



# Improving the employee experience in the digital communications era

Today's uncertain economic and social environment presents challenges for organisations, including competition in recruiting talent, new working expectations for employees and rapidly changing customer requirements.

To thrive in this new era, organisations must **create a hybrid digital workplace**, where the workforce remains connected and empowered to deliver a best-in-class customer experience, essential for business sustainability and growth.

The workforce — who now expect to work from anywhere — must be equipped with **new technologies, devices, applications and tools** to help improve performance and foster engagement.

Creating enhanced employee experiences, motivation and satisfaction will result in **higher customer satisfaction** and **better business outcomes**.

## 1 Create an attractive digital workplace: Cloud-based communications and collaboration services to improve the employee experience

Because every organisation is unique, Alcatel-Lucent Enterprise has developed solution options to address your digital workplace needs. Our cloud-based communications and team collaboration services include audio and video calls, chat, screen sharing, webinar presentations and video conferencing, among others.

We are helping organisations improve their employees' experience with a comprehensive portfolio of digital communications systems, applications and devices (such as phones, softphones, mobile handsets and headsets), enabling the creation of a flexible digital workplace, made possible by unique "à-la-carte" cloud model options including hybrid, on premises and full cloud solutions.



## 2 Empower your workforce with the right applications and devices

To be attractive, the workplace must provide the appropriate means and tools to empower the workforce to improve their engagement, productivity and motivation, and go the extra mile for the team and the business. To do so, it must:

- Equip employees with the appropriate set of professional, secure equipment, easy-to-use applications and high-quality audio devices
- Provide employees with the ability to access the right information when they need it
- Ensure employees actively participate in the global customer service strategy

With the ability to deliver contextual information within business applications and processes, ALE solutions help companies keep their workforce connected, motivated and engaged, while delivering the superior experience today's customers demand.

Providing a modern digital workplace should be at the top of mind for all business leaders who want to retain and attract talent looking for flexible, remote, or hybrid work environments. In addition to the workplace, employees want an efficient digital experience. The digital workplace is a critical element that can positively impact employees' motivation, productivity and engagement, as well as their quality of work-life balance. And happy employees are good for business.

**To discover how Alcatel-Lucent Enterprise can improve your employee workplace experience, download our eBook or visit our [website](#).**

