

Digital Workplace
M365 Collaboration
Frontline Workers
Customer Presentation



Atos

Agenda



01 The Challenge

02 M365 Frontline Worker

03 The Service

04 Your Benefits

05 Our Experience

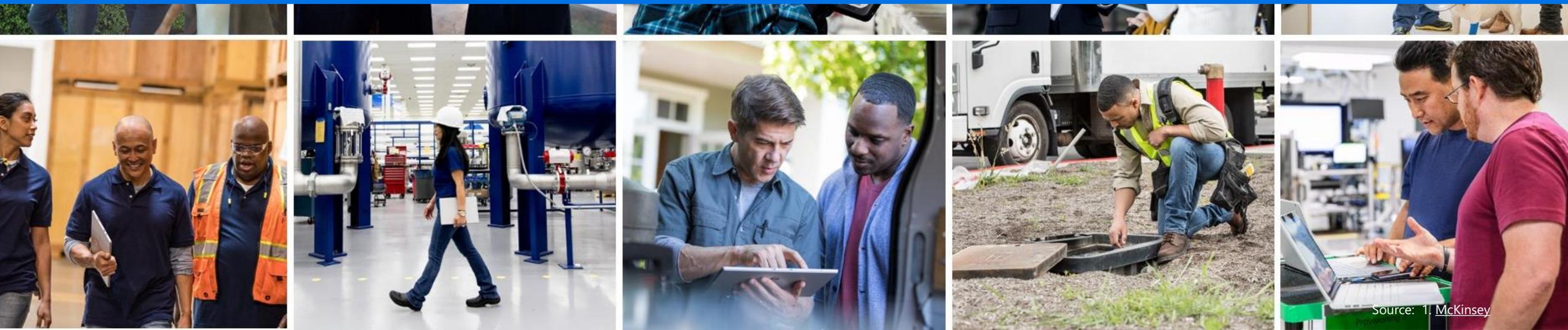
06 Conclusion

01

The Challenge



Frontline workers make up 80% of most organizations¹



Source: 1. McKinsey

What could you do with a tech enabled frontline?

63%

of frontline workers are excited about the job opportunities technology creates¹

74%

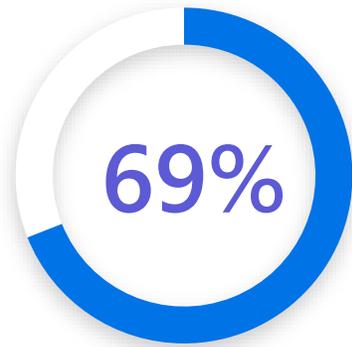
of business leaders say that automating manual processes improved the efficiency of their workforce²

#3

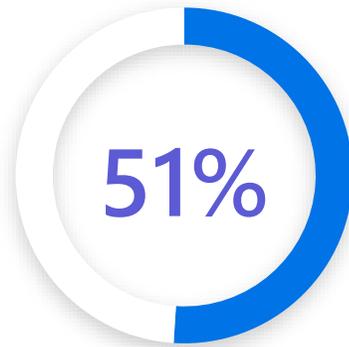
technology ranks third on the list of factors that workers say could help reduce workplace stress¹



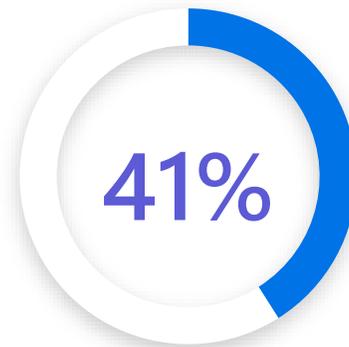
Empower your frontline to do more with less



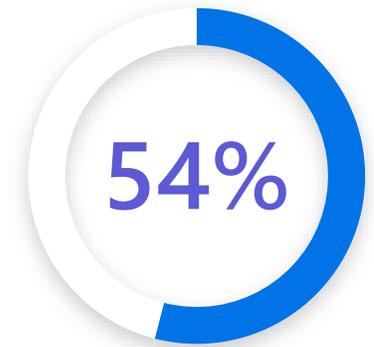
of frontline managers say their higher-ups are not effectively communicating with them¹



of frontline workers don't feel valued as employees¹



of frontline workers in non-management positions say they do not have the right technological tools to do their job effectively¹



of IT executives suspect that frontline workers use a variety of unsanctioned shadow IT²

Frontline worker are an essential part of your organization

They often make up the majority of the workforce and are in roles where they are the first to engage your customers, the first to see products and services in action, and the first to represent your brand.

With COVID-19 continuing to impact people and countries around the world, organizations are pivoting to remote work and putting the safety of their employees, customers and communities first.

One group of employees that are particularly impacted are **Frontline Workers**. These workers are the backbone of all major industries and compose the majority of the global workforce. They exist in large numbers in the Retail, Manufacturing, Travel & Hospitality, Healthcare and Government sectors.



Your customers rely on the services they provide



Your business depends on the operational tasks they perform



Your brand & reputation is based on their success



It is the ambition, creativity and action of frontline workers that can unlock new ideas, differentiate the customer experience, and bring the strategies of your organization to life.

02

M365

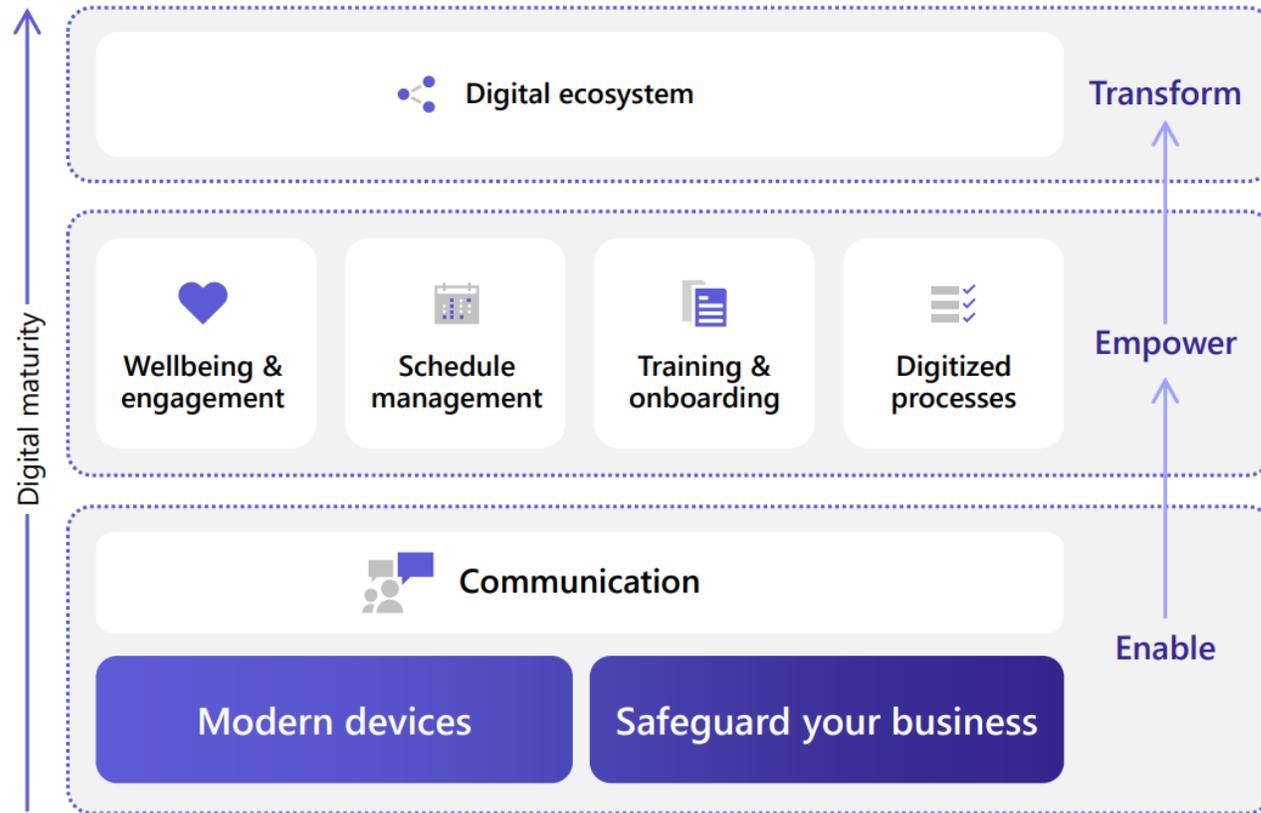
Frontline Worker

We can think of these key experience areas as a hierarchy of needs:

1. Starting with the foundations of digitally *enabling* frontline workers
2. Followed by *empowering* frontline workers to get the job done whilst nurturing true engagement
3. To ultimately *transform* frontline workforce with a truly digital ecosystem

The aim is to get to the top of the hierarchy – getting more value for your frontline, your customers and your organization overall – but you need to make sure that you address the lower levels of the hierarchy first.

Microsoft has made several investments in their products and services to help you do just that.



Here are a few building block app examples

	Enable	Empower				Transform
	Connect your frontline to communicate	Wellbeing & engagement	Schedule management	Training & onboarding	Digitized processes	Digital ecosystem
1	<p>Messages in Chat</p> <p>Team posts Channels</p> <p>Voice memos</p> <p>Video and audio calls</p> <p>Walkie Talkie app</p> <p>Targeting with Tags</p>	<p>Praise</p> <p>Broadcast interactive town hall meetings with Teams live events.</p>	<p>Shifts</p> <p>The Time Clock app in Shifts</p>	<p>Teams & Channels dedicated for training and onboarding content</p>	<p>Tasks core for individual and team productivity</p> <p>Tasks publishing to enable organisational productivity</p> <p>Approvals</p>	<p>App Studio in Teams that can help your development team with creating custom experiences, and Microsoft Graph APIs that enable you to extend experiences and bring in your systems.</p>
2	<p>Yammer network as Communities app in Teams</p>	<p>Communities</p> <p>Stream</p> <p>Viva Connections</p> <p>Forms for surveys</p>	<p>Bookings</p>	<p>SharePoint Online – specifically Microsoft 365 learning pathways</p> <p>Stream</p> <p>Viva Learning</p>	<p>Bookings</p> <p>Viva Insights</p>	
3	<p>App source > Communication</p>	<p>Business Apps – Microsoft AppSource</p>	<p>Business Apps – Microsoft AppSource</p>	<p>Business Apps – Microsoft AppSource</p>	<p>Business Apps – Microsoft AppSource</p>	
4	<p>Company Communicator app template</p>	<p>App templates: Celebrations, Co-worker Appreciation, Custom Stickers, Great Ideas, Incentives, Reflect</p>	<p>Flow connectors for the Shifts app</p> <p>Custom connector and integration with WFM systems</p> <p>Staff Check-ins app template</p>	<p>App templates: Employee Training, Grow Your Skills, New Employee Onboarding</p>	<p>App templates: Ask Away, Associate Insights, Checklist, Expert Finder, Incident Reporter, Rapid Assist, Remote Support</p>	

Customer example – multi national retailer



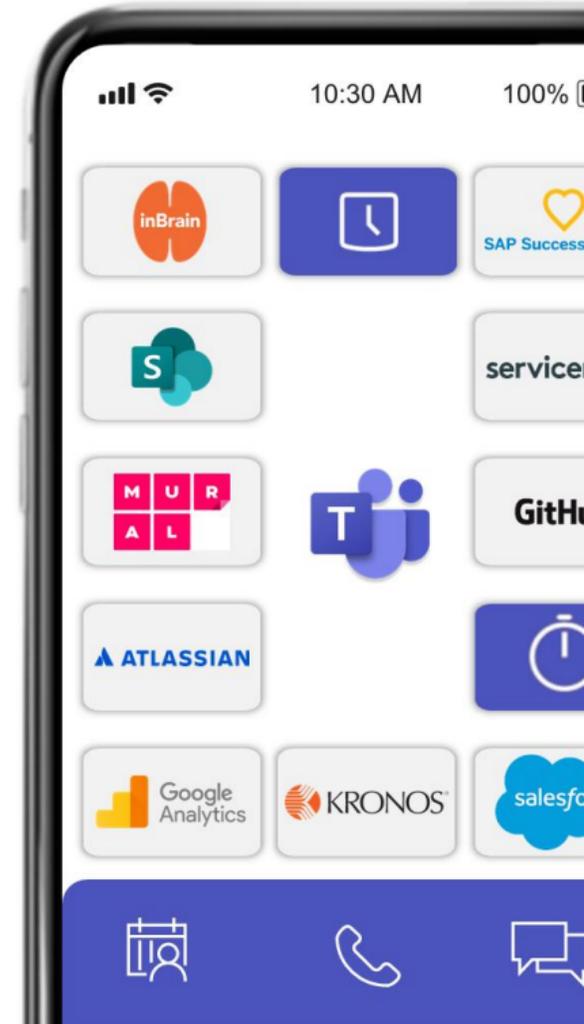
1 Shifts, Tasks
Calls, Chats, Teams & Channels

2 Office apps

3 servicenow  

4 PowerApps and
"Sherbot" Bot



03

The Service



Digital Workplace

An overview of all Offerings and Services

“Leader in Outsourced Digital Workplace Services” for 7 consecutive years (Gartner 2023)

Digital Workplace



Digital Workplace Advisory

Advise organization on the transformation of Employee Experience

- Experience Advisory,
- Design & Adoption
- Service Desk Modernization
- M365 Advisory
- Workplace Sustainability
- Strategy



Engaged Employee Experience

Measure and improve your people experience

- End User Computing Analytics
- XLAs and Enhanced Analytics
- Digital Adoption Platform
- Voice of the Employee
- Employee Journeys
- WellBeing
- Smart Offices



Accessibility

An inclusive experience benefits all your people

- Accessibility Advisory
- Accessibility Testing
- Accessibility as a Service



Intelligent Care Center

Care for your people and let them focus on the bottom line

- Online and Live Support
- Local support
- Lockers and Vending
- Tech Bars



Intelligent Collaboration

Empower your teams collaborate wherever they are

- M365 Collaboration
- Managed Meeting Rooms
- Voice Integration
- M365 Data Governance
- Citizen Developer
- Google Workspace
- Immersive Experience



Digital Workplace Platforms

Set a new management style with BYOD and hybrid working

- Device Subscription Service
- IT Asset Management
- Unified Endpoint and
- Application Management
- Virtual Workplace
- Security Services
- Identity and Access Management

AI-enabled & Sustainable Workplace

Choose your scenarios

Microsoft 365 for frontline workers can help you connect and engage your workforce, enhance workforce management, and increase operational efficiency. There are several solution areas that can help you achieve these goals. Think of Microsoft 365's foundational security and device management capabilities as setting a secure baseline, above which you can build scenarios that enable, empower, and transform your frontline business. You can use the capabilities included with Microsoft 365 for frontline workers,

from Microsoft Teams, to SharePoint, Viva Connections, Viva Engage, and the Power Platform, or add in solutions from our partners in the digital ecosystem to connect with existing systems or create custom solutions for your business. Use these scenario overviews to start envisioning what your organization can do with Microsoft 365 for frontline workers. Find more information about these scenarios at <https://aka.ms/m365frontlinescenarios>.

Digital ecosystem

Extend even further with third-party apps in AppSource and custom apps that you or our partners build for you.

Team communication and collaboration

Help your frontline workforce communicate within their store, practice, branch, shift, or team. Keep in touch and share information and updates easily with these apps.

Microsoft Teams

Your on-the-ground staff can collaborate efficiently with included collaboration features and apps on either personal or shared devices.

Key Apps:

- Approvals
- Chat
- Files
- Lists
- Meet
- Praise
- Shifts
- Tasks
- Updates
- Walkie Talkie

Outlook

Use email to communicate with other locations and headquarters.

*Requires F3 license for mailbox.

Corporate communications

Keep everyone informed and engaged to boost workplace satisfaction, loyalty, and productivity.

Microsoft Teams

Hold meetings to share information or transition between shifts.

Key Apps:

- Meet

Outlook

Send announcements and event information over email.

*Requires F3 license for mailbox.

Viva Connections

Create a dashboard so your workforce can view a tailored news feed from your organization and a personalized dashboard with resources they need.

SharePoint

Set up a communications site for announcements and leadership updates.

Viva Engage

Share knowledge and communicate across your organization with communities.

Wellbeing and engagement

Build deeper connections across your organization and create an inclusive workplace.

Microsoft Teams

Help employees feel recognized for achievements such as meeting goals and going above and beyond to help customers.

Key Apps:

- Praise

Viva Connections

Increase engagement with a dashboard, feed, and resources. Empower workers to share feedback in the dashboard or feed. Surface daily health checks or wellness reminders. Curate the experience to provide what your workforce needs.

SharePoint

Record team meetings and share them in SharePoint so your workforce can catch up on meetings they missed.

Microsoft Stream

Record and upload videos to Stream to share across the company.

Viva Engage

Share knowledge and communicate across your organization with communities.

Onboard new employees

Make new employee onboarding a great experience by fostering an environment where new employees can find important resources, meet people in their organization, and prepare to be successful in their new role.

Microsoft Teams

Use live meetings to administer a virtual employee orientation. Help new employees prioritize deliverables with Microsoft Lists.

Key Apps:

- Lists
- Live Meetings

SharePoint

Set up a communications site using the New Employee Onboarding site template.

Viva Learning

Surface your organization's learning content in Teams so your employees can access the training they need to succeed without leaving the flow of work.

Viva Connections

Bring onboarding resources and tools into one place and target the experience to your audiences.

Viva Engage

Create a channel for new employees so they can share their questions, insights, experiences, and tips.

Ongoing training

Keep your employees' skills up to date with ongoing training and knowledge sharing and exchange.

Microsoft Teams

Pin the Viva Learning app in Teams to make sure your frontline workers can find it easily.

SharePoint

Create a SharePoint communication site using the Learning Central SharePoint Communication site template. Use the site to direct employees to events, news, and information about required learning and extra-curricular resources.

Viva Learning

Surface your organization's learning content in Teams so your employees can access the training they need to succeed without leaving the flow of work.

Viva Connections

Share the learning experience in Viva Connections to build awareness and increase accessibility.

Viva Engage

Provide an opportunity for employees to learn from each other in communities.

Schedule your team

Simplify and streamline schedule coordination with your frontline workforce. Gain visibility into their schedules and enable them to arrange for cover and leave.

Microsoft Teams

Create, manage, and update shift schedules. Connect to your third-party workforce management (WFM) system for scheduling with Shifts Connectors.

Key Apps:

- Shifts

Digitized processes

Create standard processes across sites, lists to manage information and track ongoing processes, and streamline requests with Approvals. Automate workflows to speed up actions like collecting data or routing notifications.

Microsoft Teams

Manage day to day work right in Teams with these apps to make sure your workforce is aligned on tasks and processes.

Key Apps:

- Approvals
- Lists
- Shifts
- Tasks
- Updates

Power Apps

Create custom apps for your organization so you can track inventory or equipment, or check in on tasks or problems.

Power BI

Track key performance indicators (KPIs) with Power BI reports. Embed interactive reports in Teams where you can chat about them with your team or stakeholders.

Virtual appointments

Schedule and host virtual appointments with clients and customers. Integrate Forms with your virtual appointments experience to get the right information about your customers, or as part of your customer support experience to learn what your customers need.

Microsoft Teams

Schedule customer appointments with Bookings and your staff's time with Shifts, and host the virtual appointments over Teams meetings.

Key Apps:

- Bookings
- Meet
- Shifts

Forms

Integrate Forms with your virtual appointments experience to collect information before the appointment.

Set up Microsoft 365 for frontline workers

1	Identify your scenarios	 Communications	 Wellbeing & engagement	 Training and onboarding
		 Virtual appointments	 Schedule management	 Digitized processes
2	Set up your environment and Microsoft 365	 Prepare environment	 Configure settings	 Set up security
		 Provision users in Azure Active Directory	 Create groups	 Assign licenses
4	Configure device enrollment	 Managed devices	 Shared devices	 Personal devices
		 Microsoft Teams	 SharePoint	 Outlook & Exchange Online
5	Set up your services in Microsoft 365	 Microsoft Viva Connections	 Microsoft Viva Learning	 Yammer Power Platform
		 Approvals	 Praise	 Updates
6	Configure settings for apps	 Bookings	 Shifts	 More...
		 Lists	 Tasks	

04

Your Benefits



Reimagine the frontline worker experience



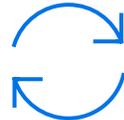
Enhance communications and collaboration

Connect frontline workers with the right people, tools and knowledge to get their job done



Transform employee experience

Empower frontline workers to build new skills and engage in an inclusive company environment



Increase frontline operational efficiency

Automate processes with connected digital workflows, creating a unified platform for your workforce



Safeguard your business

Secure your business with built-in security and compliance across identities, email, apps, and endpoints

05

Our Experience



Atos & Microsoft

Atos and Microsoft have been partners for over 20 years, helping our mutual customers achieve even greater benefits from world-class software based on the Microsoft 365 Suite.

Atos supports 1.7M O365 users, 2M mailboxes, 1M Teams/Skype users, 3000 Teams Rooms

Atos has 3,700 Microsoft certifications and the following advanced specializations.



Microsoft Copilots

Copilots for Web		M365 Copilot					Copilots for Business		
Bing	Edge	Word	Outlook	Excel	PowerPoint	Teams	Business Chat	Windows Copilot	
Better Q&A and task completion	Better interaction with web content	Better reading and writing assistance	Better e-mail management	Better data analysis	Better presentations	Better Meetings	Better knowledge management	Better interaction with OS, apps, and files	
Copilots for Web		Copilots for Productivity					Copilot for Everyday		
Copilots for Business		Copilots for Analytics		Copilot for Security		Copilot for Development		Copilot for Low/No Code Development	
Dynamics Copilot	Fabric Copilot	Security Copilot	GitHub Copilot	Power Platform Copilot					
Better sales and customer support	Better data analytics and business intelligence	Better threat detection, identification, and mitigation	Better code development	Better creation of apps, workflows, and agents					



Modern Work

- Specialist
- Adoption and Change Management
- Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams
- Modernize Endpoints



Security

- Specialist
- Cloud Security
- Identity and Access Management
- Information Protection and Governance
- Threat Protection



North American Healthcare company Transforming the Healthcare Digital Workplace



Background

Large USA Healthcare service with over 500 clinics, 50 hospitals and about 50,000 staff. IT department has low code development team

Challenge

Customer has large M365 Teams solution and wanted to improve M365 user best practice and wellbeing. Marketing wanted easier sharing of organization communications. HR wanted to share new starters/skills training. IT wanted support for their creation of low code automations.





Our business impact

Marketing eased sharing communication/culture,

HR enabled easier knowledge/skilling,

Users benefited from meeting/user hints for apps and better wellbeing

IT has created around 30 low code automations:

“Digital tools allow patients to quickly and easily access care and take an active role in their health, which can improve their overall well-being” says CEO

What we realized for a North American healthcare company

Atos delivered **Digital Workplace M365 Collaboration services** for M365/Teams and added demos, deployment, training and support of VIVA:

- VIVA Insights
- VIVA Connections
- VIVA Learn
- VIVA Topics
- pilot of VIVA Goals

Atos also delivered support for **Citizen Developer** Power Platform apps and website - patients can access healthcare and insurance information scheduling appointments, viewing test results and reviewing and paying bills.

The service has been successfully running for all 50,000 users with ongoing support for IT business automations as needs arise.

06

Conclusion



Key Take Aways for Transformation - What's next?

- **Enhance communication and collaboration all on one platform**
 - Unify Team & 1:1 Communication on One Platform
 - Centralize access to key resources & Tools
 - Orchestrate Effective corporate & operational communication

- **Enable frontline workers to build new skills and engage in an inclusive company culture**
 - Build communities & create company-wide dialogue
 - Accelerate onboarding & upskilling
 - Support inclusion & wellbeing

- **Empowering frontline workers with technology that helps them concentrate on what matters most**
 - Automate business processes
 - Connect to line-of-business applications & industry devices
 - Enhance shift & Task management
 - Gain Operational visibility for real-time insights

- **An end-to-end security solution decreases the burden on IT, helps with cost savings, and speeds time to value**
 - Simplify deployment & manage at Scale
 - Secure identities, emails, apps, and endpoints, across platform & cloud environments
 - Mitigate Compliance & privacy risks



Questions

Thank you!

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The Atos logo is displayed in white on a dark blue background. It features the word "Atos" in a bold, sans-serif font. The letter "o" is stylized with a white circular cutout in the center.