TO BOOST BUSINESS PERFORMANCE

Power Apps make it possible to create a variety of app scenarios that provide a digital transformation in manual and outdated processes. With Power Apps as the enabler, we can solve problems for task- and role-specific scenarios such as inspections, handling sales in the field, revenue opportunities and integrated marketing views.



GUIDE EMPLOYEES VIA APPS AND PROCESSES

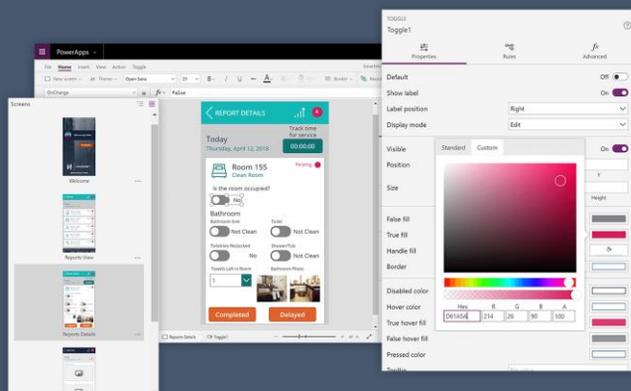
Keep employees on track and guarantee data consistency no matter where data is entered with multi-step business process feeds.

AUTOMATE FOR MORE THAN 200 CONNECTED SOURCES

Connect to your data, wherever it is, to create automated workflows that enable collaboration and productivity for your business.

USE A POWERFUL WORKFLOW ENGINE

Automate workflows, enable business logic to make it easier to create apps and model your processes against connected data sources and services.



What processes would you need to automate to increase your operational efficiency?

Do you want to know more? Welcome to contact us at Diwo



kontakt@diwo.se

PORTALS & INTRANETS IN MICROSOFT 365

Intranet as the door to the digital workplace?

We strive to deliver governance-friendly and scalable portals and intranets in SharePoint that guide employees and increase productivity. We have a strong belief that intranets should be harmonized with collaboration and business processes. Driving force comes from personalization, content and findability.



PERSONALIZED

The intranet should give employees a personalized experience. Examples of this are my latest documents, my news and my Teams.



USER FRIENDLY

We value user-friendliness highly when designing intranets. That's why we offer the market's most senior expertise in SharePoint UX.



MOBILE EXPERIENCE

We live in a world where people engage with mobile devices more than with other devices. Modern intranets must be mobile-friendly.



GUIDING THE WAY

Intranets must be intuitive, instructive and guide the way. When employees visit the intranet, it should be easy to access what is most relevant.



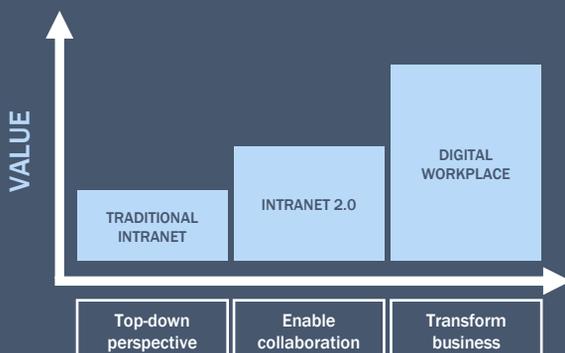
SCALABLE

The journey with Microsoft 365 is fraught with constant changes. We are proactive and ensure that intranets in SharePoint are up to date and scalable.



FUTURE PROOF

We believe in intranets that are easy to manage and that handle upcoming updates in Office 365. We therefore follow best practice from Microsoft.



Do you want to know more? Welcome to contact us at Diwo

 kontakt@diwo.se

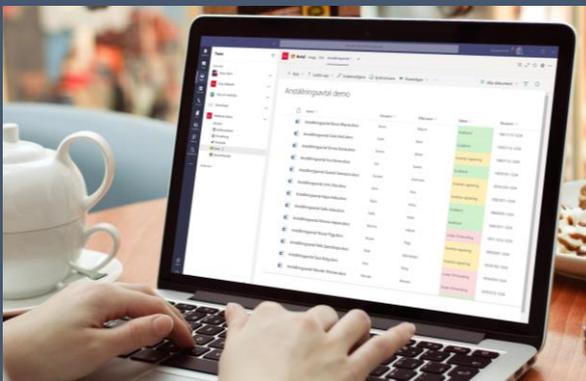
INFORMATION AND DOCUMENT PROCESSES

WE HELP YOU TO WORK SMARTER WITH DOCUMENTS

Document management is one of the biggest challenges and time thieves in the digital workplace. We help you take the step from the traditional file servers to work smarter with document and information processes in Microsoft 365.



The journey from file servers to Microsoft 365 - An iterative process



Do you want to know more? Welcome to contact us at Diwo

 kontakt@diwo.se

MODERN WAYS OF WORKING CHANGE MANAGEMENT

Changing work methods and behaviors is a complex challenge that requires experience and careful planning. We at Diwo are leading experts when it comes to establishing and enforcing digital transformation journeys by putting people and behaviors in the driver's seat. Each organization is unique, which is important to consider when transforming work behaviors in the digital workplace. We have experience in both the private and public sectors and can help you tailor a successful change program.

SELECTION OF EFFORTS WE APPLY TO DRIVE CHANGE AND MODERNIZE WORKING METHODS



Project- and delivery management

We provide senior project and change leaders with extensive experience from establishing and implementing change programs to succeed in the digital workplace. Contact us and we will tell you more.

Business Champions Programs

To succeed with digital workplace transformation, we are convinced that the power must come from within. We help you create the conditions for an engaging and exploratory business champions program.

Communication plan

Changing behaviors and working methods requires close communication. We help you create the conditions for good communication by jointly developing a clear and engaging communication plan for the transformation journey.

Digital guidelines

There are plenty of good habits in the physical office, but what about behaviours in the digital office? We help you agree on common ground rules for digital behaviours to reduce confusion and answer questions such as "when do I use what tool" and what behaviours should stop/continue/start?

Training and onboarding

Knowledge and understanding of the digital tools are critical. To ensure a successful transformation, we train both in the tools and in good behaviors and sow a seed for the importance of continuous learning.

Remote leadership

There is no such thing as digital leadership. There is only leadership in a digital world. On the other hand, we as leaders and people need to strengthen certain skills to enable leadership at a time when more and more people are working remotely.

Do you want to know more? Welcome to contact us at Diwo



kontakt@diwo.se

LEADERSHIP FOR THE DIGITAL AGE

**"MANAGERS
LOWEST DIGITAL
BEHAVIORS
BECOMES THE
BASIS OF CULTURE"**

We help you create the conditions for successful leadership in an increasingly digital world. We apply inspiration as fuel where we highlight research-based findings and lessons learned from organizations and leaders at the forefront. An enduring movement requires a renewed perspective on leadership and employeeship.

Organizational management Managers and leaders

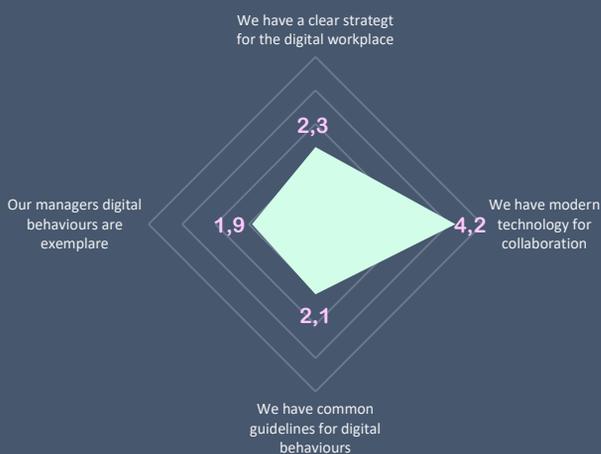
As an organization, there is a need for control of the digital work environment, which includes perspectives from HR, IT and communication. The digital transformation is not another project. It is something that is continuous. One of the most critical keys to success is to focus on leadership and behavior. This requires teamwork where the issue is raised on the strategic agenda.

How do you support your managers increase their digital competence and to be role models in a digital world? How do you handle challenges such as remote leadership, feedback and onboarding? How do you ensure that leaders encourage trust- and autonomy, self leadership and commitment? We can help you with coaching, advice and support to set up a program and a strategy for digital leadership.

What does top management say?

Do you want to know more?
Welcome to contact us at Diwo

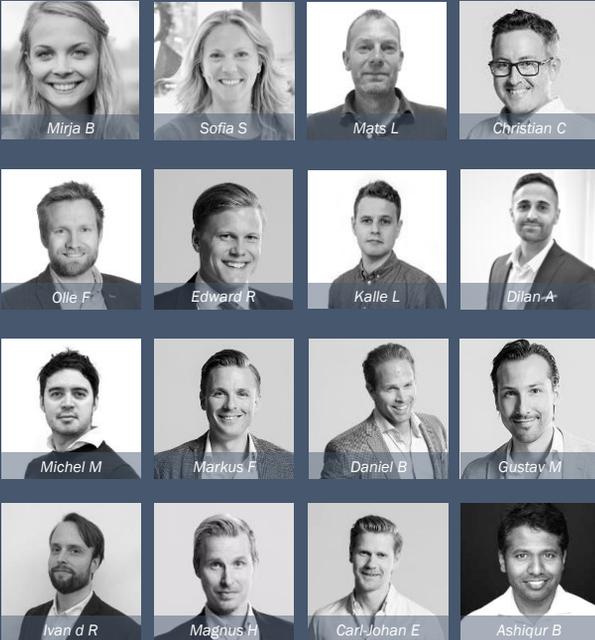
 kontakt@diwo.se



1 = Disagree

5 = Agree

DIGITAL WORKPLACE CONSULTANTS



DO YOU NEED TO STRENGTHEN YOUR TEAM WITH CONSULTANTS?

If you need resource reinforcement for a project or need a consultant or team that can support you for a fixed period, we offer the market's most competent consultants in digital transformation. Regardless of whether you need technically competent consultants or forward-looking project and change managers with the highest competence within Microsoft 365, you are warmly welcome to contact us for inquiries.

WE OFFER CONSULTANT SERVICES WITHIN THE FOLLOWING AREAS

- System Developers
- IT Solution Architects
- UX/UI Designer
- Project Managers
- Management consultants
- Digital Strategist
- Productivity coaches
- Change managers
- Training leaders

Do you want to know more? Welcome to contact us at Diwo



kontakt@diwo.se



START WITH WOW

INSPIRATION AS FUEL FOR TRANSFORMATION

www.diwo.se