

2025 Executive Summary

Thank you, from the Conference Chair

As the demands of your role continue to evolve, you must utilize new digital workplace technologies, as well as gain better ROI of the tools you're using today.

We hope to see you next year at Gartner Digital Workplace Summit 2026.

Sincerely,
Nikos Drakos
Conference Chair and VP Analyst, Gartner

Top takeaways

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Focus on supporting organizational outcomes

Drive digital competency, establish a strategic vision, and understand how technology influences business outcomes in your role. Build trust with diverse stakeholders to demonstrate your value effectively. Empower employees to rethink their work processes through a compelling Digital Employee Experience (DEX) strategy that aligns with business goals. You must take charge of governance strategies, especially given the growth of unstructured information and the need for reliable, searchable content.

"Ambitious digital workplace leadership is the cornerstone of a thriving and agile organization. Digital workplace leaders are the driving force behind greater employee productivity."

Dan Wilson,
VP Analyst,
Gartner

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Integrate the digital workplace throughout the organization

Integrate the digital workplace into the larger organization to enhance productivity, collaboration, and innovation while aligning IT strategies with overall business objectives. Measure the benefits of digital workplace improvements, such as employee satisfaction, to justify investments and ensure alignment with business goals. Restructure your organization's end-user services to meet the demands of the modern workplace by balancing operational excellence, cybersecurity risk reduction, and employee experience.

"An integrated digital workplace is essential for modern organizations aiming to thrive in the fast-paced, digital-first economy. It fosters a more connected, efficient, and adaptable workforce that is powered by and empowered to leverage technology to drive business success."

Tom Cipolla,
VP Analyst,
Gartner

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Support information governance in new ways

Ensure sensitive information is protected, and ensure AI is used responsibly through governance and security in your digital workplace strategy. Require a holistic approach to data protection and tool governance and adopt a human-centric approach, viewing employees as essential in combating cyber threats. Drive governance strategies to manage the growing volume of unstructured information. Deliver effective document management when using generative AI, as it enhances output quality and reduces inaccuracies.

"Information governance has had a low priority in the digital workplace. But with the adoption of GenAI, it has skipped to the front of the line. Organizations with poor information governance are being forced to make investments in information governance before general adoption of AI."

Marko Sillanpaa,
Sr Director Analyst,
Gartner

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Deliver the right technology

Equip employees with the right technology to enhance productivity and maximize technology investments in the digital workplace. Prioritize the Digital Employee Experience (DEX), as it improves interactions with technology, boosts productivity, and promotes better adoption of new tools. Foster engagement through appropriate technology and digital adoption platforms to help employees use tools effectively. Balance strategic purchases with internal development to personalize work environments and align investments with employee needs, which improves ROI.

"Success in today's digital workplace hinges on creating adaptive experiences that meet each employee's unique needs. By tailoring applications to align with individual goals, we reduce work friction and boost engagement, enabling employees to achieve meaningful results."

Adam Preset,
VP Analyst,
Gartner

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Empower your employees to focus on outcomes and benchmarks

Maximize the benefits of digital workplace investments and ensure productivity through employee adoption. Utilize digital adoption platforms to enhance engagement and empower employees to work more effectively. Address user resistance and equip employees with tools like EverydayAI, which promotes responsible usage and skill development. Balance technology purchases with internal development to ensure investments align with employee needs, leading to better ROI. Focus on strategies that drive adoption, reduce resistance, and build the necessary skills to maximize digital workplace value.

"Digital adoption reduces friction that causes employees to disengage. When they disengage, productivity falls. Empowering employees to be proficient and efficient in getting work done helps them to be more digitally dexterous and achieve their goals like career advancement and autonomy at work."

Joe Mariano,
Sr Director Analyst,
Gartner



Save the date!

We hope to see you 27 - 28 April 2026 in London for [Gartner Digital Workplace Summit](#).