

# Overview of Services



**Don't journey alone**  
Independent expertise for intranet and digital workplace success

[www.digitalworkplacegroup.com](http://www.digitalworkplacegroup.com)

## Is your organization's workplace an engine of productivity?

### Why journey alone?

Digital Workplace Group (DWG) is a strategic partner, covering all aspects of the evolving digital workplace industry through membership, benchmarking and consultancy services. DWG provides independent expertise to more than 100 leading corporations and public institutions to advance client intranets and broader digital workplaces, through peer learning, independent evaluations and practitioner expertise.

#### Membership

A confidential member forum for improvement and networking



#### Benchmarking

Objective data for making critical decisions



#### Consulting

Independent expertise to guide strategy and plans



**“For several years DWG membership has provided Wells Fargo with practical insights into how other organizations are handling the big challenges we all face**

– plus access to a wealth of expertise, research and answers we can trust.”



#### Christy Punch

Teamworks Product Manager HR & Team Member Communications

**Wells Fargo Corporate Communications**

**“In my opinion DWG benchmarking is the world standard for measuring digital workplace or intranet performance.**

Their diagnostics provide detailed insights into strengths and weaknesses, plus recommendations for action. Practical reality is evidence: every time I acted upon DWG recommendations, things improved exactly as they predicted they would.”



#### Giovanni Piazza

Head of Global Collaboration and Knowledge

**KPMG International**

**“DWG Consulting has been an essential ongoing support to us during our global intranet program.**

The quality of experts, superb service, with a personal touch, has been so important for us.”



#### Kerry O'Donnell

Executive Director, Global Digital Communications

**Estée Lauder**

### An expert partner to transform your company's workplace

DWG is the leading long-term strategic partner for large enterprises globally – covering all aspects of the evolving digital workplace industry – with services grounded in vendor neutrality, practitioner-led expertise, data, metrics and research. To get started, contact DWG through the options on the next page.

### Sample members and clients



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## How do Digital Workplace Group's three services advance your workplace?

### Member Forum

#### Confidential learning, ongoing improvement

The DWG Member Forum is a confidential, members-only group. Membership combines online and in-person peer learning with expert research and practical insights into how others have solved challenges, based on more than 700 evaluations of major organizations.

#### Peer learning

Rich interaction and sharing with teams from other major organizations

#### Expert research

New members-only reports every quarter and a vast archive of papers and videos

#### Members-only events

Live online Q&As with experts, research-driven webinars, member meetings onsite at your company, and more

### Annual Benchmarking

#### Strategic evaluations, baseline performance measurement

DWG Benchmarking provides in-depth analysis of your sites and/or digital workplace environment, and comparison with other similar organizations. You can choose to benchmark your:

#### Intranet

- Usability
- Strategy & Governance
- Metrics & Performance
- Communication & Collaboration

#### Digital Workplace

- Cultural Readiness
- Workplace Maturity

### Consulting Services

#### Strategic interventions, discrete projects

DWG Consulting Services provides vendor-neutral, unbiased, high-quality advice and practical hands-on support for digital workplace and intranet programmes, such as:

#### What does "good" look like?

External insight into industry best practices – to inform strategies and plans

#### Define vision, strategy & roadmap

Methodology and expertise to establish the road ahead

#### Facilitated workshops

Engage stakeholders across a global organization or within a function – so the whole team starts on the same page

## Why do so many leading companies choose Digital Workplace Group?

**Large company expertise:** We've worked with Fortune 1000 / FT 500 (and comparable) organizations for more than 15 years. Our expertise and insights focus on the successes, challenges and needs of such major organizations.

**Measurement and research focus:** Our consulting and evaluations rely on measurement derived from more than 700 benchmarks and our robust research programme, to provide a unique reservoir of statistics

and case studies. We provide "data and metrics in a world of opinion".

**Real-world practitioners:** Our benchmarkers and consultants have previously managed intranets and digital workplaces at major organizations. Our expertise is rooted in experience.

**Independence:** All our work is vendor neutral and our consulting and evaluation framework is proudly technology agnostic.

### How to contact DWG



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