

Overview of services

Managing an **intranet, collaboration platform** or **digital workplace programme** for a large organization can be a lonely, thankless task and it's growing more complex every year. **Get DWG on your side**

Membership



1

Membership

Learning and industry best practice

Benchmarking



2

Benchmarking

Objective data for making critical decisions

Consulting



3

Consulting

Independent expertise to guide strategy and plans

Sample members and clients



An expert partner to drive change and success

We provide independent expertise to large organizations to help them advance their intranets and broader digital workplaces through three distinct services:

- 1 Confidential member forum
- 2 Sophisticated benchmarking
- 3 Bespoke consulting projects.

Strengths of the Digital Workplace Group

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Real-world practitioners: Our benchmarkers and consultants have previously managed intranets and digital workplaces at major organizations. Our expertise is rooted in experience.
- 
Large company experience: For over a decade we have worked with Fortune 1000/FT 500 and similar organizations. Our expertise and insights focus on the challenges and needs of that group.
- 
Measurement and research focus: Our consulting and evaluations are underpinned by measurement and our rich research programme. Our mantra is "data and metrics in a world of opinion".
- 
Independence: All our work is vendor neutral and our evaluation framework is technology agnostic.

Two lines of service

DWG Member Forum

Confidential learning, ongoing improvement

The DWG Member Forum is a confidential, members-only benchmarking group. Since 2002, we have carried out more than 600 evaluations in major organizations, giving us a rich background of knowledge and unrivalled insight into current best practice. Membership combines extensive evaluations with peer learning and expert research.

Three elements of membership:

- **Peer learning:** Rich interaction and sharing with teams from other major organizations
- **Expert research:** New members-only reports every year and an enormous archive of papers and videos
- **Benchmarking evaluations:** In-depth analysis of your sites/environment and comparison with other members

DWG Consulting Services

Strategic interventions, bespoke projects

Separate from the DWG Member Forum, DWG Consulting Services provides vendor-neutral, unbiased and high-quality advice, and practical hands-on support for digital workplace and intranet programmes. This work is rooted in our decade of providing measurement and research-driven services and our team's experience of working within large organizations.

Sample consulting projects:

- **What does "good" look like?** – External insight of industry best practice to inform strategies and plans
- **Define vision, strategy & roadmap** – Methodology and expertise to set your forward path
- **Facilitated workshops** – Engage stakeholders across a global organization or within a function

Areas of focus

- Benchmarking evaluations
- Content management
- Collaboration platforms and social business
- Digital workplace roadmaps
- Enterprise mobile
- External insights and research
- Facilitated workshops and innovation labs
- HRIS and other self-service applications
- Metrics and measurement
- Search and findability
- Strategy and governance
- Stakeholder engagement
- Usability, navigation and design
- User research



“We needed a resource. We felt lost. DWG provides resources in one place. It became clear to us that DWG is the one-stop-shop for everything we need.”

Laura Pierce Director,
Corporate Intranet ADP



“The most valuable thing about DWG is being able to meet your peers. If you work in intranets, it's normally a closed community... But in this forum, you know you're going to get honest answers and honest opinions.”

Mark Mazza Senior Manager,
Digital Projects Lloyds Banking Group



How to contact DWG

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Don't journey alone
Independent expertise for intranet
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