

Digital Workplace Deep Dive Podcast Series

Episode 09: How AI Makes Working from Home Easier

Weston Morris (00:10):

Welcome to a very special edition of the Unisys Digital Workplace Deep Dive podcast. I'm your host Weston Morris, and I'm joined by Mr. Kevin Turner who leads our digital workplace strategy in Europe. Welcome Kevin.

Kevin Turner (00:25):

Hi Weston. Great to be here.

Weston Morris (00:28):

So the topic of the moment is the pandemic, and I'm really curious as to how you see global threats such as COVID 19 affecting the digital workplace services.

Kevin Turner (00:37):

Well, obviously it's completely hitting every part of our business and equally every part of our client's business. One of the things we are seeing though, to help combat that is AI. We see it as being very, very important as we try and segregate the workforce and enforce social distancing. So instead of all of our people needing to wear masks as seems to be the popular trend at the moment, of course, using AI, we are able to make sure that people get to see a human face and could continue operating without the need for social distancing.

Weston Morris (01:10):

Well, how does AI like this actually help a person who might be working from home for the very first time? So

Kevin Turner (01:15):

Imagine I am that employee working from home for the first time. So as I open up my laptop, I'm presented with some help.

Speaker 3 (01:25):

Hi, Kevin, I'm Amelia, your personal assistant. I recognize you are working remotely. I can help you with many of the questions you may have about working remotely.

Kevin Turner (01:36):

So now I can interact with her. So, okay.

Speaker 3 (01:39):

In your task bar, you will notice a new Stealth icon. This gives you secure access to your digital workplace. Here's what it looks like.

Kevin Turner (01:47):

As you can see, she's now gonna help confirm that I'm working securely and as the first step, and then she's gonna continue on the journey to help me understand getting all of my settings, right. So that I can do my job safely and effectively with the minimum of fuss. But before I continue with more audio, I'm just gonna mute her so that she doesn't keep interrupting us. And then I'll go through to the next steps. So moving forward, she then offers me to have a look at the applications that I've got on my PC. So yeah, I'm ready to explore my apps. So then she'll show me a little video, clearly highlighting the different applications that I've got available to me, all of the collaboration suite and the other utilities for keeping in contact with my colleagues and coworkers. So if I move on to the next bit from there, yeah; I'm ready to continue.

Kevin Turner (02:39):

So now she's gonna explain to me that all of my data is being synchronized with OneDrive. So she'll show me now that the activity that's going on the background will actually make sure that that data is ready for me when I need it to, to work today and in the next couple of weeks. So this is where Amelia now will also set up with the training, any mandatory ethics training, security, et cetera, et cetera, and any specific courses for the role. And quite simply the training can be accessed by clicking here. Next tab, you'll see the, all of the guided training specific stuff that's important for the role is all available straight away from that location.

Weston Morris (03:21):

Well, I can see Kevin where that would actually be super helpful to have this trusted advisor guiding you through a process that you were perhaps very unfamiliar with, but not everybody that's working from home is using a laptop. What if you're using a, a mobile device or smartphone or tablet.

Kevin Turner (03:35):

Certainly. Let me show you what that looks like on a mobile. You'll see here very familiar. So quite simply: "I need help with email on my phone."

Weston Morris (03:56):

That's a common problem. Yeah. Getting access to corporate email on your phone.

Kevin Turner (04:00):

Exactly. And, and now she goes away and searches database. She comes back to tell me that she can help me with that and starts offering me selections. So, this is a personal phone. I'm getting now guided questions to make sure that I'm doing the right activities. I know it's an iOS phone, I've registered with active sync. So if I click on, get started, now I will get the full guided support with very detailed step by step guides through helping me set up my email on the phone and I can continue to scroll through there step by step all the way through next step makes it nice and easy means that I definitely get it right or assuming that that is a little more complex than I might be able to cope with. If I need further help, at which point I will get escalated to a live agent in context, where I can actually do it in context now straight away, or I can schedule a contact by return at a time that's more convenient for me.

Weston Morris (05:02):

So that's great. That's just, you know, beautiful hand-holding no matter what device you're on. I love that Kevin. So maybe just as a quick recap, there's just few lessons learned that I'm taking away from what you've shown us here. First of all, the pandemic has made it clear that the digital workplace is very important. Those that have a digital workplace have thought about mobility, cloud, security in those things, they're able to get through this pandemic more easily, but you still could benefit from AI and automation. Like you've shown us here to guide a person through the process and make it easier for them to get through it. So I think we just have one more question, "Where can our viewers get more information?"

Kevin Turner (05:40):

Yeah, sure. So, we've made that easy as well. We've set up a microsite to share real-time experiences working from home; things like remote worker reality, elimination of VPN bottleneck using our Stealth technology and more, besides there's a series of podcasts and different information available here to all users.

Weston Morris (06:07):

Well, excellent. Thank you so much, Kevin, for guiding us through the workplace of the future; one that knows how to respond to a crisis. You've been watching the Digital Workplace podcast video version. I'm your host, Weston Morris. Thanks for joining.