

A top-down view of a desk with an orange, a smartphone, a notepad, and a pen. The background is a solid orange color. In the top left, there is a whole orange. In the center, a black smartphone is lying vertically. To the right, a white notepad with a grid pattern is partially visible. Below the notepad, a yellow pen is lying horizontally. In the bottom right corner, the BDO logo is present. The text 'TTS PERFORMANCE SUITE MEETS THE MODERN DIGITAL WORKPLACE — A WIN-WIN SITUATION' is overlaid on the left side of the image, and 'Maria Proske (BDO AG Wirtschaftsprüfungsgesellschaft)' is overlaid below it.

# TTS PERFORMANCE SUITE MEETS THE MODERN DIGITAL WORKPLACE — A WIN-WIN SITUATION

Maria Proske (BDO AG Wirtschaftsprüfungsgesellschaft)

# Agenda

01

BDO AG Wirtschaftsprüfungsgesellschaft

02

Introducing the tts performance suite

03

The Modern Digital Workplace

04

Synergy effects for both projects

05

Questions

BDO AG WIRTSCHAFTSPRÜFUNGSGESELLSCHAFT

01

# BDO in Germany

GERMANY



**27**  
offices



**1920**  
More than 100 years  
of experience



**2,150**  
employees



**€ 304 mio.**<sup>1,2</sup>  
in sales in FY 2020/2021

<sup>1</sup> It should be noted that the sales figure shown here does not reflect the sales generated by the group as it is defined by commercial law but rather those of the BDO Group comprising the following companies: Unitesta Revisions- und Treuhandgesellschaft mbH Wirtschaftsprüfungsgesellschaft, Oldenburg, UNIVERSA Prüfungs- und Treuhandgesellschaft mbH Wirtschaftsprüfungsgesellschaft, Hamburg and BDO Legal Rechtsanwalts-gesellschaft mbH, Hamburg. <sup>2</sup> The global BDO network and thus also the German BDO Group have an internationally standardized reporting year that starts October 1 and ends September 30 of the following year. Consequently, the data reported for 2021 relates to the period from October 1, 2020 to September 30, 2021. This data is thus not directly comparable with the data from the national consolidated financial statement of BDO AG Wirtschaftsprüfungsgesellschaft dated June 30, 2021.

# Our services

GERMANY



AUDIT &  
ASSURANCE



TAX & LEGAL



ADVISORY



BUSINESS SERVICES  
& OUTSOURCING



# Extended portfolio

**BDO LEGAL  
RECHTSANWALTS-  
GESELLSCHAFT MBH**

**BDO  
RESTRUCTURING  
GMBH**

**BDO TECHNIK- &  
UMWELTCONSULTING  
GMBH**

**BDO DIGITAL GMBH**

**BDO CYBER SECURITY  
GMBH**

# Awards

## Germany's Best Auditors 2022/23



Germany's Best Auditors 2022/23 award from "manager magazin". The award is given to companies that impress their customers with outstanding services.

## TOP Tax Advice Technology and Digitalization



According to "WirtschaftsWoche", BDO is one of the most highly recommended German firms for all aspects of cross-border tax consulting.

## TOP Tax Adviser 2020



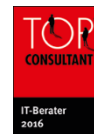
"FOCUS Money" recognized BDO as a TOP Tax Adviser in 2020. Its empirical survey was based primarily around the competence and specialization of tax consultants.

## Accounting Network of the Year 2015 and 2018



The London-based leading international periodical for auditing, "International Accounting Bulletin" (IAB), awarded BDO the title of "Network of the Year".

## TOP IT Consultant 2015/2016



Accolade awarded for the third time in a row to the IT Risk & Performance department for having a service portfolio that is especially geared to the needs of mid-size companies.

## China Investment Advisory Firm of the Year 2017



Readers of the magazines "Corporate INTL" and "The Lawyer International" awarded BDO Legal the title of best China Investment Advisory Firm in Germany.



# Awards – jobs & careers

## FOCUS Top Employer 2021



“FOCUS-BUSINESS” has declared us Germany’s best employer in our sector! After taking second place last year, we have now secured the top spot in the ranking.

## Kununu Top Company & Open Company



Authenticity, being open to criticism regarding our qualities as an employer and communicating with people as equals - that is why we have won the OPEN COMPANY and TOP COMPANY accolades from kununu.

## Fair Company 2021



The Fair Company Initiative is aimed specifically at career starters and young professionals and singles out companies that offer young people fair working conditions and opportunities for progression.







# INTRODUCING THE TTS PERFORMANCE SUITE

# 02



**BDO WAS  
FACING A WHOLE  
RANGE OF  
CHALLENGES...**

...The high **employee turnover** that is typical for the sector requires continuous investment in the onboarding of new colleagues

...New employees need to be able to work **independently** as quickly as possible


...High workload for the **UserHelpDesk**

...Requirements imposed by **regulatory authorities and/or internal requirements** are evolving all the time, which means there is a constant need for information-sharing and training

...The introduction of new applications and the development of existing applications further increase the need for training

...The concept of **user-group-based and scenario-based training courses** is important as a means of ensuring users have a basic understanding, but questions actually arise **on the job**

...Users are having to spend too much time and effort finding information, which is reducing their **productive working time**





# The Vision

All staff should be able to find all the information they need about processes and applications in one place, as relevant to their role/current scenario and in the moment of need.

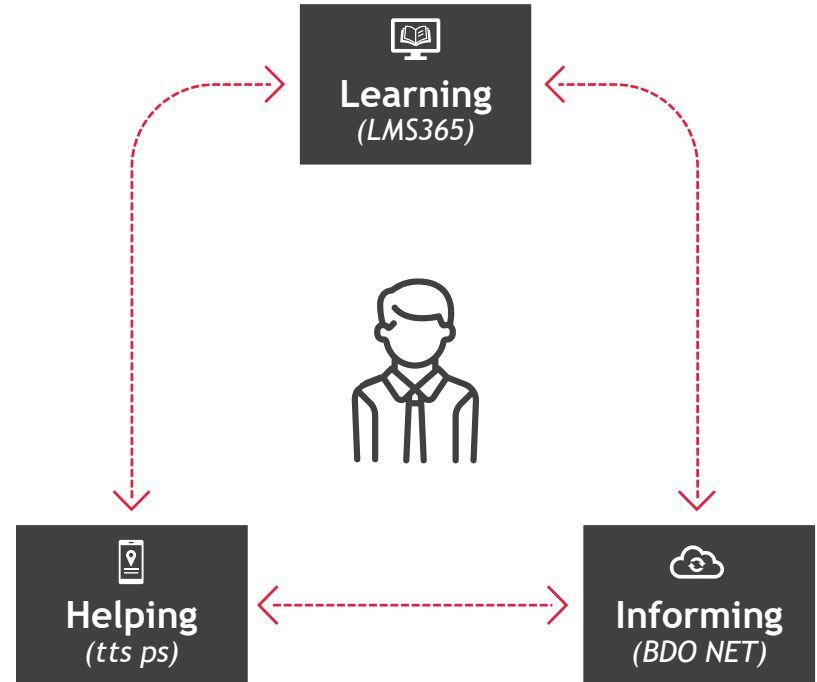
If that information is unavailable, they should be able to request it or access support in the same place.

# The tts performance suite complements the existing portfolio to deliver an excellent user experience



The software is not a rival to BDO NET or LMS365.

It complements these channels of information.



# Project objectives

## What the project involves



**Providing a platform** where all the necessary information can be kept in one place

Providing a **convenient authoring environment for creating content** that ensures all members of staff can create documentation on different levels

Developing a concept for **standardized documentation and specifications for publishing content** and **anchoring the overarching concept** in the organization

Creating **role-specific training courses** and putting in place communication/change management for the project

Linking the tts performance suite to **LMS 365**

Embedding the solution into a **state-of-the-art digital workplace**

Linking the solution to the **ticket system operated by BDO**

**Publishing initial content**

# Milestones

## Project launch

Mid-April 2022

## Technical implementation

May 31, 2022

Application installed and AD connection basically established

## Governance concept

July 31, 2022

Project presentation, allocation of tasks in project, measures to support roll-out and target operating model and extension of the HR training portfolio

## Customizing

August 31, 2022

Adaptation of templates, interfaces, workflows and roles to suit requirements at BDO

## Go-live

October 17, 2022

First content made available, authors trained, employees informed and measures for enabling participation made available

**HOW ARE WE GETTING  
EMPLOYEES TO SHARE AND  
RETAIN THEIR KNOW-HOW?**

# Long-term anchoring of the tts performance suite in the company



**Project-based  
establishment of**  
performance  
support

+



**Needs-based  
establishment of**  
performance  
support

=



**Global**  
performance  
support





# THE MODERN DIGITAL WORKPLACE

# 03

# The Modern Digital Workplace (MDW)

## Project content

 January 16, 2023



The MDW helps each and every employee at BDO complete their day-to-day work effectively and efficiently. The MDW helps people at BDO create added value as a team.



The MDW improves dialog and the creation of knowledge and information at the company.



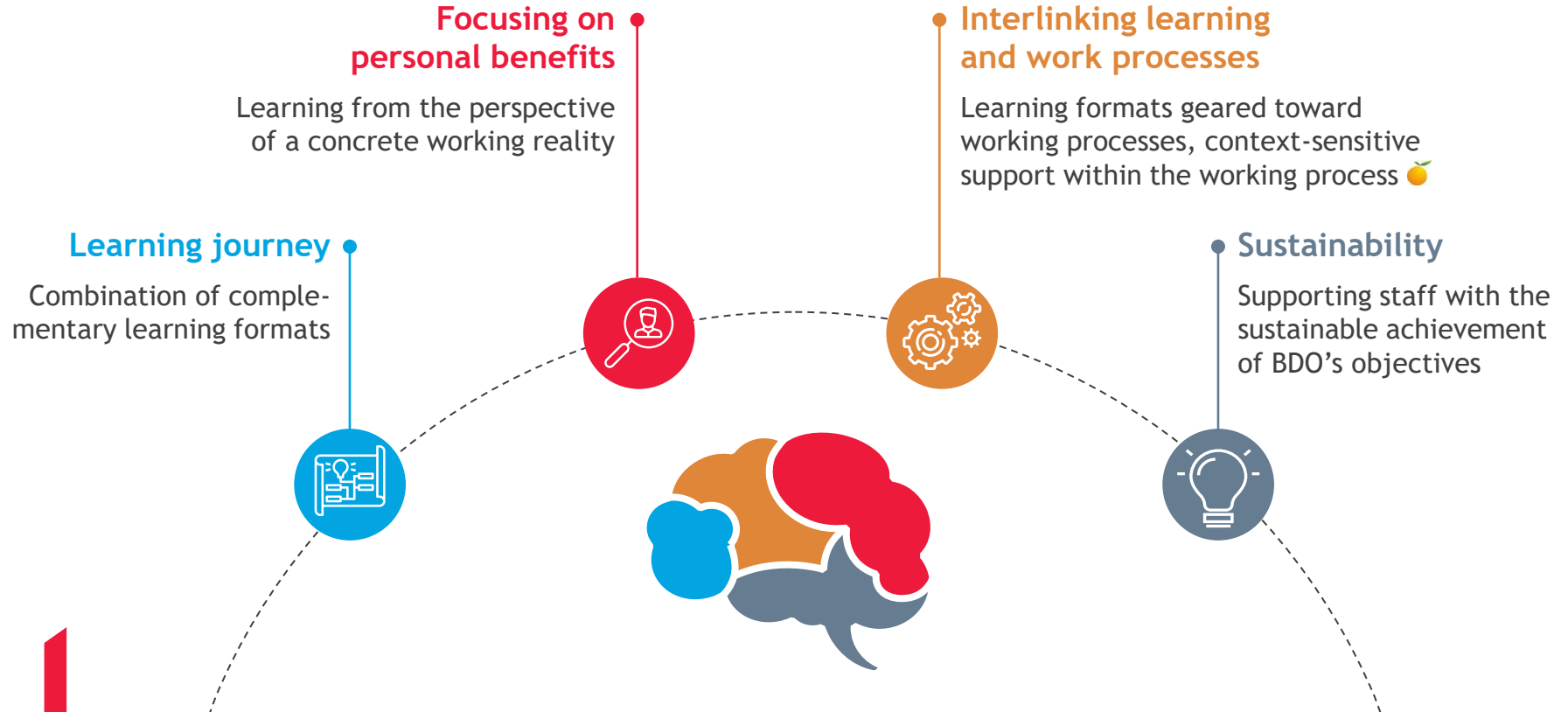
The MDW changes and improves collaboration throughout the entire company.



It is being implemented by:  
Designing a new intranet (BDO NET) based on Microsoft Viva Connections.  
Providing Teams workspaces (BDO Teams).

# Our learning design

integrates the personal worlds of learning and work





# Developing personas in partnership with tts

BDO-specific personas were created with support from tts.  
These personas are designed to map out the different perspectives that staff have with regard to project content.



**Stefan**

Manager  
Service Centers



**Julia**

Employee Service Centers  
(IT, HR, Controlling,..)



**Nicole**

Employee Service Center  
(office services)



**Joachim**

Experienced manager  
Delivery



**Jan**

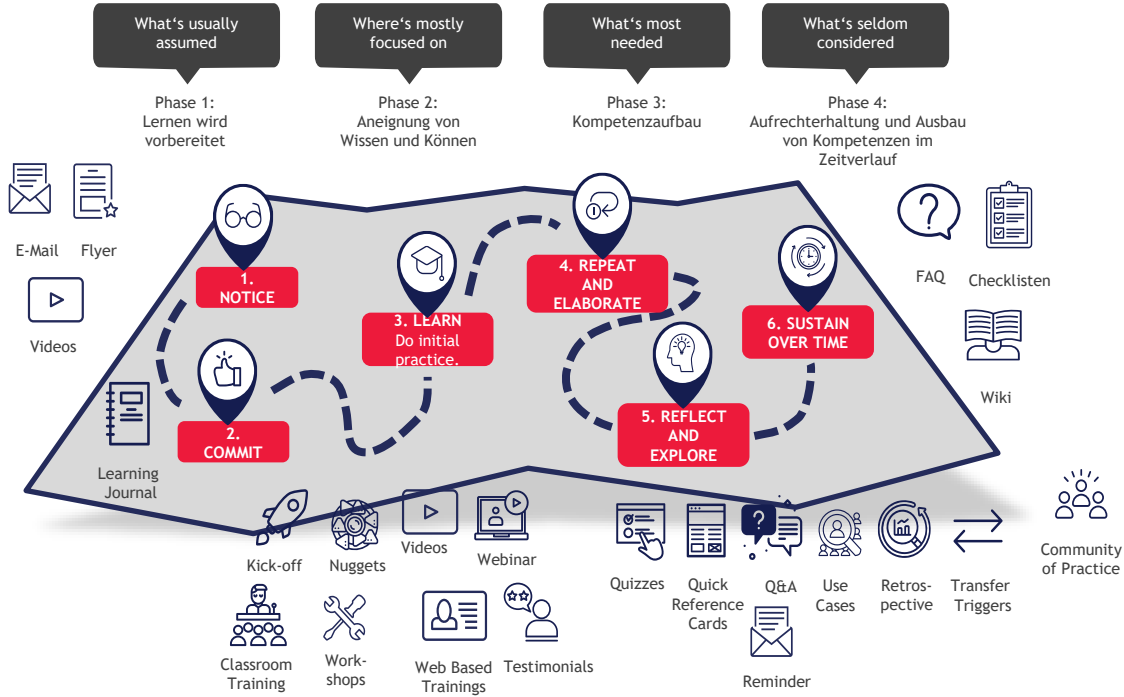
Manager  
Delivery



**Kim**

Employee  
Delivery

# The most suitable components were selected from a broad portfolio.

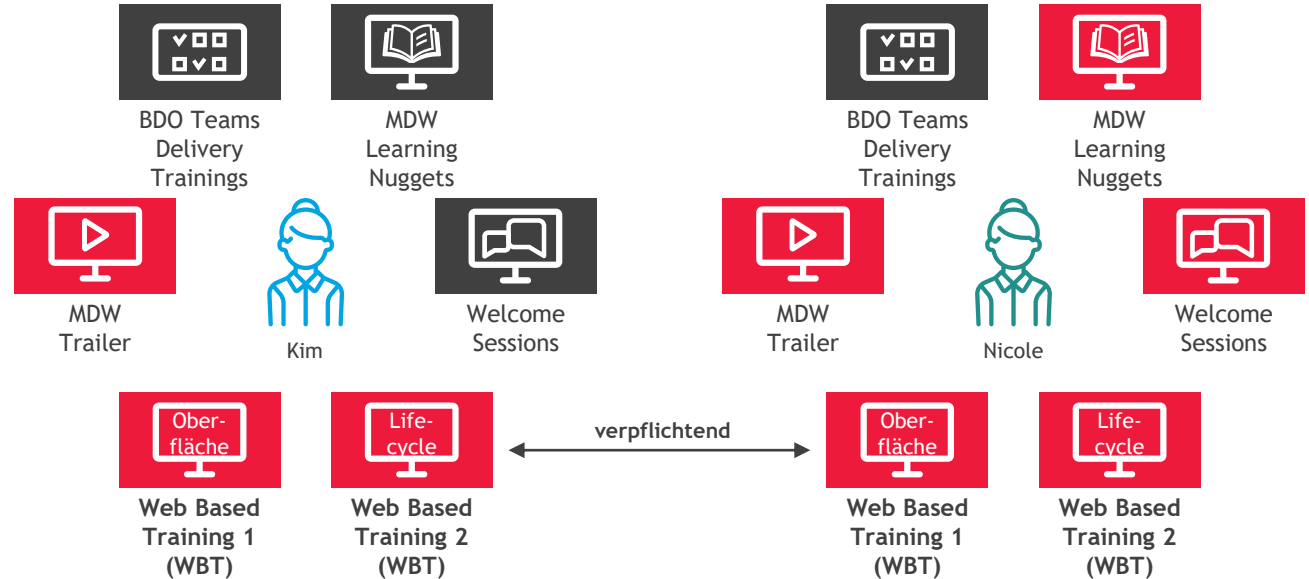


# Our learning design

is based around the specific learning requirements of various user groups

Thanks to a modular-type system, employees were able to put together their own personal learning program themselves.

The orange was continuously fed with BDO-specific guides throughout, so that the outlay associated with learning could be minimized.





# SYNERGY EFFECTS

# 04



# Benefits of the combined project

## Rolling out the tts performance suite

The tts application was marketed  
in the MDW training units

The project resulted in the  
production of **lots of content**

## Modern Digital Workplace

Reduction in learning times thanks to  
on-demand support

Short guides for rapid assistance

Opportunities to link to content/guides

Use of standard tts content regarding M365

Rapid creation of BDO-specific guides by the project team

Mapping FAQs in QuickAccess for context-sensitive display



QUESTIONS

05

# BDO AG WIRTSCHAFTSPRÜFUNGSGESELLSCHAFT



BDO AG Wirtschaftsprüfungsgesellschaft, a stock corporation under German Law (Aktiengesellschaft), is a member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms.

BDO is the brand name for the BDO network and for each of the BDO member firms.

© BDO

