ENGAGING EMPLOYEES IN THE DIGITAL WORLD

EP. 02
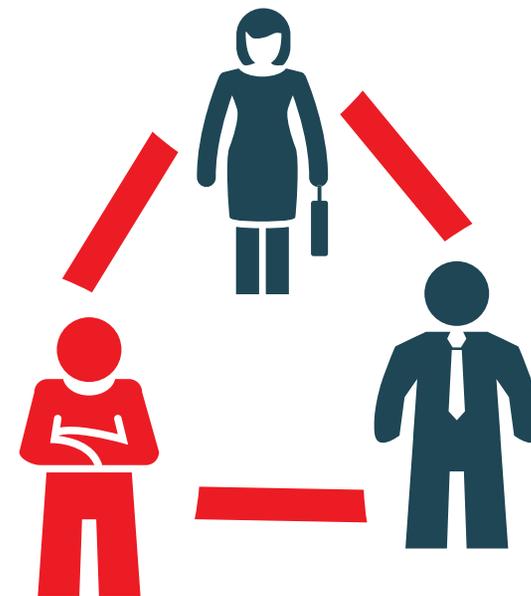
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BUSINESS CHALLENGES

FRAGMENTED COMMUNICATION

DISENGAGED TEAM MEMBERS

OVERLY DEPENDANT ON INSTITUTIONAL KNOWLEDGE

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BUSINESS JUSTIFICATION

80 MILLION

Millenials are in the Unitied States with 2.5 Billion globally and now make up the largest segment of the workforce..

75 PERCENT

of the workforce will be made up of the millenial generation by 2025. This generation grew up on technology and expect to use it to assist in their job success.

PURPOSE OVER SALARY

The future workforce is ripe with gig jobs and is driven by purpose over salary. This workforce grew up with technology in their hands and use it daily in their personal lives. They expect employers to embrace technology to enable and empower efficiency.

EMPOWER YOUR EMPLOYEES!

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BUSINESS OPPORTUNITIES
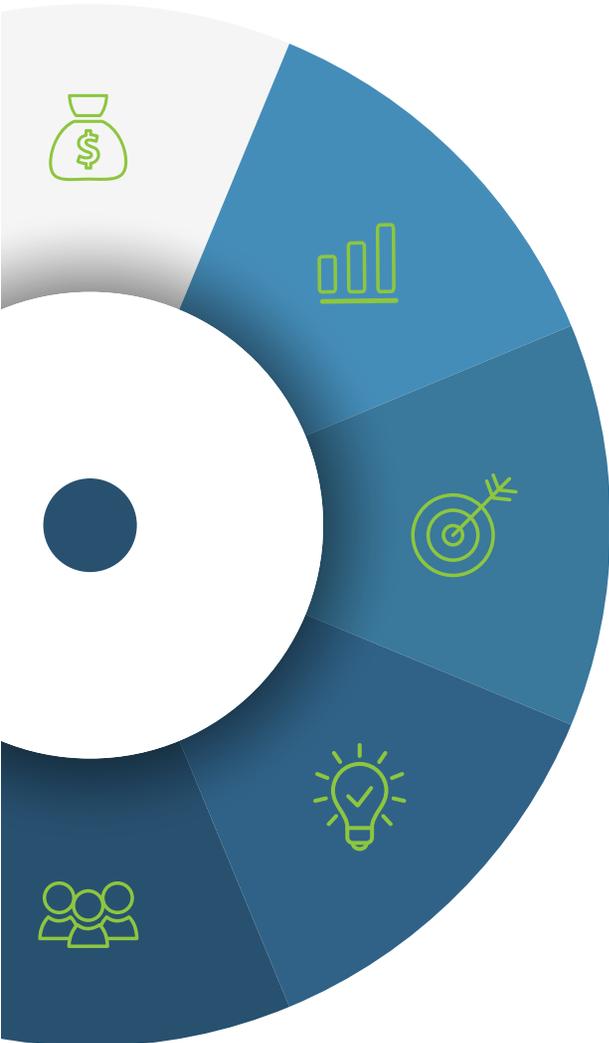
INCREASED BOTTOM-LINE

Engaged and empowered employees consistantly lead to increased bottom-lines. Providing employees with a 360-degree view of your customers both empowers your employees to take action while providing an exceptional customer experience.

INCREASED TOP-LINE

Grit and hussle will only take an organization so far before before employees reach burnout or become ineffective. By deploying effective business processes in conjuction with business applications, your top-talent can be aligned where it matters most.

ATTRACT NEW TALENT

Employees are more focused on bringing purpose to their careers than ever before. Employees demand applications that enable and empower them to perform their job more effectively.

INCREASED CUSTOMER SATISFACTION

Happy customers will look for ways to do business with brands they trust and have history with. It is easier to create growth withing exisiting accounts than net new business.

EMPLOYEE & DEPARTMENT ALIGNMENT

Alignment is key to a great employee and customer satisfaction. Requiring phone calls, shoulder taps, and emails to source information is a thing of the past. Empower your employees to spend their time providing outcomes, not chasing down information.

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NEXT STEPS

| STEP **1** | STEP **2** | STEP **3** | STEP **4** |

A DAY IN THE LIFE OF...

Spend some time with your front line employees to truly understand a day in the life of. As leaders, it is easy to lose track of the struggles employees face each day. Whether it relates to people, processes, or technology, it is critical to understand the challenges faced by employees before they can be prioritized and corrected.

PRIORITIZE PROCESSES AND SYSTEMS

Too often organizations prioritize correcting employee behavior and practices rather than processes and systems. It is unreasonable to expect people to memorize an extensive list of things to do and actions to take. By implementing system-driven processes, employees will be guided toward success as part of their daily journey.

SOLICIT FEEDBACK

People are more than willing to aid in their success. By soliciting feedback, you will often recieve the best ideas for process and system improvement from your front lines.

CROSS-DEPARTMENTAL TEAMS

Think about your business in a lead to cash process manner. Naturally, there are inputs and outputs that enable success among team members and departments. Formulate improvement teams that focus on process inputs and outputs that ensures each others success. Garbage-in/garbage-out is a real problem and organizations that don't address cross-departmental collaboration will lose good employees and customers.

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After 20 years serving our employees and customers, we value our relationships and our reputation in the community. DPT employs a team of visionaries, business strategists and technology innovators who have held senior leadership positions across various industries and business sizes. Our combined business strategy team has over 100 years of experience working in senior leadership positions. Because of this experience, we don't only talk strategy, we understand the challenges and have the knowledge and network to solve them.

Leading with "why" is what makes us different. Technology alone is not going to solve business challenges, and in fact, it might compound them. With our industry expertise, combined with our approach to innovation, you are sure to have a solution that will solve today's business challenges and help you grow into tomorrow.

Business Process Strategy & Automation

Customer Relationship Management (CRM)

Customer Experience

Marketing Automation

Field Service

Finance & Operations

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