



www.PrescientDigital.com

ASSESS, PLAN, DESIGN, IMPLEMENT DIGITAL WORKPLACE TOOLS

DIGITAL WORKPLACE, INTRANETS, AI - FOR 25 YEARS







































RALPH LAUREN



Artificial Intelligence

Artificial Intelligence (AI) is the simulation of human intelligence in machines programmed to think and learn like humans. AI systems are capable of performing tasks such as recognizing patterns, understanding language, and solving complex problems. Machine-learning is but one facet of AI.

- > Pattern Recognition
- Machine Learning
- > Problem-Solving



Types of Al

Narrow AI is designed to perform specific tasks, such as facial recognition or language translation. It excels in its designated area but cannot perform tasks outside its scope.

General AI (or AGI), on the other hand, is designed to perform any intellectual task that a human can do, mimicking human-like flexibility and learning capabilities.



Narrow Al

Al specialized for specific tasks or domains.



Artificial General Intelligence

Al capable of performing diverse, human-like tasks.



AI

Superintelligent AI

Hypothetical future AI that surpasses human intelligence and capabilities in all aspects

Theoretical

A theoretical form of artificial intelligence that vastly surpasses human intelligence in all domains, including reasoning, creativity, problem-solving, and emotional understanding. Often called Artificial Superintelligence (ASI) would outperform the smartest human minds at virtually every cognitive task, and possess abilities that go far beyond our current understanding.



> Machine Learning

A subset of AI where algorithms learn from data to improve performance on specific tasks.

Deep Learning

A specialized Machine Learning technique using multi-layered neural networks to process and model complex data patterns.

The Heart of Artificial Intelligence



Al @ Home

Al is seamlessly integrated into our daily lives, from voice assistants like Alexa and Siri to smart home devices.



Smart Homes

Al-powered devices like thermostats, lights, and security systems.



Generative Al

Al apps for agents, creating & enhancing content (e.g. videos)



Personal Assistants

Voice-activated tools assisting with reminders, tasks, and information.



Research

Al-powered summarization, citation analysis &research automation.

Al in The Workplace

Al automates repetitive tasks, improves customer service with chatbots, and enhances decision-making with data analytics.



Smart Offices

Al-powered machines, bots, office utilities.



Workplace Automation

Al automating repetitive tasks and enhancing decision-making.



Digital Assistants

Chatbots, digital & voice-activated tools assisting with reminders, tasks, and information.



Productivity Tools

Al tools for managing schedules, emails, and communications.

Employee Adoption

Have Used A Few Times In The Past Year

Alconverts

Regular Users

Momen

Less Likely To Adopt







Costly \$\$\$\$

Enterprise Al software license costs vary widely, ranging from per-user monthly fees of \$30-\$60 for off-the-shelf productivity tools to custom solutions costing \$100,000 to over \$1 million for development and deployment, with ongoing monthly platform fees of \$1,000 to \$100,000+



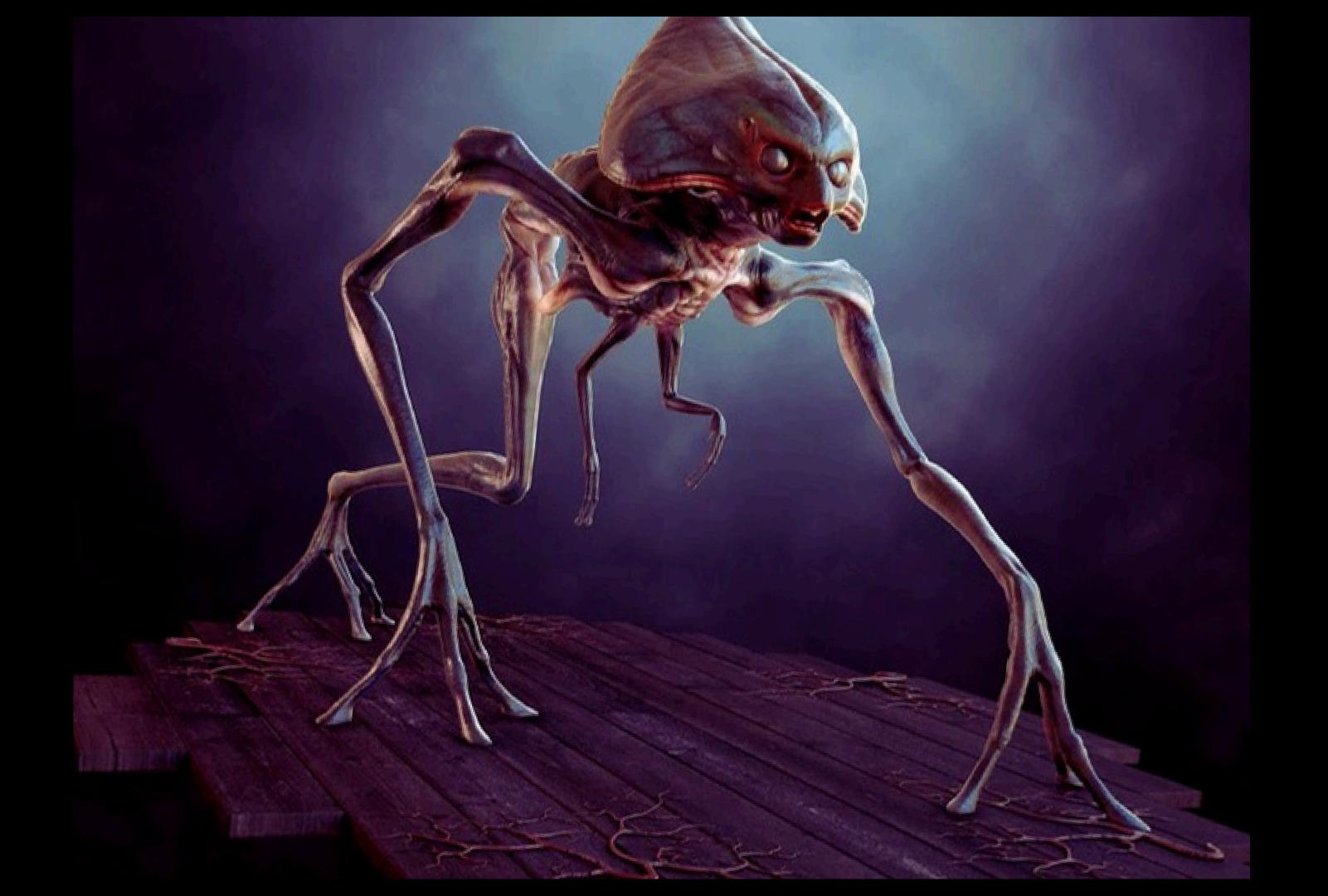
\$30-60 per user per month

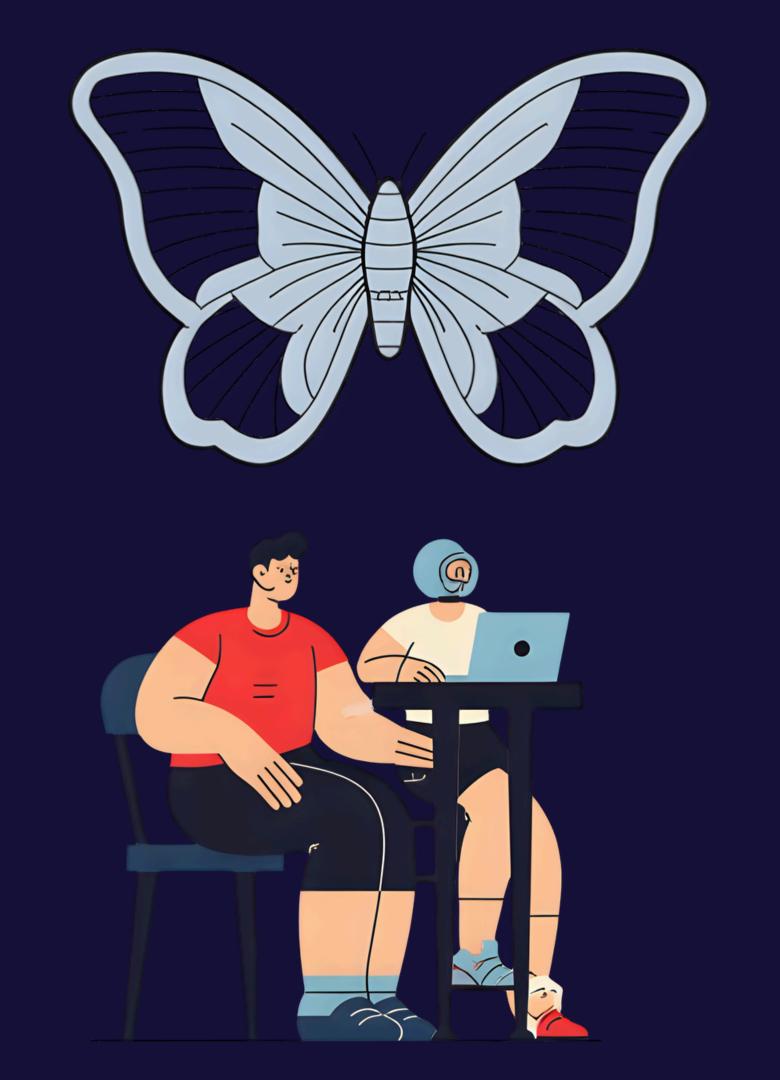
Al specialized for specific tasks or domains.

DO NOT BE SOLD A TECHNOLOGY SELECT A TECHNOLOGY

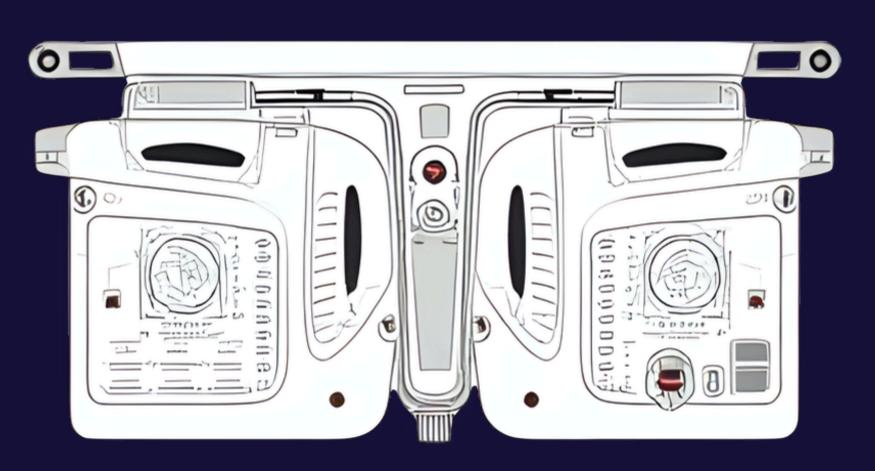
ASSESS, PLAN, EVALUATE, IMPLEMENT

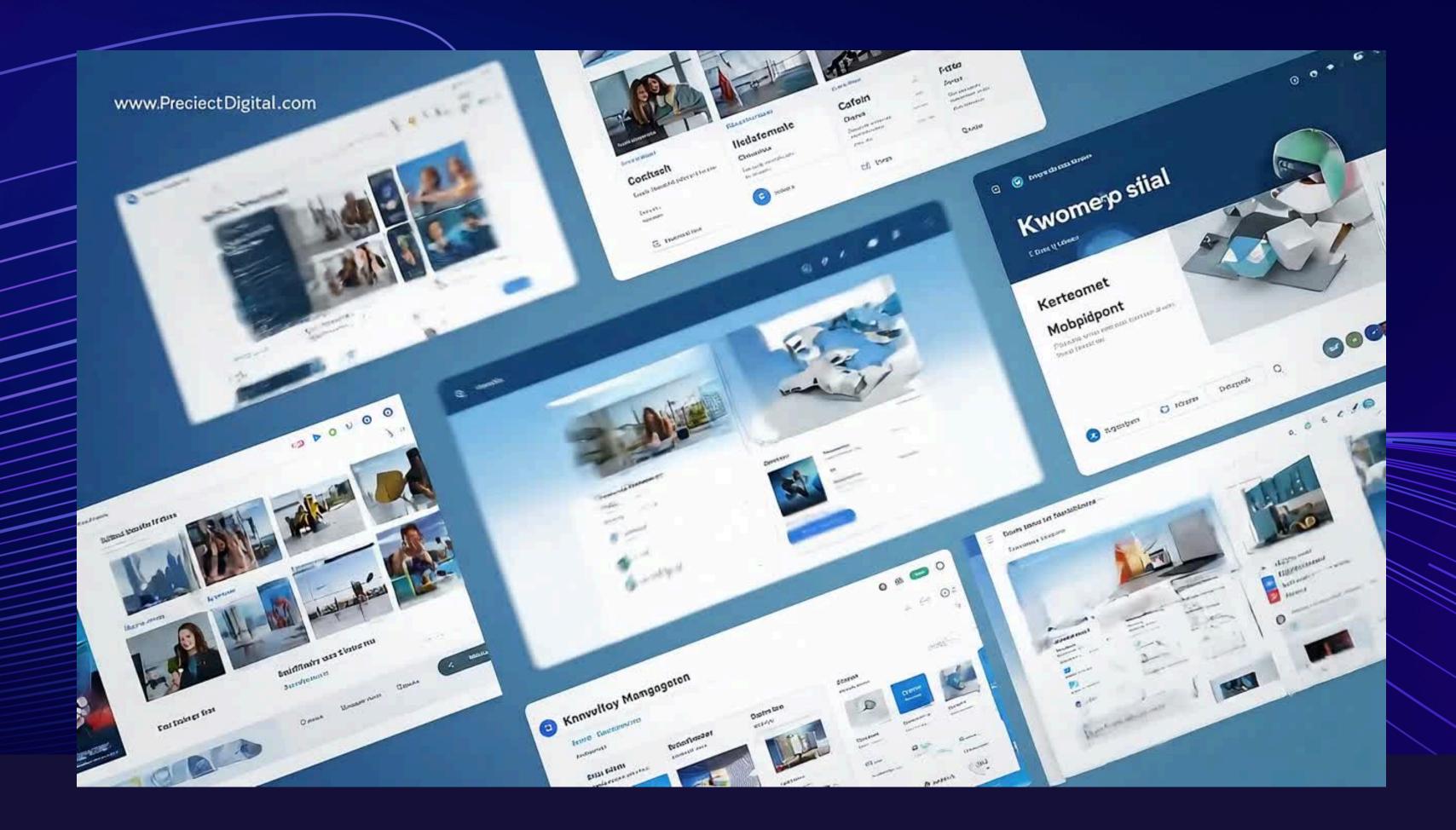
















PROJECT METHODOLOGY

Gap Analysis
Business Requirements
User Requirements
Benchmarking
Social Media Readiness

SESSMENT

Strategic Planning Governance Business Case Information Architecture User Experience (Design)

Marketing
Communication
Training
Change Management
Adoption & Participation

IMPLEMENTATION

Technology Audit
Functional Specifications
Solution Evaluation
Vendor Selection
Implementation Roadmap



NOULDOOM

Development
Integration
Project Management
Content Development
Content Migration



Planning For Al

Engage Employees

Talk with employees, gather quantitative & qualitative feedback



Engage Management

Talk w management, gather input & instructions, marry to employee needs



Mission, Objectives, Goals, KPIs and requirements... and then actions



Al Selection

Based on the plan & documented requirements, select tools, don't be sold

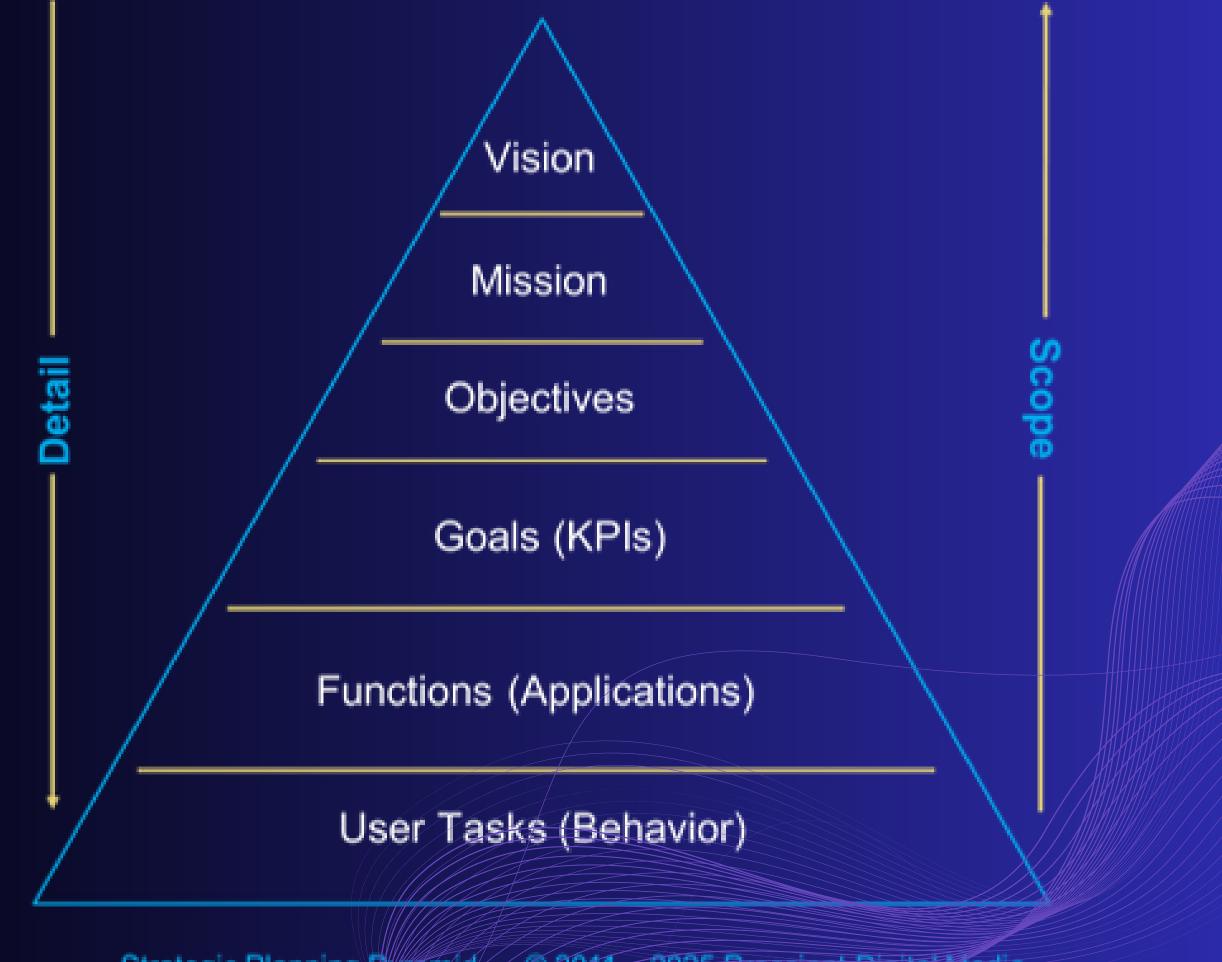






Al Must Be Inclusive

Engage employees & management at all levels, in all areas of the organiztion



Goals & Objectives

Mapping intranet goals & objectives strategy



Apr 2025 Digital Workplace Scorecard

Unique Users

75%

Page Views

118,765

User Sat

8.2

Publishers

32

ROI

82%

Completed Transactions

878

How effectively do you feel info. is shared?

Balance in comms. between 140 & offices?

The seven personas of the workforce, including geographic spread and role diversity



Name: Hannah

Persona Group: Marketing Role: Marketing Manager

Grade: Mid-tier

Location: Basel, Switzerland

Age: 30

Intranet Needs: Update content Most Used Apps: Phonebook



Name: Alexander

Persona Group: Production Site Team

Role: Junior Production Operator

Grade: Entry level

Location: Villeret, Switzerland

Age: 23

Intranet Needs: Check regulations/rules

Most Used Apps: News



Name: Sharon Persona Group: HR

Role: Talent Acquisition Partner

Grade: Senior

Location: Andover, United States

Age: 35

Intranet Needs: Access HR Policies

Most Used Apps: weLearn



Name: Hugo

Persona Group: Finance Role: Accounts Manager

Grade: Mid-tier

Location: Madrid, Spain

Age: 40

Intranet Needs: View org chart Most Used Apps: SharePoint



Name: Sandra

Persona Group: Sales

Role: Regional Sales Manager

Grade: Mid-Senior

Location: London, England

Age: 44

Intranet Needs: Read product news

Most Used Apps: SAP Fiori



Name: Finn

Persona Group: Back-end Tech Role: IT Experience Manager

Grade: Mid-tier

Location: Villeret, Switzerland

Age: 26

Intranet Needs: Upload content Most Used Apps: OneIT

Name: Karl

Persona Group: Warehouse Role: Warehouse Specialist

Grade: Low-mid tier

Location: Berlin, Germany

Age: 46

Intranet Needs: Request holiday Most Used Apps: SAP Fiori



Hannah

Marketing Manager

"I want to feel connected to the company both locally and globally, I find the intranet a good way to keep up with company and people news but sometimes find the platform hard to navigate as it has such poor search functionality."

Age: 30

Location: Basel, Switzerland

Language: Swiss German

Tier: Mid-Tier

Tenure: 3 years

Business Unit: Marketing

Skillset

SEO

Campaign. Planning

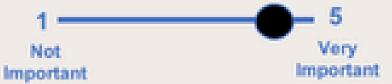
Coaching

Copy Writing

Bio

Hannah is responsible for uploading marketing content to MediaOne, the global home for marketing materials available to all employees. She often uses the SAP portal and generally likes to look at company wide news to keep up to date with product and people news.

Importance of intranet in day to day role



Goals

Hannah is interested in progressing her career within the Group but is considering a relocation within Europe, she is keen to understand the range of opportunities available to her.

Digital Needs

- Hannah heeds to be able to quickly update content
- Hannah likes to use her mobile app alongside desktop when working in the office and at home

Device Preference



Site Preference

Global





Comms Channels





Motivations Development Promotion

Pain Points

Salary

Impact

Hannah finds the search function difficult to use, it often provides inaccurate results so is time consuming and frustrating to use. She find the site hard to navigate, it doesn't feel intuitive so she often will ask colleagues for help instead of using the intranet as a first port of call.

Content Preferences







People News

Most commonly used intranet applications or platforms

Phonebook

SAP Fiori

Media One

News



Governance

Ownership & Management

The ownership & management model; structure including the ownership team, the decision-making process, roles & responsibilities, & policy.



Ownership Model

Executive champions to content owner and editor(s).



Roles & Responsibilities

Committees to content owner roles and rules.



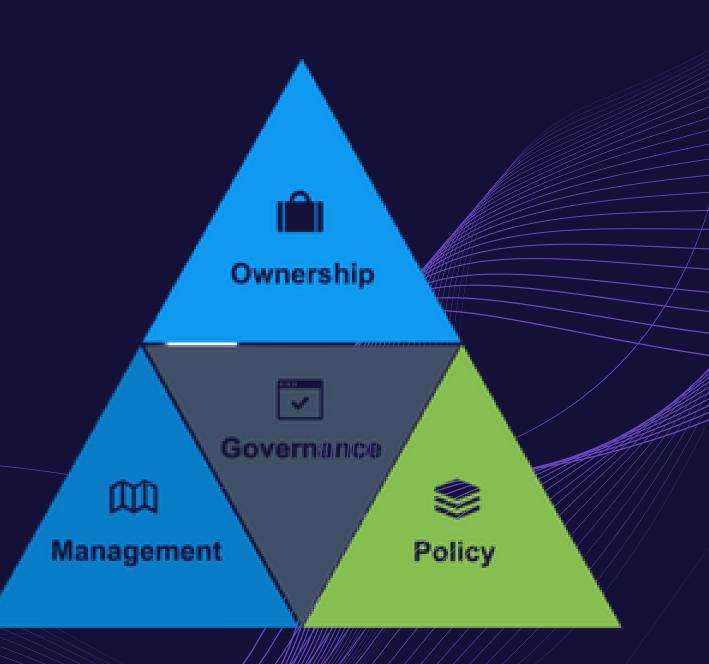
Policies

Content management to taxonomy to "use" policies



Management Process

Decision-making process for home real estate, new sites, etc.



OWNER MANAGERS

Al Ethics and Regulations

Many concerns center on algorithmic bias, data privacy and security, accountability, transparency, and the broader societal and economic impacts like job displacement and misinformation.



Data Privacy

Protecting sensitive personal data in AI applications.



Transparency

Ensuring AI systems are understandable and explainable.



Accountability

Holding AI systems and developers accountable for decisions.

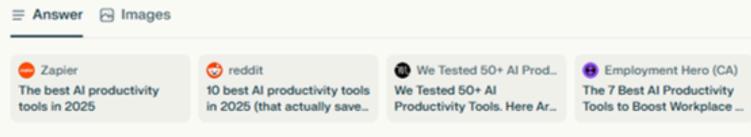


Al Policy Components

Purpose and Scope	Data Privacy & Security	Human Oversight	Training & Awareness
Explains the policy's objectives and w	Provides clear rules on what kind of d	Stipulates that human review is nece	Outlines requirements for employee t
Approved Tools & Use Cases	Ethical Use & Bias Prevention	Accountability & Reporting	Policy Review
Specifies which AI tools are permitted	Commits to using Al in a fair, non-dis	Defines roles and responsibilities for	Establishes a schedule for regularly re



What are the best Al workplace tools?



Assistant steps >

The best AI workplace tools in 2025 are those that streamline daily tasks, boost team collaboration, automate busywork, and enhance productivity across different job functions.

Zapier +2

Top Al Workplace Tools

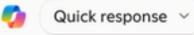
- ChatGPT, Claude, Gemini (Google), Copilot (Microsoft): These are advanced AI assistants for brainstorming, generating text, answering questions, summarizing meetings, and handling emails. employmenthero +1
- Motion: A task manager that auto-schedules, integrates deeply with calendars, and assigns tasks based on availability and priorities. usemotion
- Notion: Central hub for information storage, with powerful AI features for rewriting, editing, generating content, and answering database questions. monday +1
- Asana, Trello, ClickUp: Known for project management, task automation, and Al-driven forecasting and resource allocation. ringcentral +1
- Slack, Microsoft Teams: Improved team communication with Al-powered summaries, search, and management tools across platforms. ringcentral +1
- Perplexity Pro, Glean: All research assistants and knowledge engines that help locate information and synthesize insights for teams. Zapier +1
- Otter.ai, Fathom, Loom Al Beta: Meeting transcription, note taking, and automatic action item generation for quick follow-ups. reddit +1
- · Superhuman Al: Rapid Al-driven email management and reply suggestion. reddit
- Figjam Al, Miro: Visual brainstorming and diagramming with instant flowchart generation.
- Mem Al: Automatic note and idea capture, retrieval, and organization. reddit

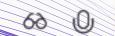


Most Widely Used Workplace Al Tools

Tool	Primary Use Case	Key Strengths	
ChatGPT	Writing, coding, research	700M+ weekly users; used by 92% of Fortune 500 1	
Microsoft Copilot	Office productivity (Word, Excel, Teams)	Deep integration with Microsoft 365 2	
Google Gemini	Search, writing, coding	Embedded in Google Workspace apps	
Canva Al	Design and content creation	Al-powered templates, image generation	
Notion Al	Note-taking, task management	Smart summaries, auto-tagging, writing help 3	
GrammarlyG O	Writing enhancement	Context-aware suggestions, tone adjustments	
Lumo by Proton	Secure AI assistant	Zero-access encryption for privacy- sensitive work	
Blaze Autopilot	Marketing automation	Campaign generation, analytics, optimization 5	
Descript Al	Audio/video editing	Transcription, voice cloning, podcast production 3	
Runway ML	Video editing and generation	Real-time video effects, generative media 3	

Ask anything







ChatGPT

Conversational Al for writing & brainstorming



Claude

Advanced Al for analysis & coding



Notion Al

Al-powered workspace & notes



Grammarly

Writing assistant for clarity



Midjourney

Al image generation



DALL-E

Create images from text



Jasper

Marketing content creation



Descript

Video & podcast editing



GitHub Copilot

All part programmer



Superhuman

Al-enhanced email



Perplexity

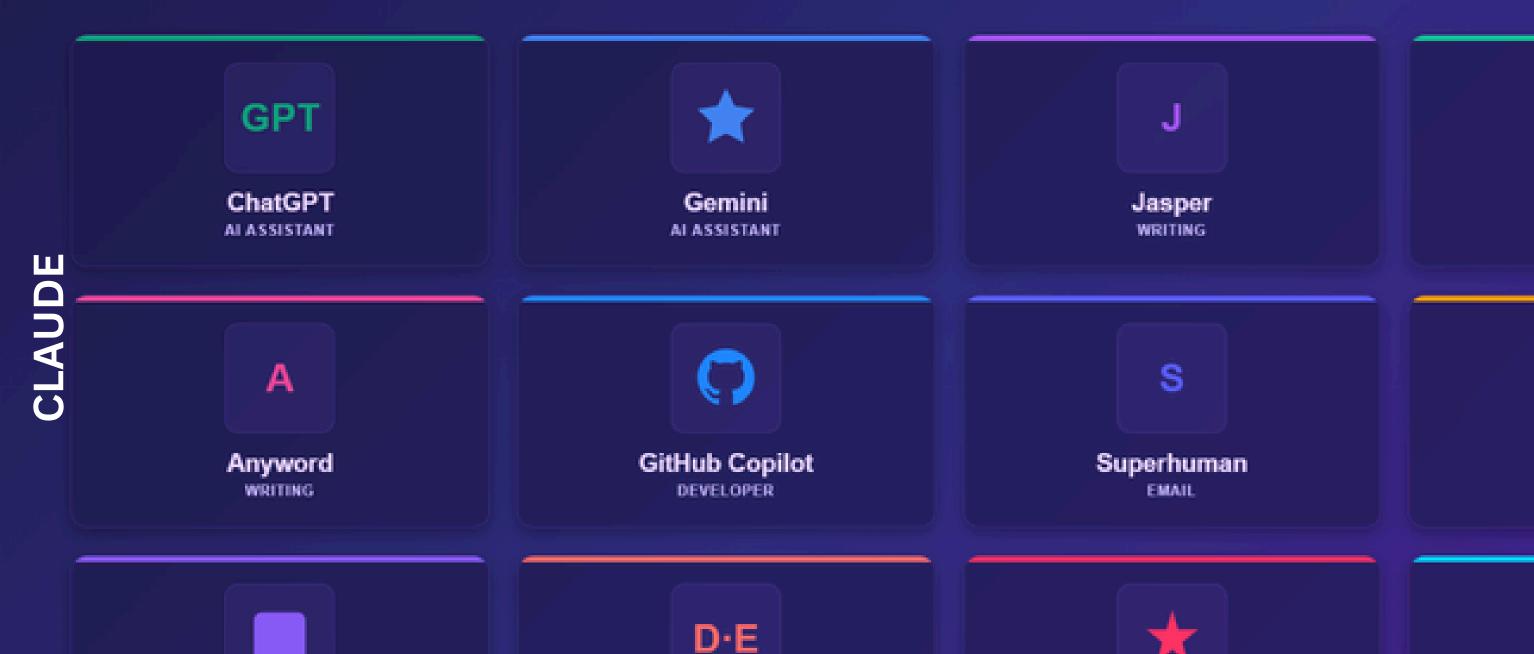
Al-powered search



Otter.ai

Meeting transcription

16 Essential Tools Transforming Modern Business

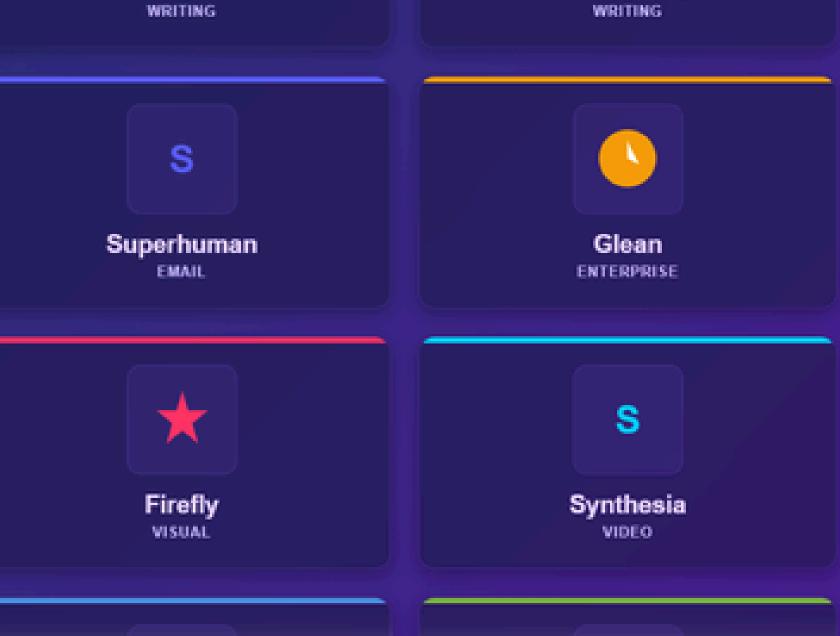


DALL-E

VISUAL

Midjourney

VISUAL

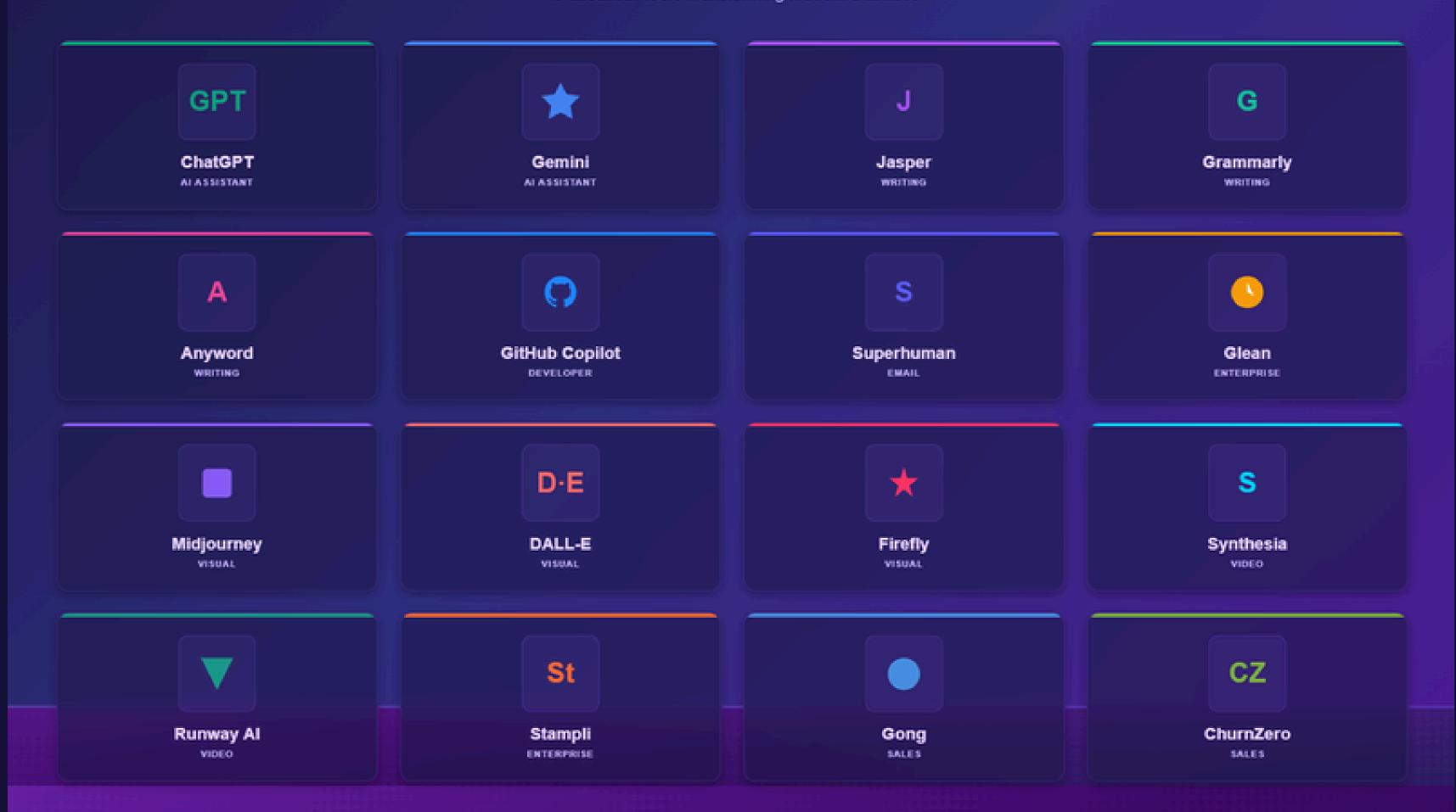


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Grammarly

Top Al Workplace Tools 2025

16 Essential Tools Transforming Modern Business











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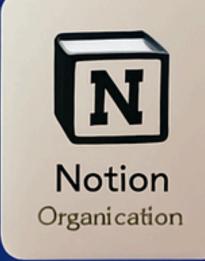


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Top Al Workplace **Tools 2025**

16 Essential Tools Transforming Modern Business





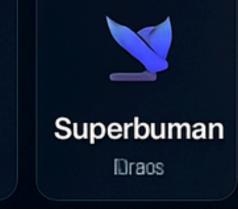
























Writing Assistant	Project Manageme	nt	Workspace Prod	Knowledge Man	Copywriting & Marketing
ChatGPT	ClickUp Al	Asana Al	Notion AI	Glean	Jasper Al
Claude					Presentation Generation
	Productivity Suite		Visual Content Creation		Gamma
	Gemini (Google)		Canva Al		

Tool Name	Purpose/Category	Key Features
ChatGPT	Writing Assistant	Content generation, Q&A, insights
Claude	Writing Assistant	Summarization, brainstorming
Gemini (Google)	Productivity Suite	Integrated in Google Workspace, automation
Notion Al	Workspace Productivity	Note-taking, content suggestions
ClickUp AI	Project Management	Task automation, report generation
Glean	Knowledge Management	Internal search, AI-powered intranet
Canva Al	Visual Content Creation	Designs, social media templates
Jasper Al	Copywriting & Marketing	Templates, brainstorming, ads
Asana Al	Project Management	Automated workflows, tracking
Gamma	Presentation Generation	AI-powered slide creation

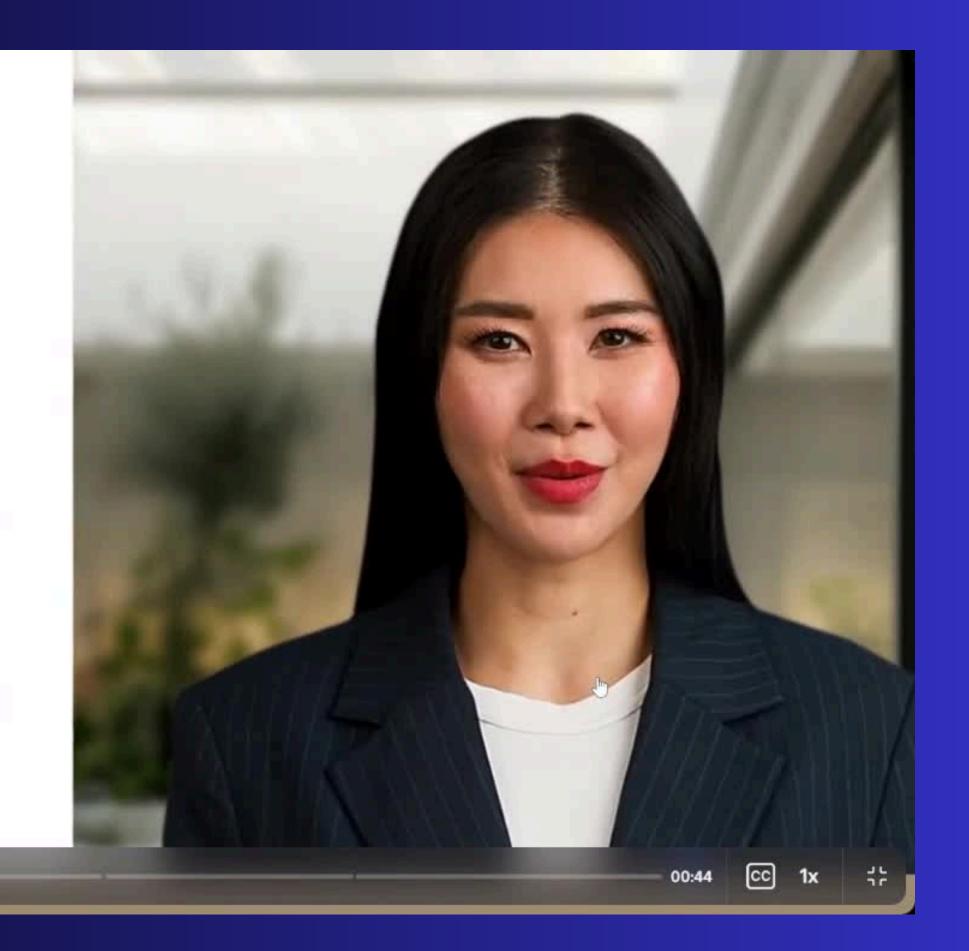


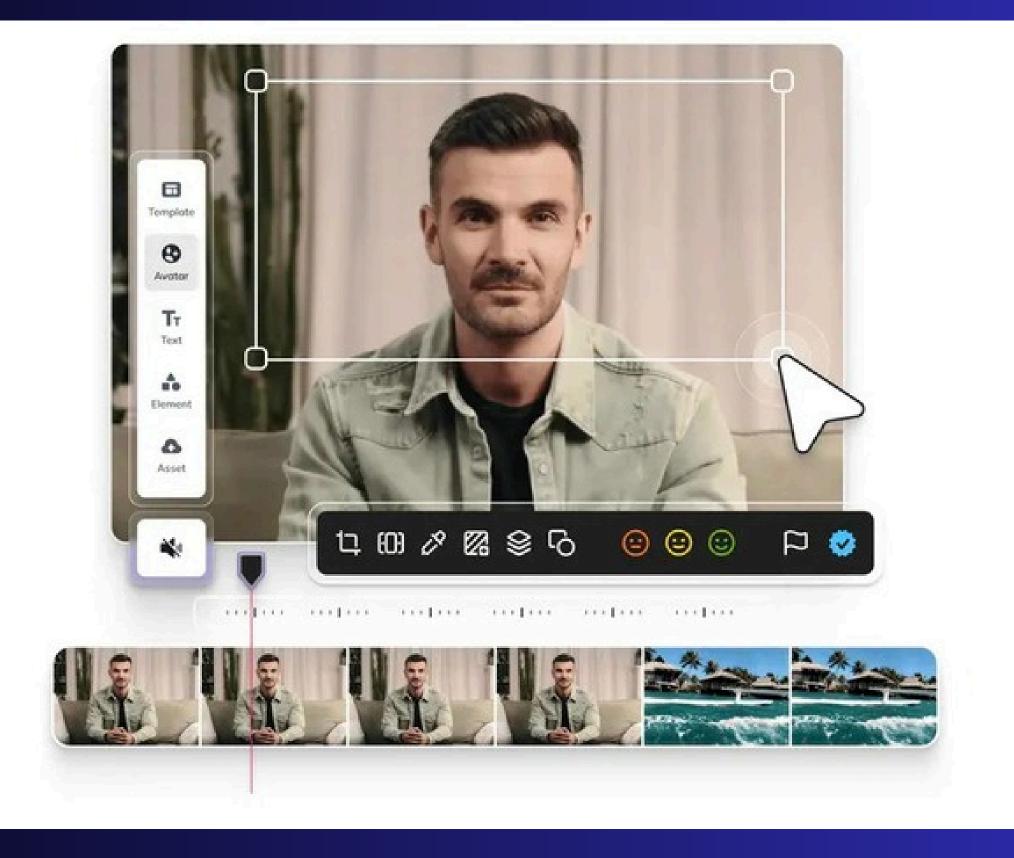






Boost Employee Engagement with Intranet











Make Decisions, Take Action

Agentie

Agentic AI refers to autonomous artificial intelligence systems that can make decisions and take actions to achieve goals with minimal human oversight. These systems go beyond simply responding to commands by using reasoning, planning, and multi-step execution to complete complex tasks. Agentic AI often works by combining LLMs with tools and algorithms, enabling it to "reason" and determine the best way.

Digital Assistant Components







Intranet Toolbar

Mobile Application

Desktop Notifier App

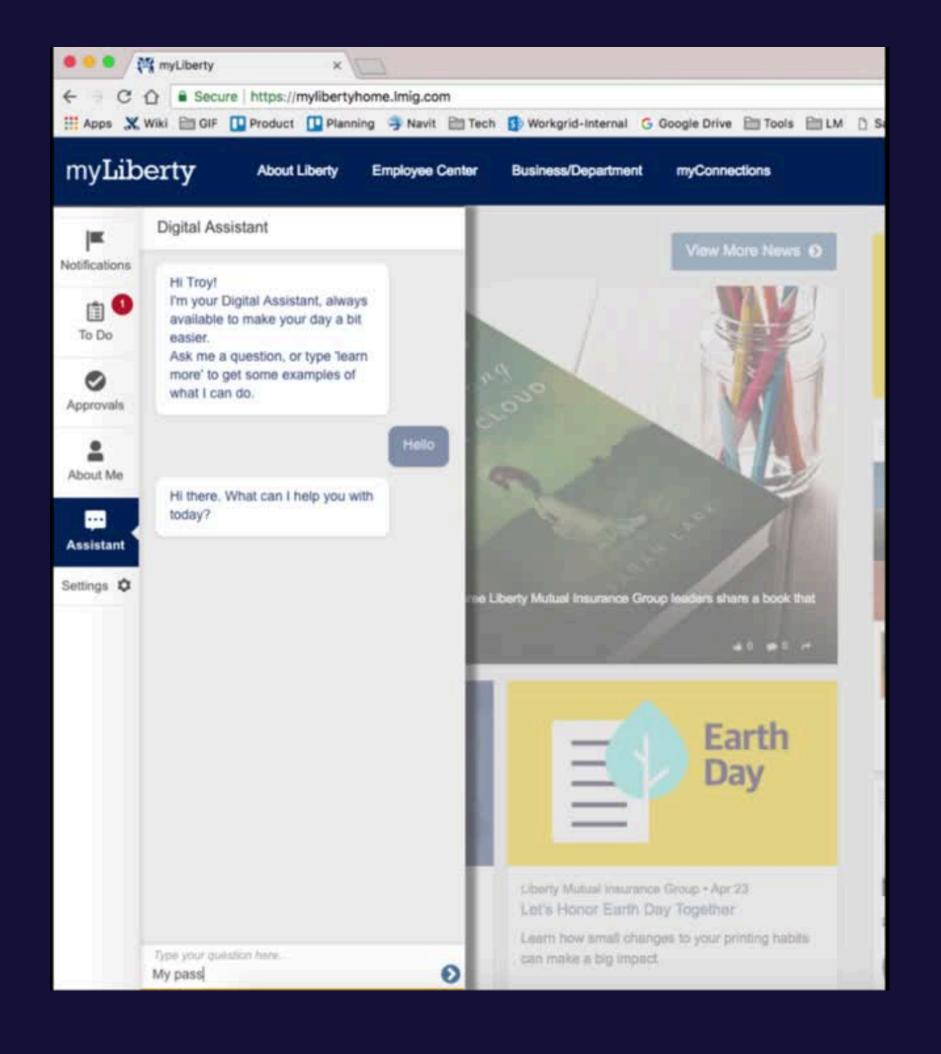


Workplace Chatbot

Answer common questions and complete tasks

Integrates with 3rd party business software and custom company applications

Hybrid answers from Workgrid Assistant and Humans in Real-Time (Useful for Help Desk / Call Center call reduction)

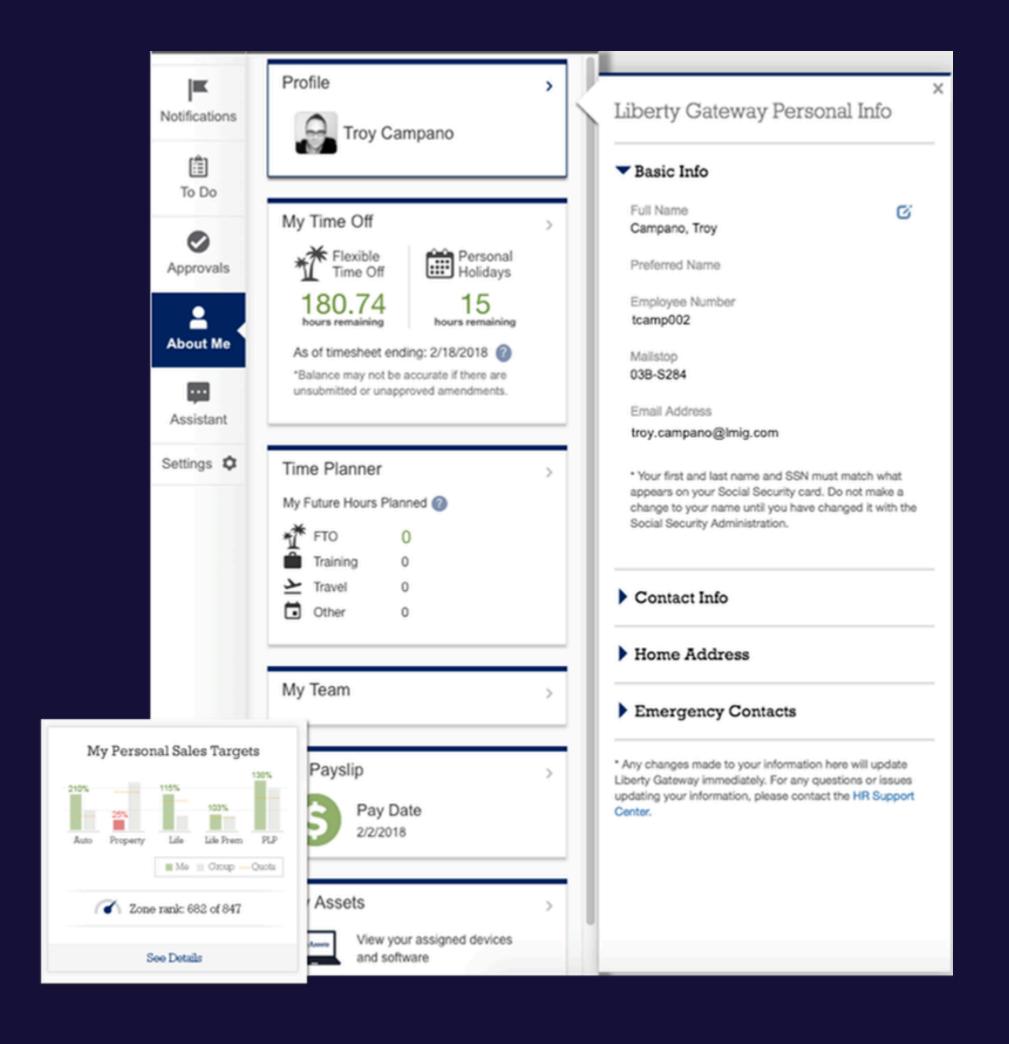


Microapps

Persistent micro-apps that highlight important information from your work, employee systems, and more.

Changes and edits in the apps sync back to the source system.

Reduce the need for employees to log into many systems.

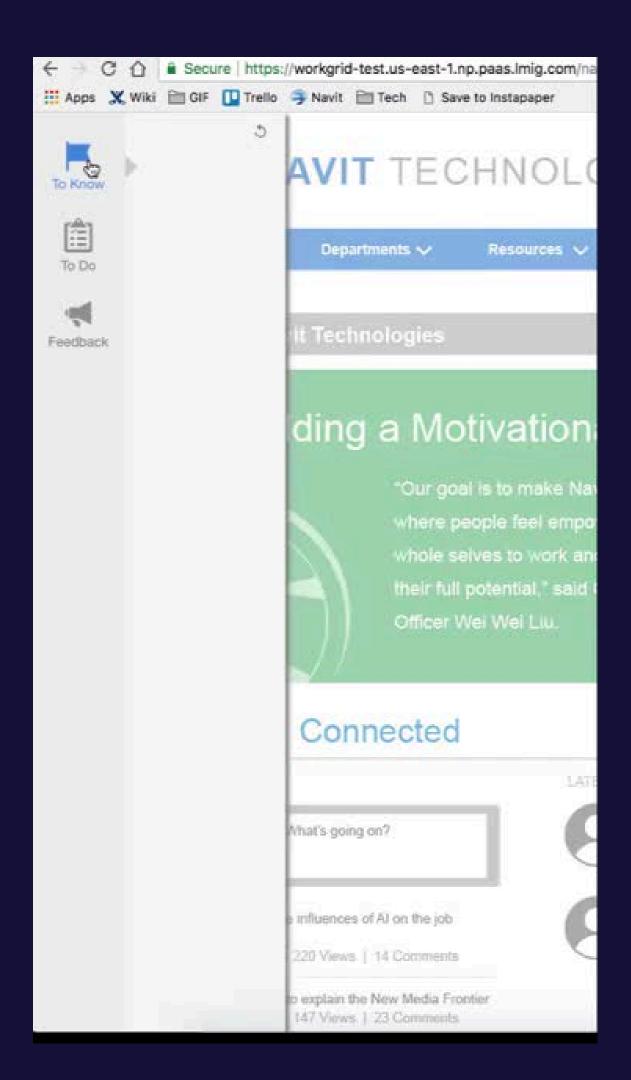


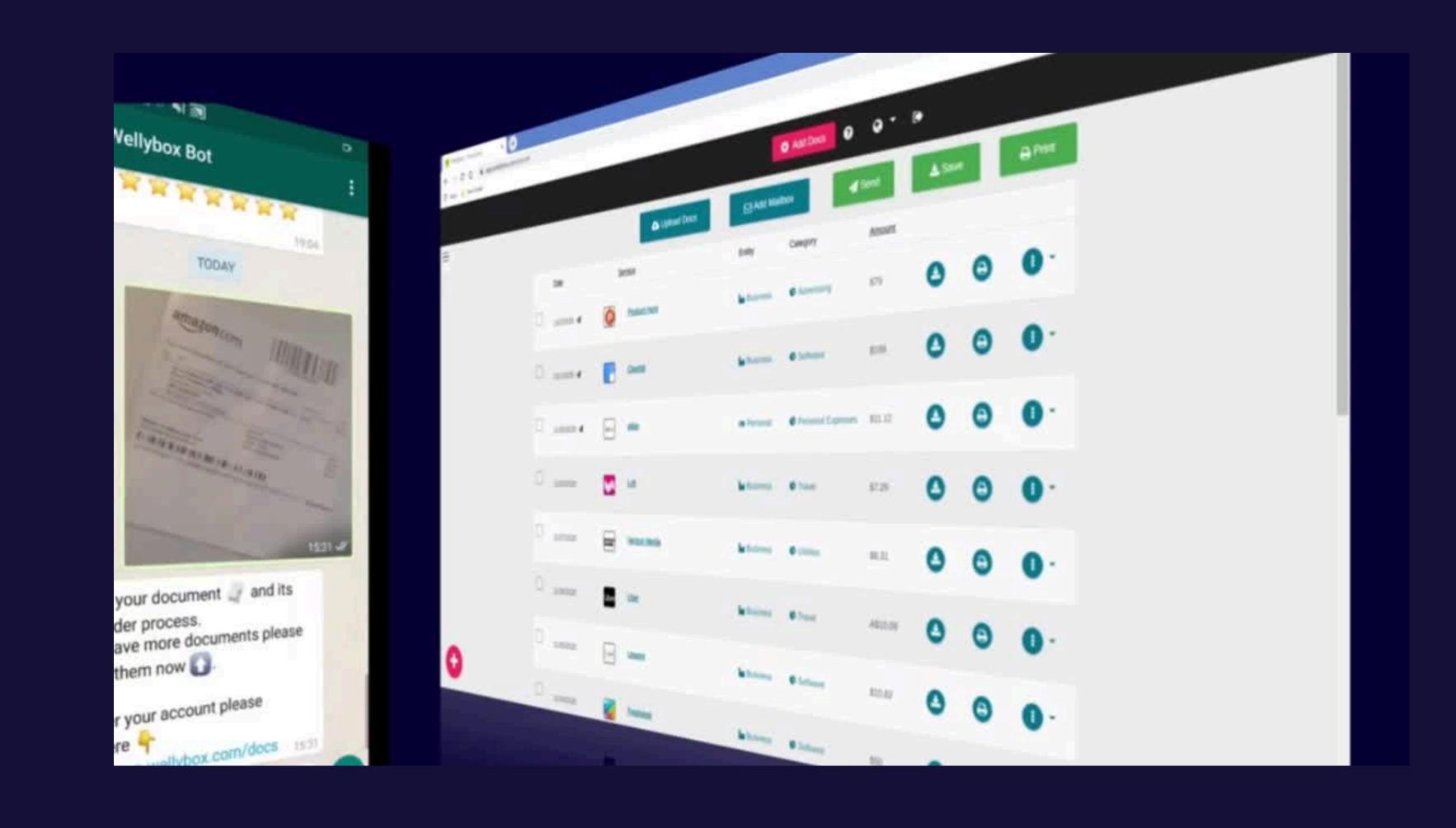
Smart Notifications

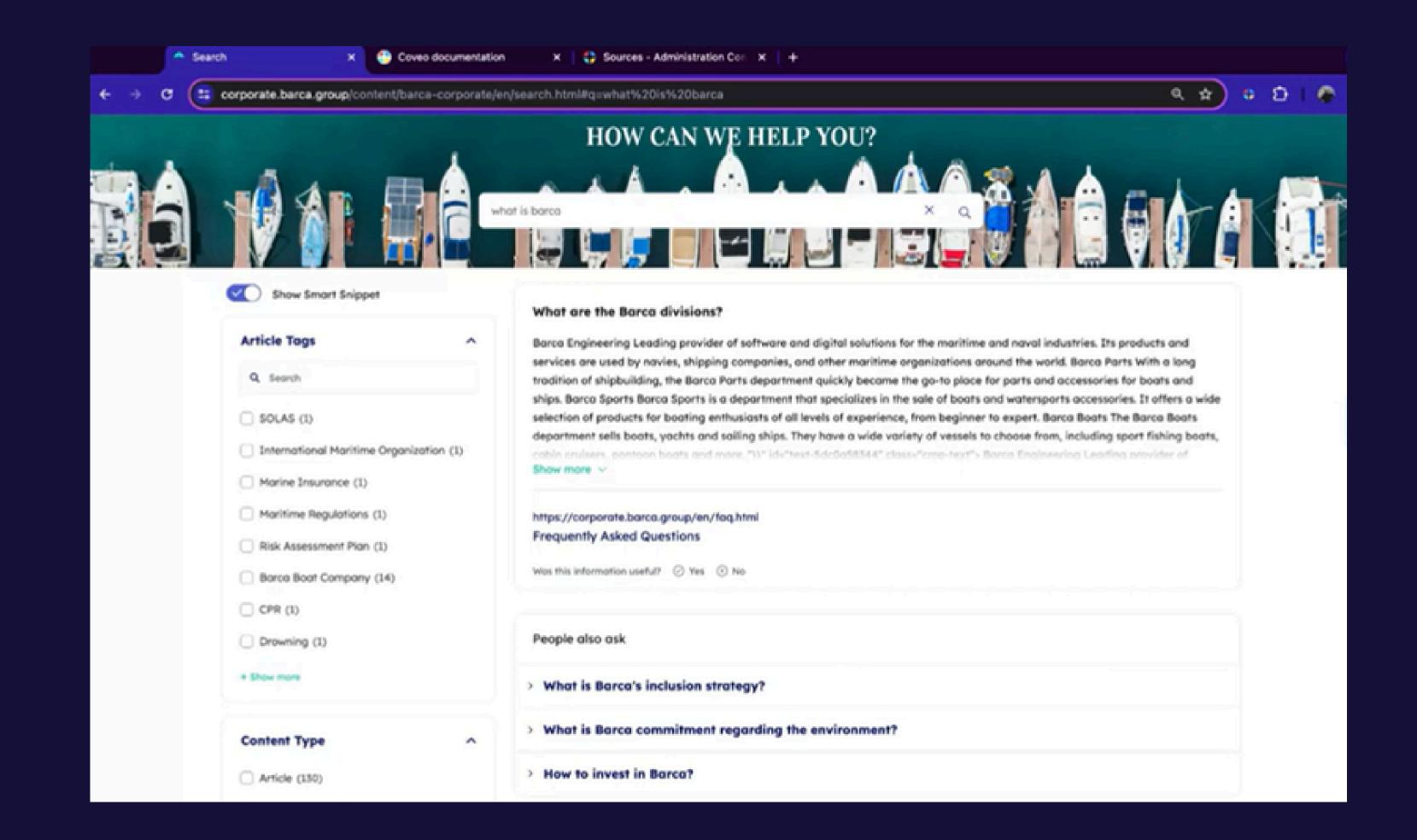
Unlike email, they expire (no need to manage / delete them).

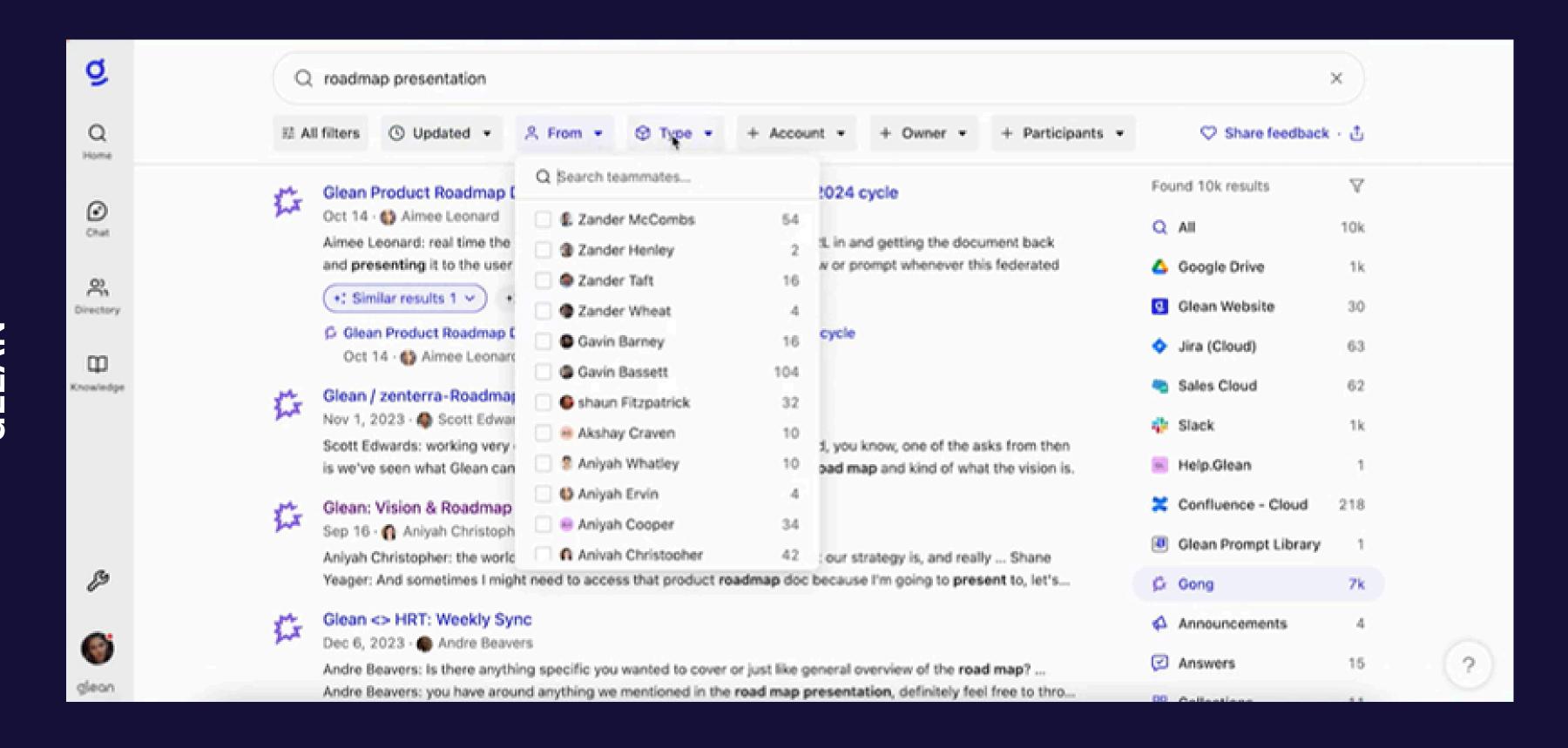
Ensure employee has seen the notification before it archives.

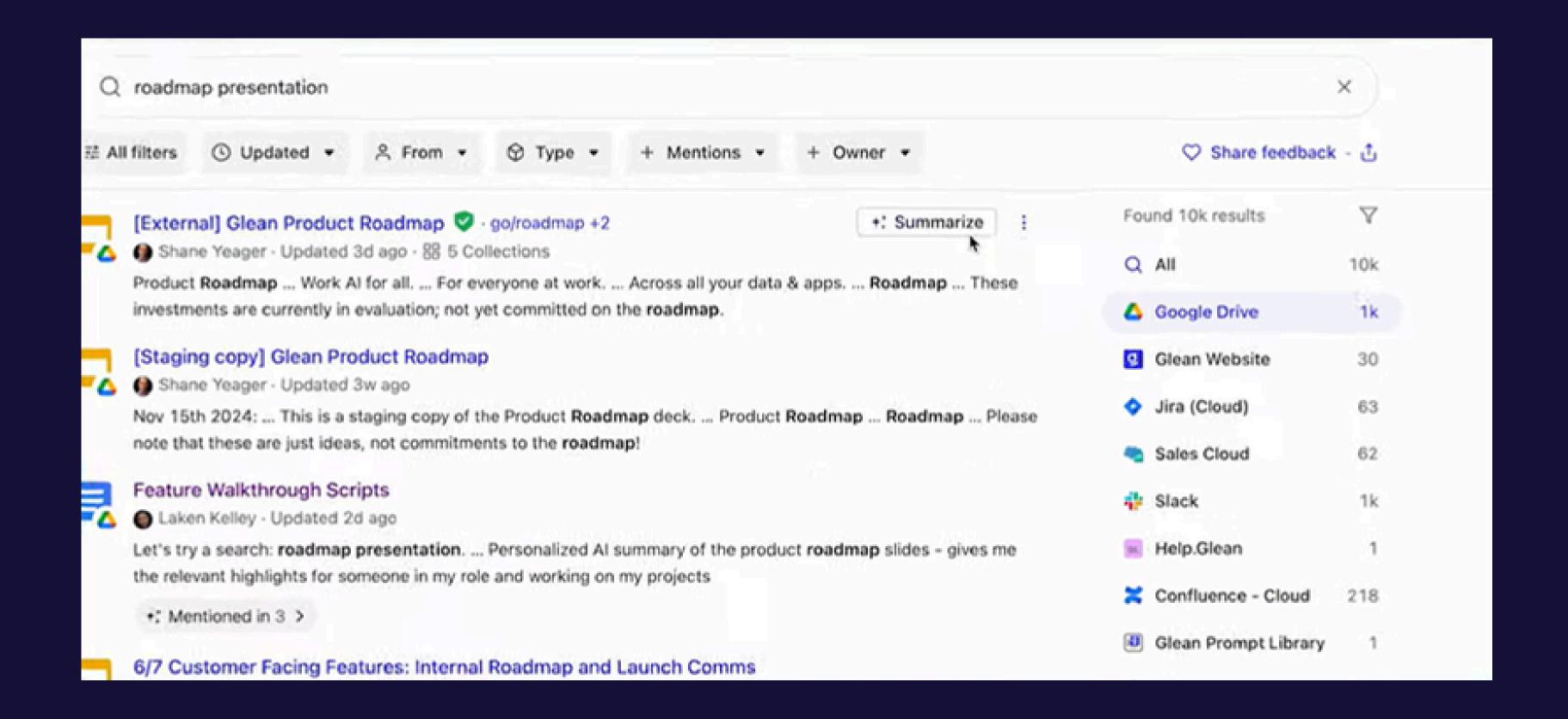
Elevates company and team information outside of email.



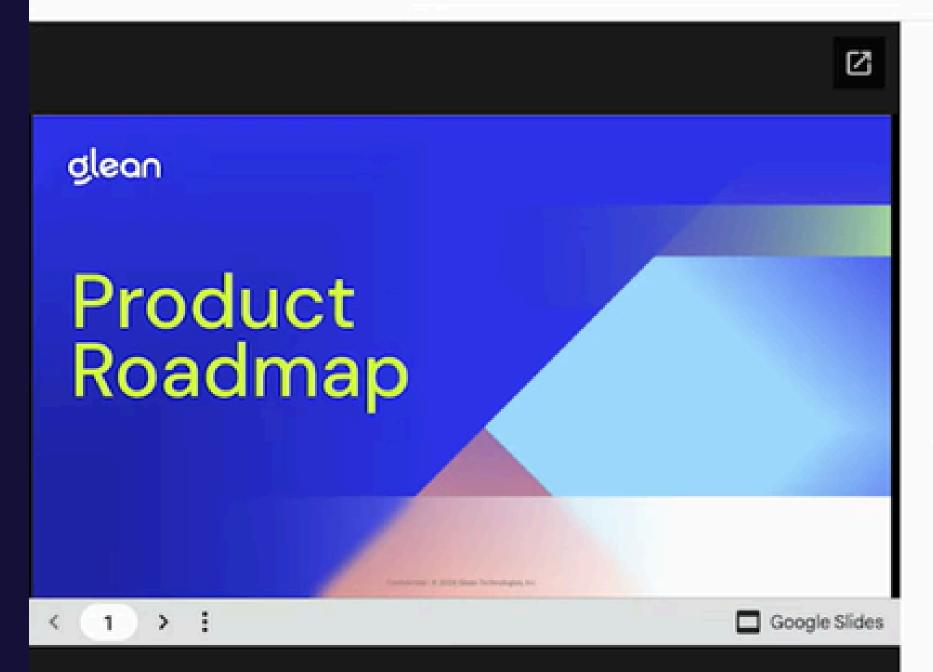








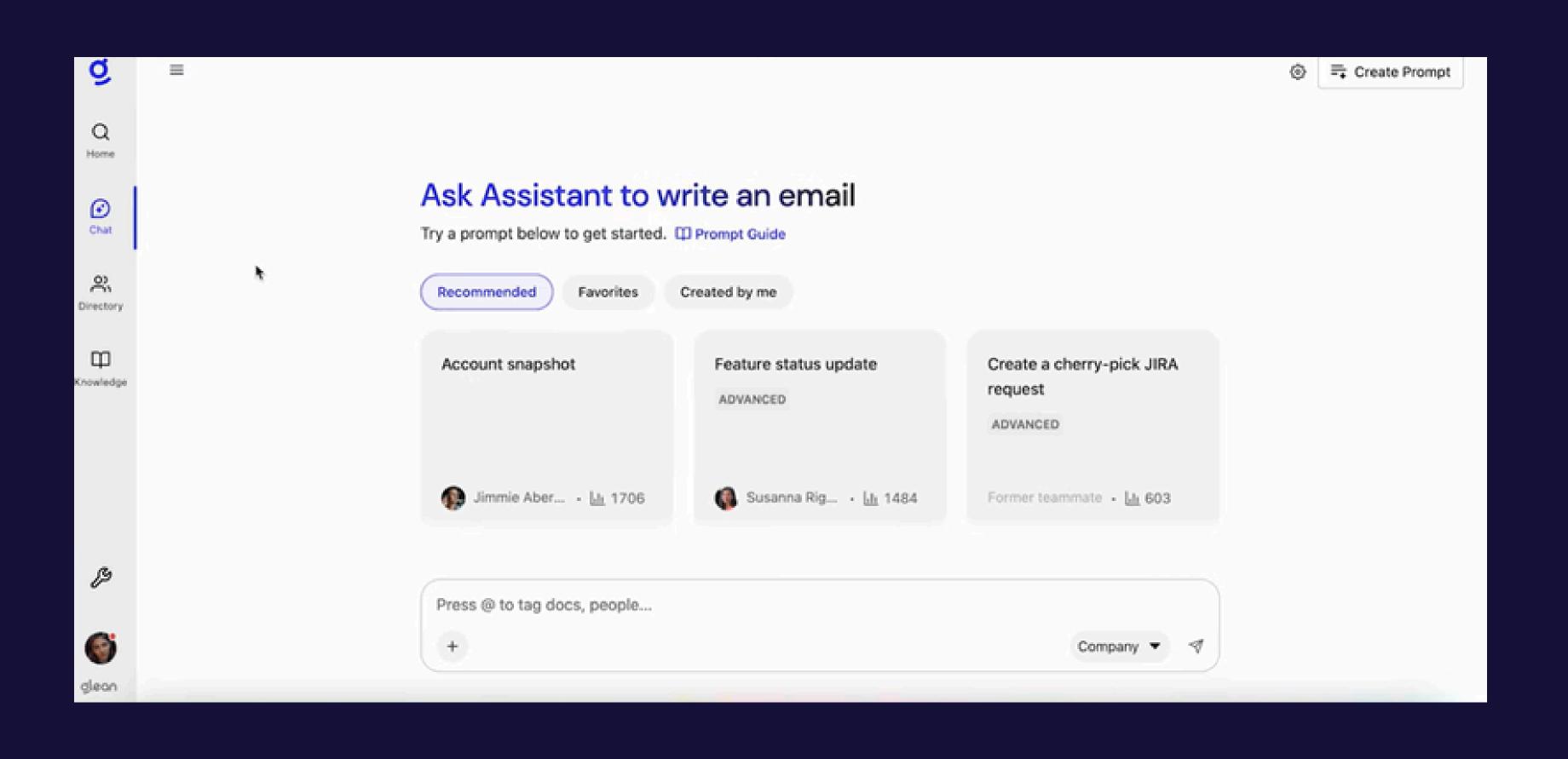




Glean is revolutionizing workplace productivity with its comprehensive AI platform, designed to assist knowledge workers across various departments by integrating and automating tasks.

- Al Capabilities: Glean offers Al-powered search, content creation, summarization, and automation, enhancing productivity for engineering, sales, support, HR, finance, operations, and marketing.
- Al Maturity Model: The platform supports the journey from Al curiosity to Al-centric business, promoting secure Al tool adoption and empowering Al leaders.
- Prompt Engineering: Glean provides tools for creating, testing, and sharing complex, multi-step prompts, with a library of templates and advanced features in beta.
- Data Integration: Supports over 100 apps, including new connectors for Gmail, Outlook, Workday, and more, with enhanced data governance and

Ask Assistant about this Presentation



Key Learnings

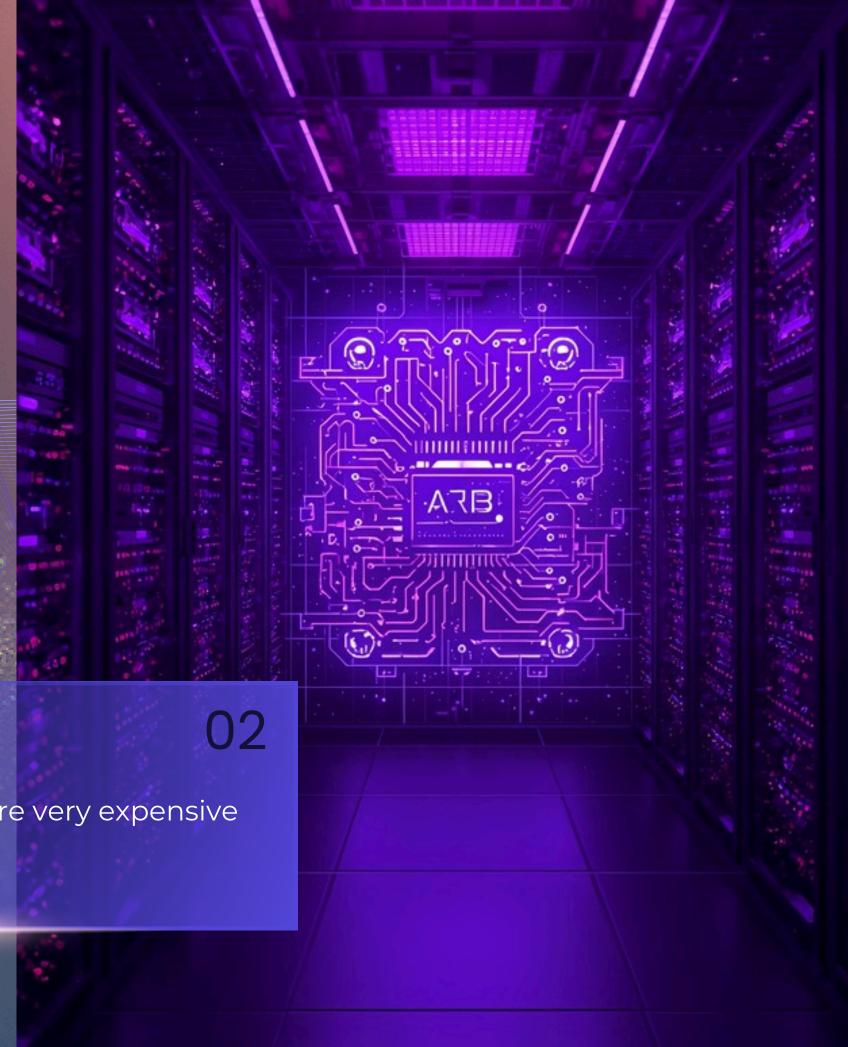
- Al workplace tools are underwhelming
- Al requires a lot of human input & revision
- In time, with time, AI can enhance performance
- Don't be sold, select

Patience

Many tools fail to live up to the hype

Cost

Many AI tools are very expensive



DO NOT BE SOLD A TECHNOLOGY SELECT A TECHNOLOGY

ASSESS, PLAN, EVALUATE, IMPLEMENT

FREE AIREADINESS EVALUATION

ASSESS, PLAN, EVALUATE, IMPLEMENT

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