

5 Modern Workplace Strategies to Improve Operational Efficiency in Your Business



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It's time to improve your business' operational efficiency

Introduction

The ways we do business are evolving rapidly, and for forward-thinking organisations it's crucial to keep up-to-date with these changes.

But often that's easier said than done. Slow business processes, outdated systems, and legacy software all work to restrain change and stifle growth.

In this eBook we'll share five strategies your organisation can use to improve operational efficiencies.

Ranging from small-yet-effective fixes, to business-wide operational change, these strategies will help improve efficiency, boost capabilities, and set you up for exciting growth in the future.

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Strategy 1

Transform to digital forms and processes



Businesses across the world are still hampered by old-fashioned and inefficient paper forms, yet for many, these time-consuming processes are simply business as usual.

Let's look at the example of onboarding and offboarding new team members. It's a pain point that almost every business struggles with.


Instead of relying on manual, paper-based documents and face-to-face meetings that tie up time for your team, leveraging digital forms built upon automated workflows expedites the process by removing any unnecessary manual tasks from the equation.


From the moment the new user comes on board, every task they undertake—from the initial sign-in sheet, to their new user hardware request, and even the onboarding training—is managed through a series of automated processes, eliminating double-handling and unnecessary data entry, and avoiding bottlenecks.


Automating processes like this creates clear, traceable records of every interaction. All the necessary details are collected easily, eliminating inefficiencies traditionally associated with paper-based processes.


Transforming your business to one that leverages digital forms is a low-input, high-impact strategy that streamlines your administrative processes. No-code apps like Microsoft Forms, or Low-Code apps like Power Apps, can allow your business to build forms quickly, modernising your operations, and giving you and your staff more time back in your day.

There are many benefits in transitioning to digital processes.

-  **A reduction in paper improves security**
Instead of investing in obsolete equipment and infrastructure that only pulls your business backwards, your information is stored safely and securely in a digital archive that only specific users can access.

-  **It improves profitability**
It sounds simple, but this digital transformation empowers businesses to succeed. Leaders of the digital revolution are shown to be **50% more profitable**, while generating 13% higher revenue than their still-analogue industry peers.

-  **It reduces time spent on 'busy work'**
With the speed and power of cloud computing and databases like Microsoft OneDrive or Sharepoint, document and information retrieval is practically instantaneous.

-  **It improves data retention**
By performing regular database backups, your business is able to keep the information stored safer, and for longer, without worrying about the paper itself degrading over time.

Strategy 2

**Consolidate your
platforms to maximise
your existing
investments**



Many businesses use multiple programs and platforms to perform their day-to-day activities. But often, you're only using a small portion of the capability of these platforms, and coupling this with features from another, which means you're using two or more platforms to deliver the one result. Many organisations may not necessarily be aware of all the features and benefits of each solution, or don't have the internal resources to make the best use out of their licences either.

Instead, businesses should look at consolidating their platforms, and take advantage of existing software licences.

You can start by performing a thorough audit of all the platforms at your disposal. Determine exactly what capabilities you need, how often you need them, and then analyse your existing app and program database to determine which will deliver the results you're after. You may find that you're not using platforms to their full potential, and you're leaving capabilities on the table.

By performing an analysis of what's available, your business can determine where to improve efficiencies in your toolkit. You'll find that some platforms can be used to perform tasks you weren't aware of. You may even find that, with a bit of research, you'll discover new tools that condense the use of multiple apps into one.

Better still, you'll be able to identify the outdated legacy platforms that are no longer serving a purpose.

Consolidating technology platforms is a clever strategy to improve operational efficiency business-wide.

Strategy 3

**Embrace
chatbot AI
to improve
communication
efficiencies**



Technology solutions such as bots are being rapidly adopted by forward-thinking businesses, and it's easy to see why. They're an elegant way to automate the minutiae of your teams' daily tasks.

Bots provide a 24/7 service, acting as a business touchpoint for customers and clients when staff aren't typically around. They improve your customer service efficiency, while delivering business information faster than simply waiting for the next day, and can even be programmed to pre-screen new customers or clients to determine if your business is the right fit for them. For intelligence purposes, bots are useful for data collection, collecting vital customer data in real time while still performing their chatbot duties.

As well as external roles, they're also useful in streamlining your internal processes. Bots can be used to automate your training situations. New hires can interact with a chatbot guiding them through training modules, rather than having another staff member be by their side running them through things. It's a more efficient, more flexible training method.

When used correctly, chatbots are designed to perform multiple tasks at once—something humans generally aren't known to be good at—and perform them without error. They free up your staff's time, reduce workload, and streamline your business processes.

Strategy 4

**Undertake
the staging
and provisioning
of devices
and software**



As technology evolves, so do your business capabilities and needs. Staying up-to-date with your technology is critical to ensure a business that's ready for the future.

But upgrading 200, 500, 1000+ devices and applications across your entire network is a massive undertaking. When undertaken in a traditional rollout model, it can take a significant amount of time, and the inefficiencies of managing teams with differing levels of device readiness can have more drawbacks than benefits.

Undertaking the staging and provisioning of devices and software upgrades provides a plug-and-play option for your IT team to quickly and efficiently upgrade, then configure your devices, at enterprise scale. This ensures your staff are always working with technology that enables them to perform their work as efficiently as possible.

Instead of wasting precious time waiting for upgrades to occur, your devices are set up and ready to go, before they even reach your employees. And as the upgrade is all done through one central interface, you get better oversight and control over the rollout of your upgrades.

This enables your IT teams to work more flexibly, while at the same time enforcing compliance and improving security. It works to boost potential for automation, while delivering an agile user network that's able to scale as your business does.

But upgrading your devices doesn't just improve day-to-day operational efficiency, it also increases security. Outdated hardware and systems are more susceptible to corruption or data loss, or cybersecurity breaches. New technology is built for the modern world, with up-to-date security features and settings.

While it may be an initial outlay, staging and provisioning your devices and software in a swift, proactive manner like this enables your business to work as efficiently and effectively as possible, without any delays as you bring new tech online.

Strategy 5

Implement Process Automation



A Modern Workplace is one that embraces an operational setup geared towards business transformation, employing the latest technology in order to streamline its operations and improve the efficiency of its employees.

Businesses are already seeing the value in cloud storage and databases, and collaborative platforms. But too often they're not using them at their full capacity.

For example, the Microsoft 365 suite is a powerful business tool, and is designed to facilitate the move to a modern workplace. Within Microsoft 365 lies the Power Platform. Power Automate, a component of this platform, empowers users to create their own specific workflow automations, based on their specific roles and objectives. It allows your business to automate all those time-consuming tasks and workflows that add up over the day—and ultimately streamline processes across your entire organisation.

Built for ease of use, Microsoft Power Automate modernises how staff interact with the Microsoft suite of tools. It delivers businesses a more effective way to scale, accommodating business growth without the need to rely on slow manual processes.

Nexon is a Microsoft Gold Partner, which means we have the capabilities to create and deploy Microsoft Power Automate across your IT ecosystem. Get in touch with us to discuss this option for your business.

**It's time to improve your
business' operational
efficiency**



As the modern workplace evolves, businesses are looking at ways to optimise their processes and innovate their practices in line with technology's constant march forward. This innovation enables you to not just streamline how you work, but to future-proof your business, and allow for growth at scale that's not held back by outdated systems.

Discover the Nexon Advantage

At Nexon, we deliver a long-term partnership that offers vast technology expertise, along with understanding, flexibility, lateral thinking, and communication. Our comprehensive suite of business technology solutions allows us to revolutionise how your business works, and empowers you to leverage a Microsoft 365 modern workplace solution. And, as your business grows, our agile approach to deliver ensures you can quickly adapt and manage all changing circumstances.

To learn more about how your organisation can improve its operational efficiencies, reach out to Nexon to schedule a free 1-hour consultation. We'll help you implement simple strategies that you can deploy immediately, and long-term solutions that optimise how your business operates.

About Nexon Asia Pacific

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions and accelerate growth. Committed to the highest standards of responsiveness, competency and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With over 400 staff, we employ some of the country's most experienced consultants and empowers teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

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