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# Does digital workplace means using email services?

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In my interaction with several businesses over past months, I have come across this mindset that having an email service, presence on social media and/or deploying some software means that the workplace has become digital. However, it is certainly not the case!

## What is a Digital Workplace?

In simple words, a Digital Workplace means a workplace that has identified the challenges which is bringing down its productivity and has employed the "right" digital solutions to solve this issue.

## Then, how come using email services does not make my workplace digital?

Earlier there was not sufficient technology available to solve the common productivity challenges emanating from issues such as communication, collaboration, information



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was document creation using Office software (Word, PowerPoint, Excel) and then sharing these documents over email.

Gradually, this simple email technology was overburdened with all kind of conversations starting from "Please update about the task status" to "Happy Birthday!!". This led to huge noise in the inbox which ultimately started impacting office productivity. However, nobody seemed to be observing it much and quietly adapted to the chaotic workplace.

Nonetheless, when the drop in productivity started impacting business growth, the analysis revealed that technology needs to be upgraded. The technology which the current time requires is way different and far more advanced than what document creation software or email services offer.

This is why the approach and belief that having an email service, being present on social media and deploying some software is what makes a workplace digital is highly misplaced.

Messaging  

## Conclusion

Identify your workplace productivity challenges, explore if any technology solution for you and then, get the technology solution deployed. As simple as it is a journey because evolution can never happen in one day. Technology is not about deployment, it is about right adoption at the right time.

*You can reach out to me at [ankita@foetron.com](mailto:ankita@foetron.com) to know more about how you transform your organisation to a digital workplace.*

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A useful post that puts 'digital work place' in the right perspective.

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