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Improving Employee and Customer Experiences through Workflow Digitization



Harvard Business Review Analytics Services, in association with Adobe and Microsoft, presents an in-depth exploration of workflow digitization and its profound impact on employee experiences.

The publication's recent report underscores that creating a great employee experience isn't just a top priority for organizations today — it's essential for increasing customer satisfaction and loyalty. Organizations that cultivate strong employee experiences enjoy increased collaboration and productivity, higher quality work, and better customer outcomes.

Dive into this report to understand the transformative power of workflow digitization. You'll discover:

- The impact of modernized workflows on both employee and customer experiences.
- The role of digitization in enhancing collaboration, security, and data analytics.
- The advantages that digitally mature businesses gain from efficient workflows.