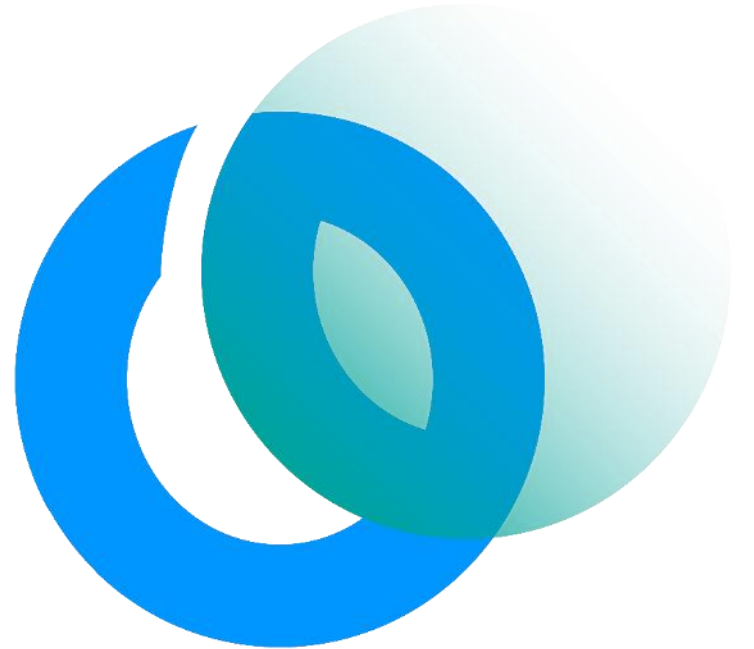# M365 Collaboration VIVA

Customer Presentation

Agenda

The challenge
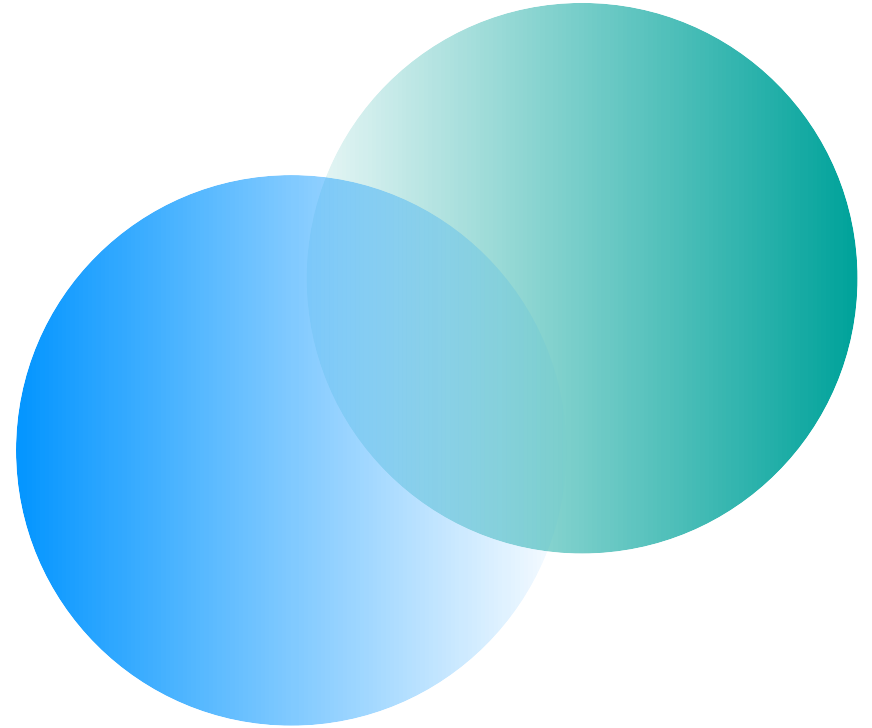
VIVA

The Service

Your Benefits

Our Experience

Conclusion

Atos

01. The Challenge

The driving force for any business is its people.

Employee Engagement

86% of top-performing companies reported that digital training programs boosted employee engagement and performance.[1]

Employee Satisfaction

94% of employees say they would stay at a company longer if it invested in their learning and development.[2]

Employee Retention

Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.[3]

Profitability

Organizations with highly engaged employees have **21%** greater profitability.[4]

AtoS

4

[1]PwC's Global Digital IQ survey, [2]LinkedIn Learning 2020 Workplace Learning Report, [3]Glint, [4]Gallup

Challenges

People feel disconnected
Nearly **60%** of people say they feel less connected to their team after shifting to remote work.[1]

Burnout is a global problem
85% say wellbeing has declined and **56%** say job demands have increased.[2]

People spend about an hour per day searching for or recreating information
Using multiple tools drives context switching, drains productivity and creates frustration.[3]

## CEOs are concerned about talent and skills
79% of CEOs worldwide are concerned that a lack of essential skills in their workforce is a barrier to future growth.[4]

[1]Microsoft Work Trend Index: 2020 Annual Report
[2]Jennifer Moss, Beyond Burned Out, Harvard Business Review, February 10, 2021
[3]Spiceworks/Ziff Davis survey commissioned by Microsoft, 2021
[4]PwC CEO Survey, 2019

Atos
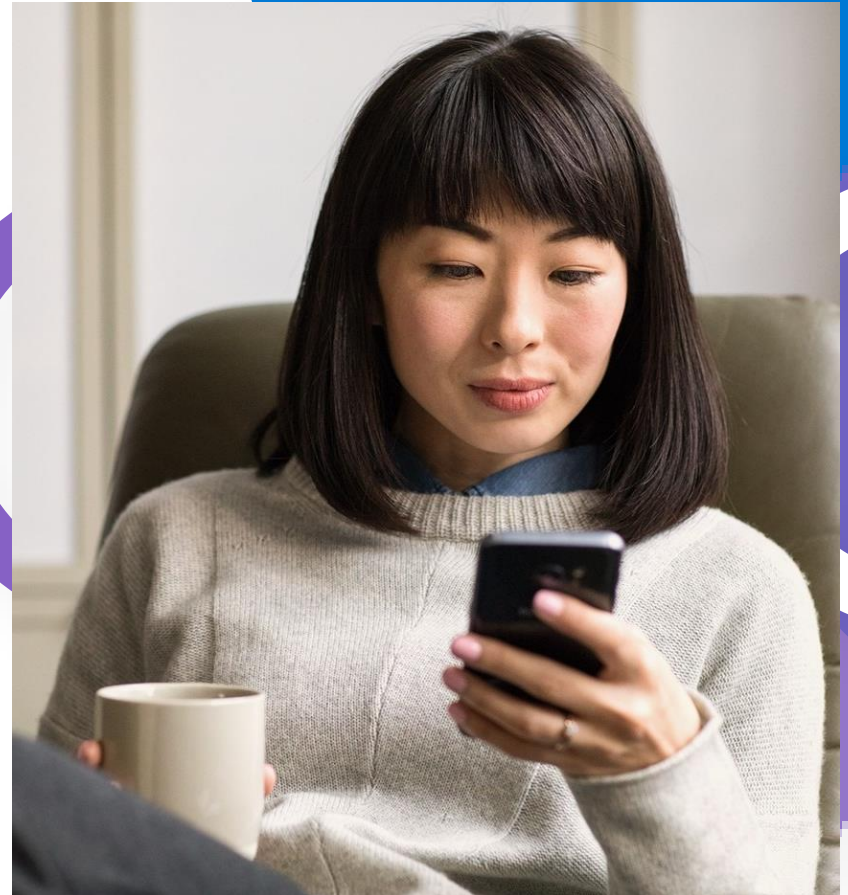
What's the client challenge?

M365 VIVA provides HR, IT, and business managers a rich solution to enhance employee experience by focusing on culture, knowledge, skilling, user performance, and well-being

but customers
find that
they need..

☹ Guidance to gather business drivers for best practice user and group behavior

☹ Support to consider network, device, CO_2, and diversity user impact

☹ Enablement to set objectives and build automatic knowledge gathering

☹ Support to build communications, onboarding expertise and training content

☹ Appropriate configuration and management of employee experience reports

☹ User adoption assistance for changing user behavior and management guidance

☹ Monitor user experience level agreements (XLAs) to identify improvements

☹ Ongoing datapoint business analysis to capture changes

☹ Ongoing data management to ensure data security and privacy

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VIVA: Microsoft Employee Experience platform

Atos
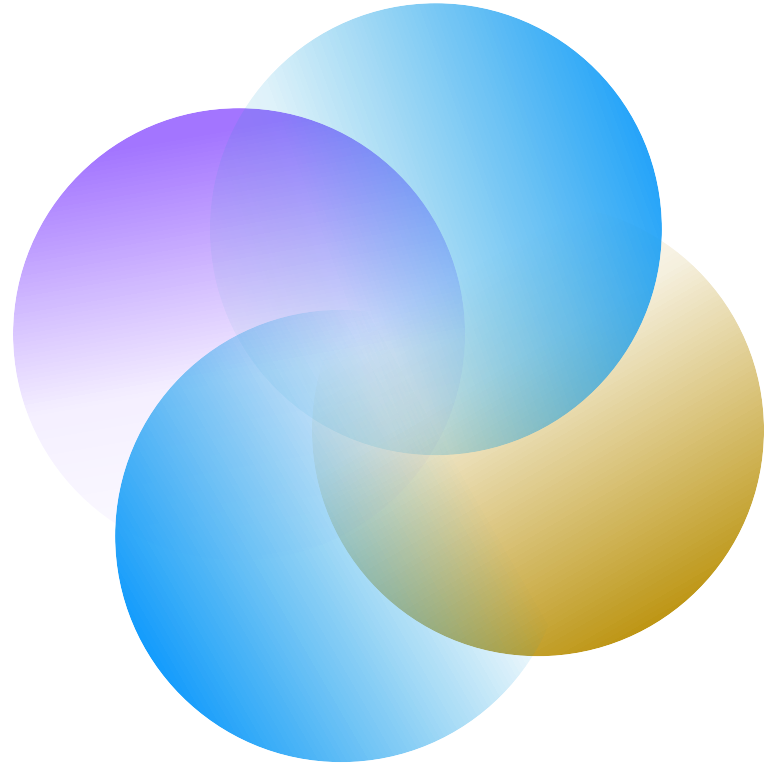
VIVA- A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders

Purpose and Alignment
Mission, Goals, and Outcomes
Achievements and Recognition

Growth and Development
Learning and Coaching
Onboarding, Lifecycle Moments
Talent Mobility

Culture and Communications
News, Events,
Company Resources
Communities

Employee

Wellbeing and Engagement
Physical, Mental, Financial
Nudges, Feedback, and Sentiment

Knowledge and Expertise
People and Experts
Documents and Content

Atos

Microsoft Viva reimagines the hybrid employee experience

Viva Connections

Culture and communications:

Keep everyone informed, connected, and inspired to bring their best to work every day.

Viva Insights

Productivity and well-being:

Work smarter and thrive with data-driven, privacy-protected insights.

Viva Topics

Knowledge and expertise:

Free up time by making it easy for people to find information and put knowledge to work.

Viva Learning

Skilling and growth:

Empower people to gain targeted skills in the apps they already use, so everyone can learn and grow.

Viva Goals

Objectives and key results:

Provide visibility into the entire work process, connecting everyday tasks to the company's most important objectives.

Microsoft Viva: employee experience platform for the hybrid era

Microsoft Viva suite

Includes all premium subscription capabilities[1]

Viva Connections[2] Viva Insights Viva Topics Viva Learning Viva Goals[3]

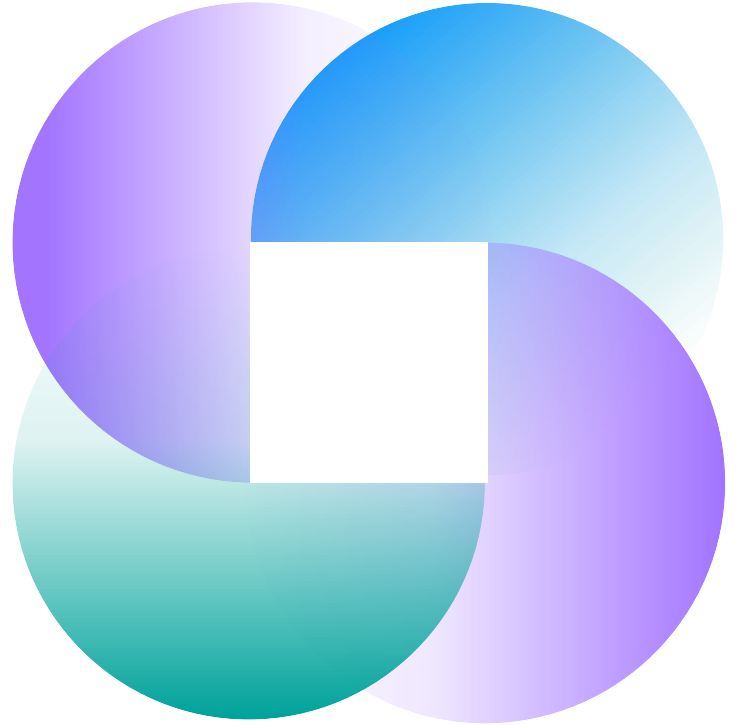**Delivered through**

(and other Microsoft 365 apps)

Extensible with

Partners ● APIs

Managed in

Microsoft 365 admin center
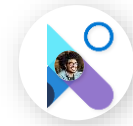
Atos

03   The Service

Atos Digital Workplace portfolio
Investing in an end-to-end portfolio to address Employee Experience

Available at scale
New Development
Other PF contribution

Industry Expertise & Solutions						

Connected Field Services Critical Response Management Solutions		Health Stations Branch of the future		IoT solutions		

Experience Design & Adoption	EX Accelerators	Proactive Employee Experience	Intelligent Care Center	Intelligent Collaboration	Digital Workplace Platform
• *EX Advisory* • *EX Adoption* • *EX Design* • Workplace Transformation • *Digital Inclusion Assessment*	• Digital Inclusion • Accessibility Testing • Voice of the Employee • *Digital Adoption Platform* • *Employees Journeys*	• EUC Analytics • XLAs and Enhanced Analytics	• Intelligent Care Online & Live • Atos Virtual Agent • Mobile Support • Intelligent Care Local • Tech Bars • OneCollect (lockers & vending) • *Accessibility Case Mgmt. Portal*	• M365 Collaboration • Google Workspace • Voice Integration • Managed Meeting Rooms • Citizen Developer • *Smart Offices* • M365 Data Governance	• Unified Endpoint & Apps Management • Virtual Workplace • Device Subscription Service • IT Asset Management • *Workplace Decarbonization*

Cyber Security Services	Access Security Broker Security Threat Intelligence	Cyber Threat Management Zero Trust Workplace

Atos

M365 Collaboration
Delivering value and supporting business outcomes

Viva

Collaboration core services
On-premise and in cloud

Extend scope
Voice, no-code development, meeting rooms, intranet, document management, on site services, …

Add-ons
Support and manage add-ons from the app store, including licenses, operational, integration, security management
citizen developer support

1 – Business Consumption & Performance
Driving usage transformation & lowering costs
>80% user adoption with experience KPIs

2 – Proactive Delivery
Leveraging data to proactively enhance employee experience

3 – Evergreen Management
Absorbing changes and delivering business value
perpetual adoption of new features- patent

4 – Data Governance
Proactively protecting and monitoring security of IP and data

5 – User Support and Normal Incident Management
Supporting and leveraging automation

6 – Monitoring & Major Incident Management
Knowing if users are impacted and ensuring the right things happen

7 – Administration and features management
Managing platform & configuration

8 – Project Activities
Supporting ongoing projects and managing new projects
-add line of business process automation

Atos

Proactive & Data Driven Mindset
Putting data at the heart of employee experiences

Gathering Data

1M devices in Nexthink

100s of extracts to train AI

40M contacts pa.

3M SaaS users
Viva

3M users surveyed pa.
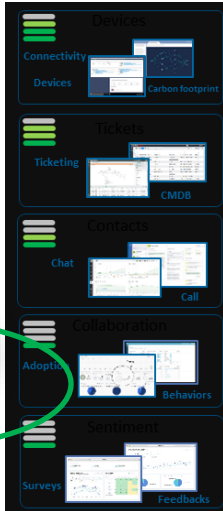
Understanding Journeys and Getting Insight

Data Transformation

Cloud Storage

Data Query
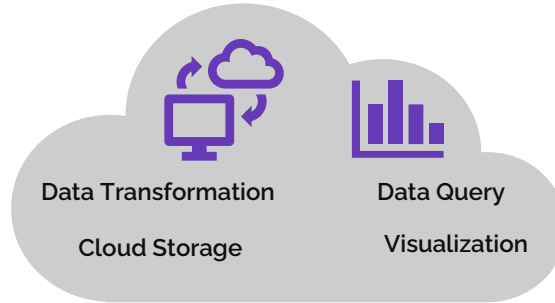
Visualization

Outcome Based Measurement

- Experience Level Agreements (XLAs)
- Proactive Experience Center
- Dynamic Personas
- Intelligent Automation

API Integration

Data Sources	Data Injection	Journey Analysis & Visualization	Outcomes

Extending data sources, enhancing analytics, breaking siloes, and transforming delivery are key to success.

AtoS

Atos Transforms data into intelligence around VIVA

Microsoft 365 data

Start with aggregated behavioral data from everyday work in collaboration tools

▷

Add data on
network impact
and device impact

Add data on
XLAs
& digital adoption

▷

Add feedback data on
decarbonization (DLA)

Add nudges
for improvements (e.g. email attachments)

▷

Add feedback data on
Diversity/Accessibility
effectiveness

Add nudges for
Diversity and Accessibility
effectiveness

Viva

AtoS

Types of changes with Viva Insights

A sample of scenarios and metrics for which Viva Insights can help drive and measure behavior change

Focus areas	Key metrics

Transform meeting culture	• Optimize meeting hours • Examine recurring meetings • Promote healthy meeting habits	• Meeting hours • Multitasking meeting hours
Develop effective managers	• Optimize meeting hours • Prevent burnout • Strengthen management pipeline • Promote coaching and development	• Meeting hours • After hours collaboration • Influence score • Time in one-on-one meetings with manager
Boost employee engagement	• Promote coaching and development • Prevent employee burnout • Drive employee empowerment	• Time in one-on-one meetings with manager • After hours collaboration • Time in meetings with manager present
Increase customer focus	• Optimize time with customers • Promote coaching and development	• External collaboration hours • Time in one-on-one meetings with manager
Foster innovation	• Enable deep work • Utilize influencers	• Focus hours • Influence score
Enhance operational effectiveness	• Free up capacity • Improve meeting quality • Keep employees engaged • Protect time to get work done	• Collaboration hours • Meeting hours • Multitasking meeting hours • Focus time
Enhance organizational resiliency	• Protect employee wellbeing • Practice empathy • Free up capacity • Accelerate decision making	• After hours collaboration • Time in one-on-one meetings with manager • Collaboration Hours • Conflicting meeting hours
Improve agility	• Organize better meetings • Accelerate decision making • Improve management practices	• Meeting hours • Influence score • Conflicting meeting hours

Proactive Employee Experience Delivery

collecting data points from device/network...impacting M365 services

EXPERIENCE ANALYTICS
ANALYZE

Discover and score workplace needs & issues in real time

EMPLOYEE ENGAGEMENT
ENGAGE

Get timely feedback & engage end users in personalized interactions
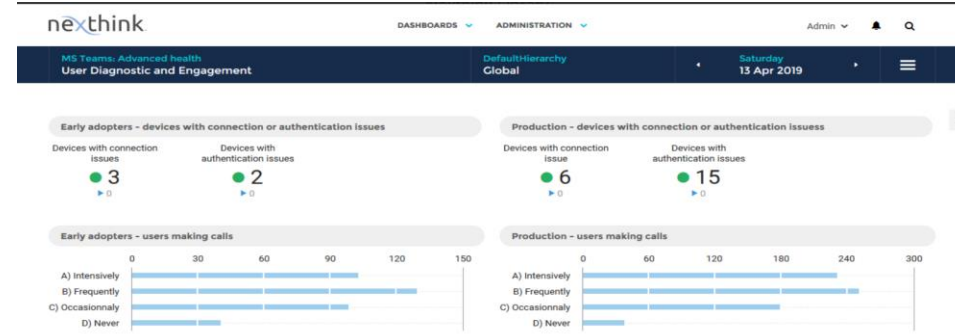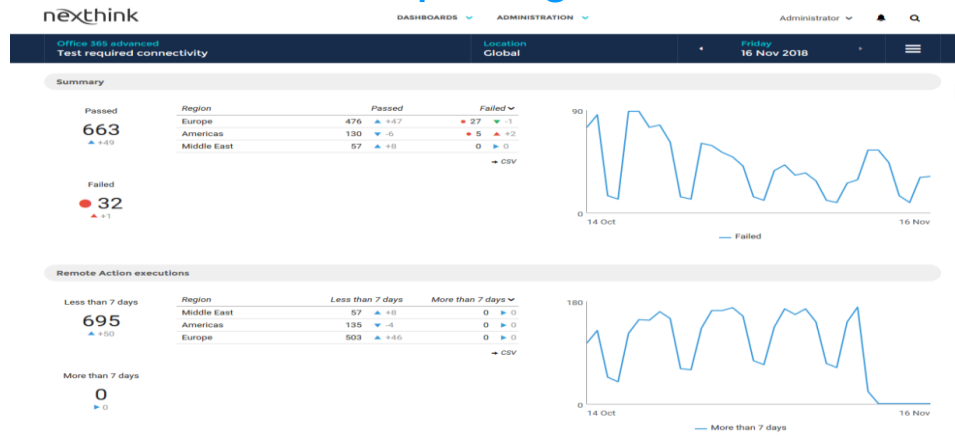
WORKPLACE AUTOMATION
ACT

Become proactive with self help and self healing

OPERATIONAL INTELLIGENCE
INTEGRATE

Enrich all IT systems with IT Workplace real-time data

Decarbonization Employee Experience Delivery
Collecting data points for sustainability improvements

💡 **Estimate emissions saved by using Microsoft 365**

[!UA] The Emissions Impact Dashboard helps you assess emissions [avoided] by using the Microsoft cloud rather than [an on-premises alternative].

💡 **Nudge users to share files with OneDrive**

Collaborating on files with OneDrive links rather than hard attachments results in less file duplication and decreased emissions over time.

💡 **Update your SharePoint version history settings**

Reducing data storage using optimized SharePoint version history settings can decrease emissions over time.

Get greener with Office online

## Collaborate by using online Office files

When users share files with OneDrive links, fewer duplicate copies are created compared with sharing hard attachments. This can lead to reduced emissions over time by allowing Microsoft to maximize existing data storage capacity.

How does this reduce emissions?

[!UA] Cloud links will drive, on average, a 5x improvement over attachments. Research goes here! Link here

Percent of people using Office online files ⓘ
In the last 4 weeks

■ Your organization ■ Benchmark of top 10% of peers
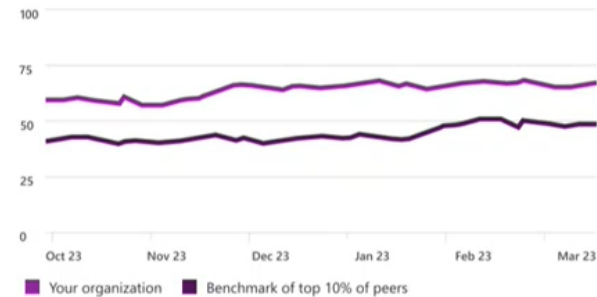
Percent of people who use X or more hard attachments ⓘ
In the last 4 weeks

1-4 hard attachments   5-8...   9+?

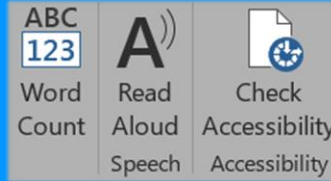■ Your organization ■ Benchmark of top 10% of peers

Atos
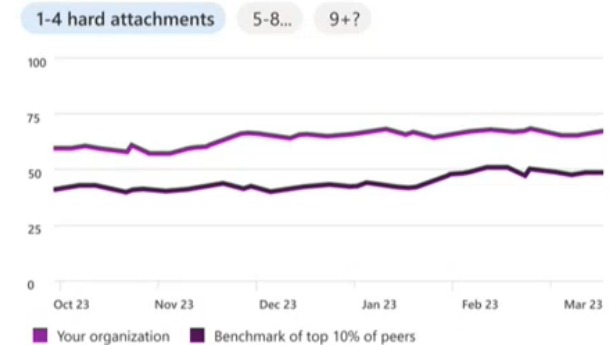
Digital Inclusion Employee Experience Delivery
collecting data points for diversity/accessibility improvements

Natural Language Processing enabling real time automatic translation & captions – empowering for Deaf & HoH as well as for non native speakers.

Rapid increase in features of inbuilt accessibility tools.

Biometrics – face, gait, fingerprint & emotion recognition – helpful for security & also for people who are blind or autistic.

Percentage of meetings in which the employee is "the only" in a meeting
For meetings of 6-18 attendees in size

Group	Percentage
Group E	61%
Group D	52%
Group C	19%
Group B	17%
Group A	7%
White males	3%
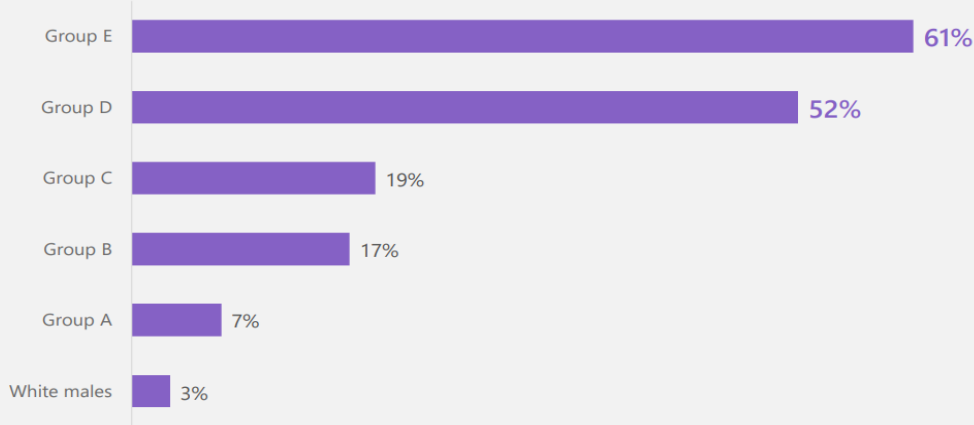
What it tells us

- Some under-represented groups in the organization are "the only" in 50 percent or more of their meetings, creating undue stress and pressure from micro-aggressions, such as having their judgement questioned, being required to provide more evidence of competence, or being mistaken for someone at a lower level.

Why it matters

- "The only" is less likely to feel comfortable and supported in contributing to a meeting, and therefore less likely to be recognized.

- Employees from under-represented backgrounds are often less empowered to share ideas. By giving everyone a voice, you can ensure the best ideas are heard.

AtoS

Atos services: M365 Collaboration VIVA

Viva : Set-up Services

Define and configure VIVA in M365 & Teams

Data, Behaviors	Licensing	Analytics, Reports, dashboard	Teams & VIVA Configuration	Governance & processes

Viva : Operations Services

Proactive Operations & Business Analysis

Configuration mgmt	Viva Platform Support	Viva Proactive Evergreen Lifecycle	Monitoring and Reporting

Business Analysis
Behavioral \ Define \ Explore \ Diagnose \ Change \ Measure \ Nurture

How ?

Consulting – undertake workshops with customer

Agree scope, processes and procedures, exceptions, data privacy

Assign Licenses and roles

Configure M365 services to use VIVA, Glint & PowerBI integration

Set-up VIVA (technical)

Set-Up VIVA (processes)

Define and implement communications plan

How ? ongoing

Verify Service health and manage operational escalations

Check, analyze and remediate alerts/notifications

Upload Organization's data into workplace analytics (WA)

Learning, Glint, PowerBI, third party integration and support

Manage VIVA Analytics, Topics KA configurations
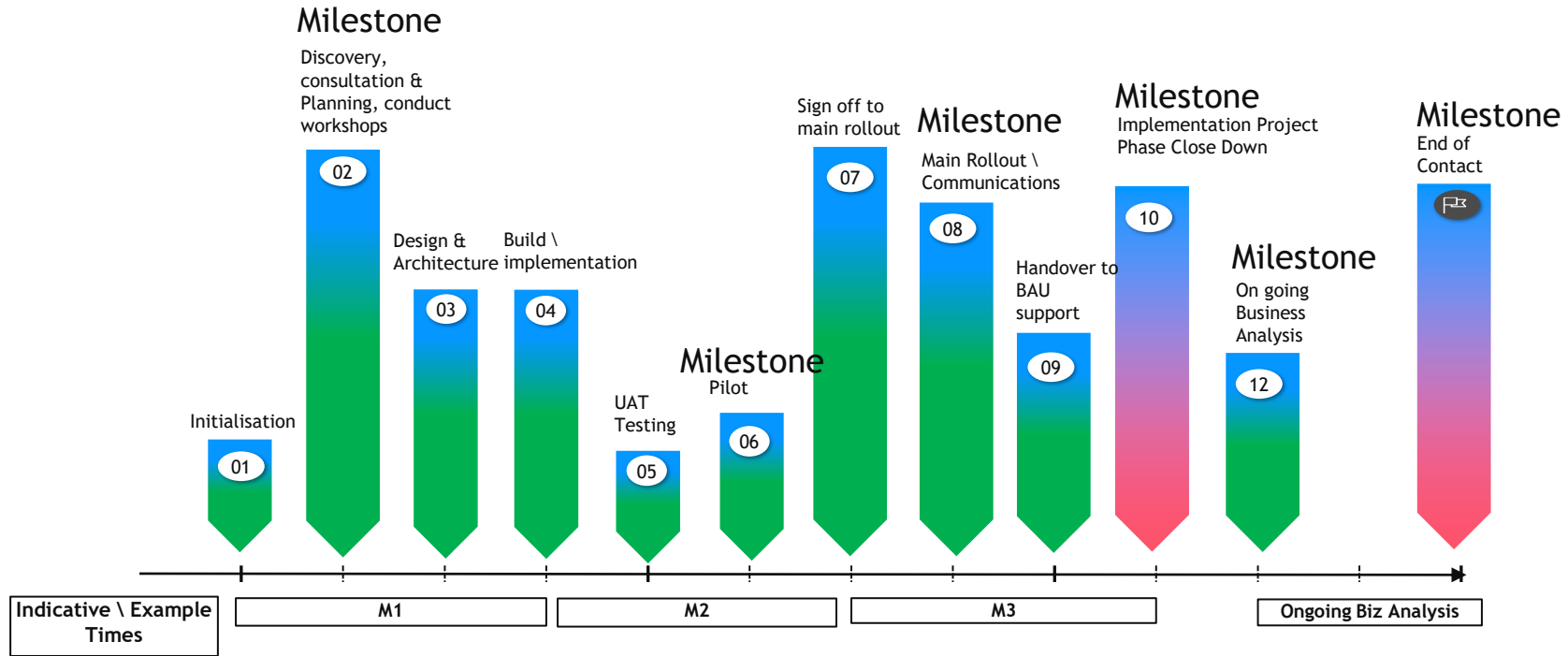
Reporting & dashboards \ home page

Monitor and report on data privacy

Proactive monitoring of Viva product changes enhancements (lifecycle)
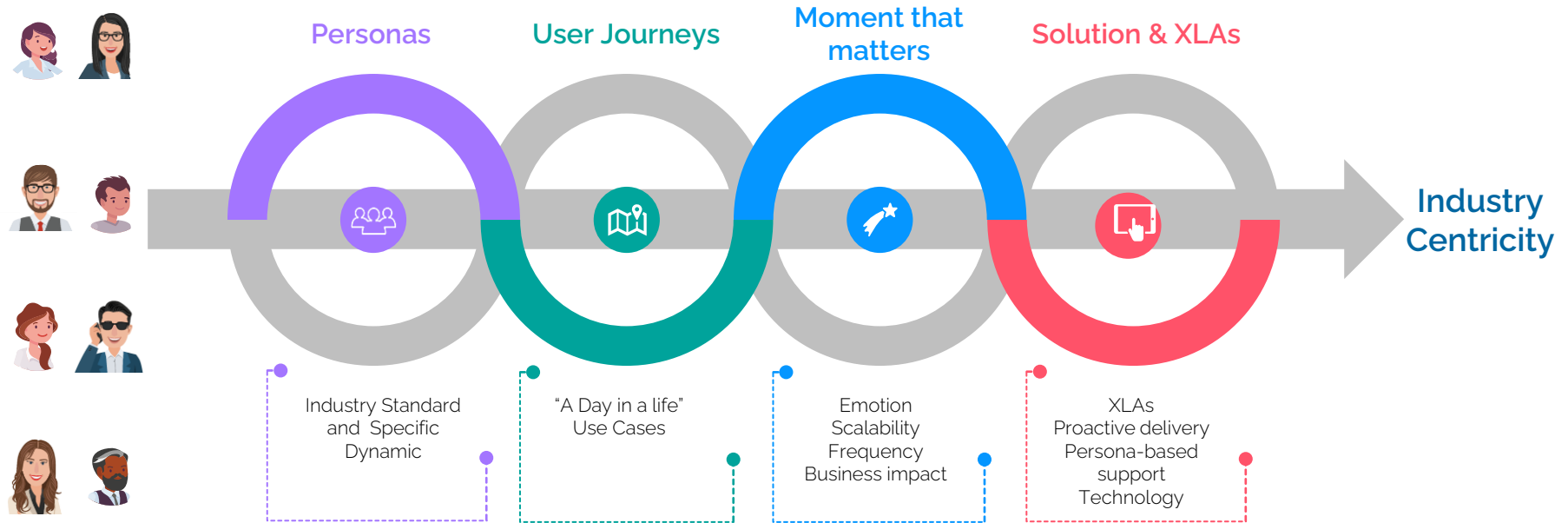
Dedicated Business Analyst

Atos

Project Plan
Example Technical Implementation Milestones

Milestone

Discovery, consultation & Planning, conduct workshops

02

Design & Architecture

Build \ implementation

03

04

Sign off to main rollout

07

Milestone

Main Rollout \ Communications

08

Handover to BAU support

09

Milestone

Implementation Project Phase Close Down

10

Milestone

End of Contact

Milestone

On going Business Analysis

12

Milestone

Pilot

06

UAT Testing

05

Initialisation

01

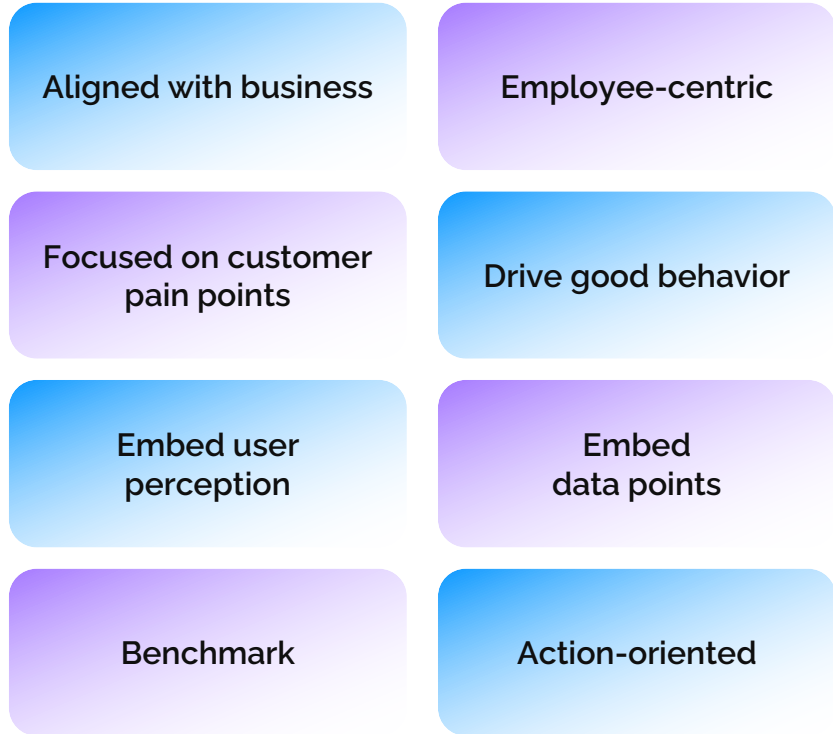| Indicative \ Example Times | M1 | M2 | M3 | Ongoing Biz Analysis |

Viva Implementations and Business Analysis

AtoS

Delivering Outstanding EX with Persona-Based Services

From personas & journeys, defining the right outcomes and supporting solutions

Personas

User Journeys

Moment that matters

Solution & XLAs

Industry Centricity

Industry Standard and Specific Dynamic

"A Day in a life" Use Cases

Emotion
Scalability
Frequency
Business impact

XLAs
Proactive delivery
Persona-based support
Technology

Atos

Measuring the IT Digital Experience
Atos is shifting from SLA to XLA (Experience Level Agreements)

Aligned with business

Employee-centric

Focused on customer pain points

Drive good behavior

Embed user perception

Embed data points

Benchmark

Action-oriented

Standard set of 8 core XLAs with dashboards

Overall Workplace Experience	Experience per Workplace Service	Pro-Activity Rate	AI/AVA Effectiveness
Experience	Experience	Experience	Experience
XLA-01	XLA-02	XLA-03	XLA-04

User Care Satisfaction	Automation Effectiveness	Service Journey Efficiency	Effective Change & Adoption
Experience	Experience	Experience	Experience
XLA-05	XLA-06	XLA-07	XLA-08

AtoS

Process Plan
Business Analysis

Scope and data specifications

Define the business opportunity

Focus areas for analysis

Explore the data

Business case and analysis details

Diagnose root causes

Action plan and supporting reports

Implement change

Ongoing tracking and communications

Measure impact

Atos
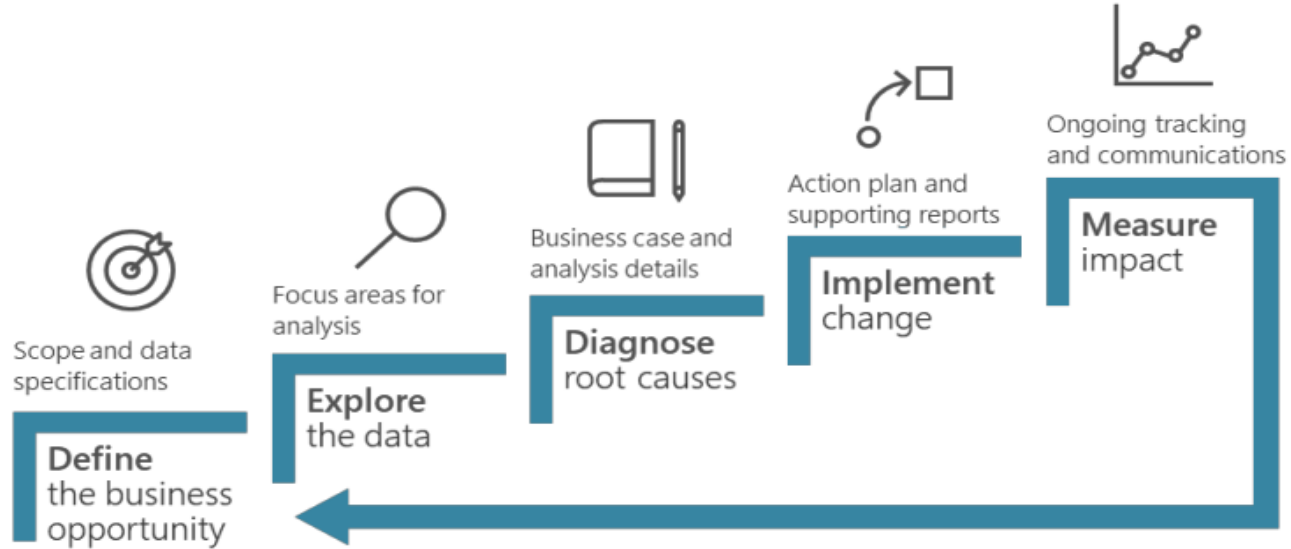
04   Your Benefits

Atos
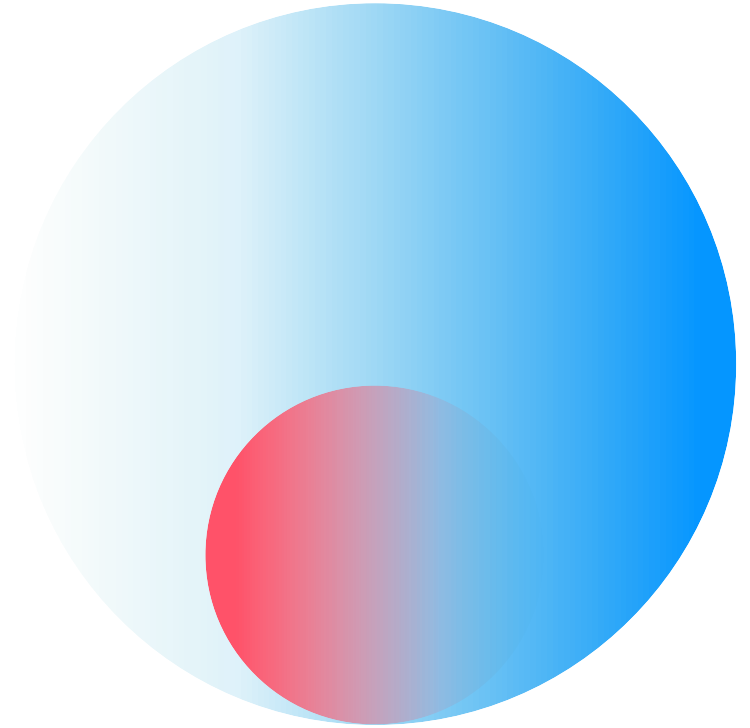
Business value of employee experience

Champion wellbeing and focus to improve productivity

Foster innovation and speed products to market

Close more deals faster with better content

Save time by facilitating discovery and reuse of content

Succeed from Day One with efficient Onboarding

Improve loyalty and commitment to reduce turnover and retain employees

Improve customer satisfaction through engaged employees

An organization with 1,000 licenses of Viva Connections, Insights, Learning, Topics, Goals, and Glint may recognize benefits of $3.4 million over three years, adding up to a net present value of $2.7 million, or $2,720 per user.

292%
return on investment

8 months
payback period

Save on automation and process improvement

Improved Employee Experience

What are the main benefits of M365 Collaboration VIVA
How VIVA transforms user support paradigm

1. Increase end user performance and end user perception by proactively avoiding issues and acting with automated remediation.

2. Increased communications and engagement with end users, including real time communications and capture of direct end user feedback.

3. Introduction of a data driven mindset with capability to drive predictive and preventative services improvement.

4. A platform to introduce new KPI's and XLA's (Experience Level Agreements) that relate directly to experiences and perception.

5. Increased control and awareness of the end user pc estate supporting a wide range of activities, e.g., utilization of software.

6. Strengthened security and compliance insight and action capability.

7. A continuously enhancing service designed to evolve with technology.

Data driving end to end service quality improvement

AtoS

05. Atos experience
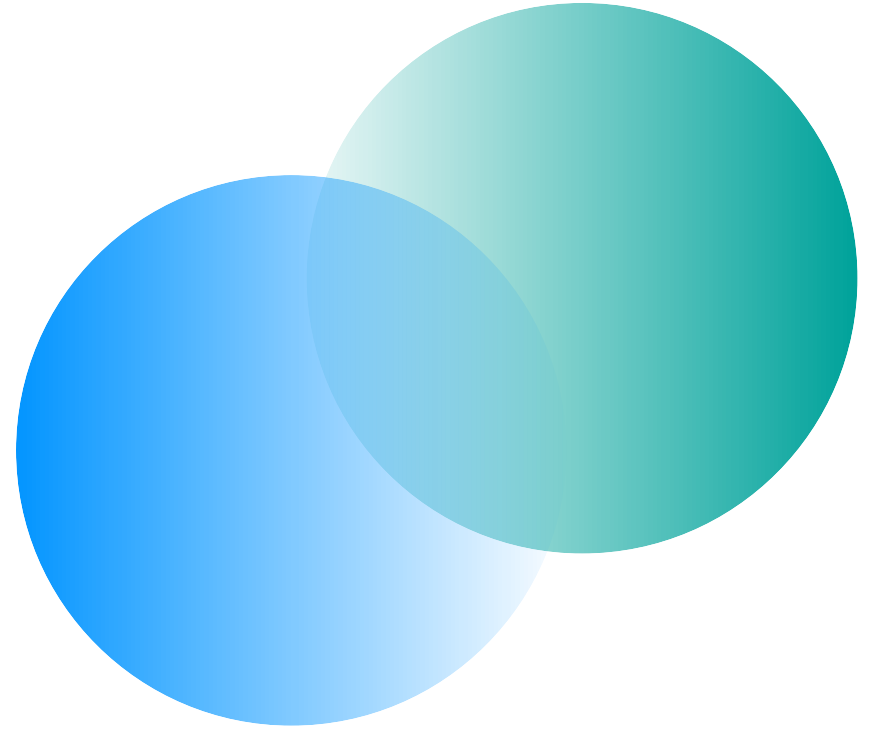
Atos

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.
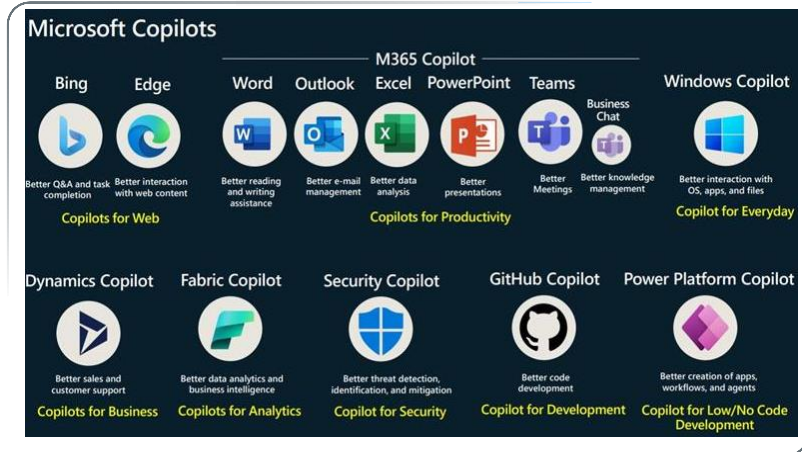
North American Healthcare company
Transforming the Healthcare Digital Workplace

Background

Large USA Heathcare 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.

Atos

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.

AtoS

Why Atos
Atos Employee Experience Customers

- Atos has deployed 26 large corporate customers proactive employee experience solutions with total 1.1Million user endpoints. The Cloud based customers use O365 productivity Employee Experience Level Agreements (XLAs). VIVA is being discussed for adding into many of these customers.

- Atos Employee Experience customer solutions include user experience data point collection, business analysis and user improvements with adoption include O365 user experience.
  The same process approach is being applied for the addition of VIVA

Atos

06. Conclusion
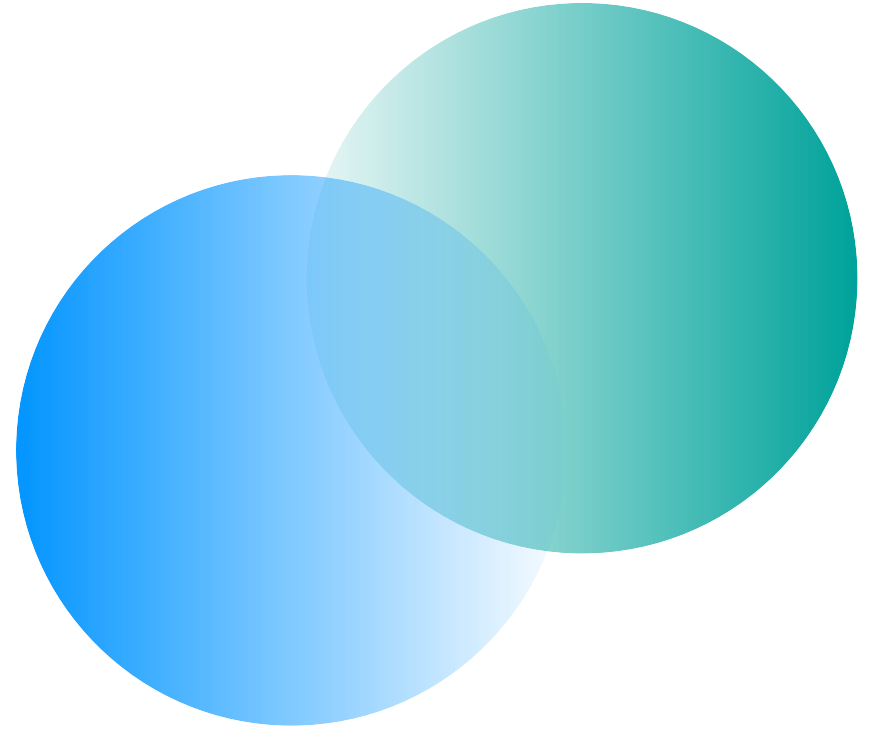
Atos solves client challenges in employee experience

M365 VIVA offers a rich solution to enhance employee experience by focusing on culture, knowledge, skilling, user performance, and well-being

Atos provides:

☺ Guidance to gather business drivers for best practice user and group behavior

☺ Support to consider network, device, CO_2, and diversity user impact

☺ Enablement to set objectives and build automatic knowledge gathering

☺ Support to build communications, onboarding expertise and training content

☺ Appropriate configuration and management of employee experience reports

☺ User adoption assistance for changing user behavior and management guidance

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☺ Ongoing datapoint business analysis to capture changes

☺ Ongoing data management to ensure data security and privacy

AtoS

Thanks