

The Rise of the Frontline Worker

Protecting and providing for your employees

Agenda

- Todays Market Conditions & Challenges
- Solution Value
- App Features
- User Stories



52,455 views | Oct 31, 2019, 02:20pm EDT

Why Frontline Workers Must Be Part Of Your Digital Transformation

COMMUNICATION

Reaching and Changing Frontline Employees



Sections

The Washington Post
Democracy Dies in Darkness

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Made by History • Perspective

Front-line workers in the covid-19 fight need unions

New Deal-era labor laws must be refreshed and improved to support and empower today's essential workers



HOME / NEWS / HEALTHIEST COMMUNITIES

CDC: Nearly 5,000 Meat Processing Workers Infected With COVID-19

The data comes amid worries that the coronavirus pandemic could endanger workers and constrict the nation's food supply.

BUSINESS
INSIDER

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CORONAVIRUS

Live updates >

▲ DOW -2.2%

▲ S&P 500 -1.7%

▲ NASDAQ 100 -1.5%

Starbucks stores are reopening, but fearful employees say they'd rather collect unemployment than risk their health returning to work — except they can't

Connor Perrett May 3, 2020, 12:46 PM



NEWS

CORONAVIRUS

SHOWS

LIVE



Frontline workers call for May Day strike over working conditions

BY IRINA IVANOVA
MAY 1, 2020 / 9:07 AM / MONEYWATCH

THE WALL STREET JOURNAL.

The New Front-Line Coronavirus Workers: Grocery Clerks, Delivery Drivers

Many Americans are still on the job, tending to basic needs and risking their health as cities close down around them

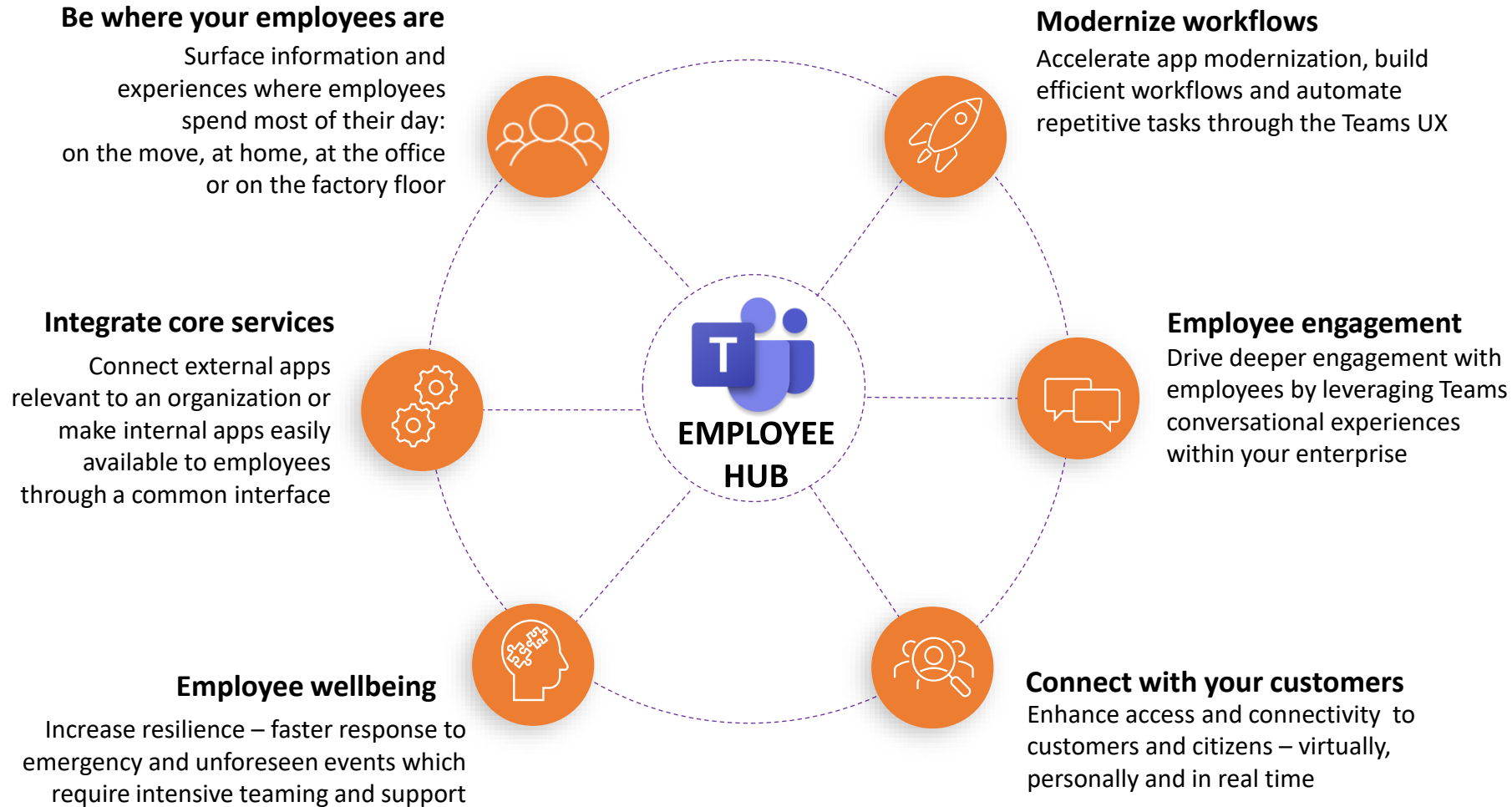
A man in a grocery store wearing a face mask and holding a tablet, pointing at the screen.

Failure to adapt will impact your business

**Your employees
Your brand
And your customers**

TEAMS AS A DIGITAL HUB

Teams is a hub which delivers a proactive, timely, contextualized and personalized employee experience



Our Approach

WHAT WE SELL

- Industry-centric solutions and EX hub that leverage Teams investment
- Ongoing two-year managed services contract
- Available as SaaS or standard contract model
- Pricing dependent on scope and complexity but can range from \$1–\$4 per user, per month

HOW WE START

With a Teams Envisioning Workshop to evaluate client requirements, build a high-level solution design and prototype, develop a success plan for deployment

THE Teammate app: BUILT ON THE TEAMS PLATFORM

A **Flexible** App that enables you to Digitize and operationalize your frontline worker workflow



Communication

Corporate communications
Intra-team messaging
Real-time voice / text



Health & Welfare

Self monitoring
Mindfulness
IT / HR Connection



Tasks

Dynamic playbook
Activities & checklist



Integration

Shift management
Onboarding & enablement
Store reporting & performance



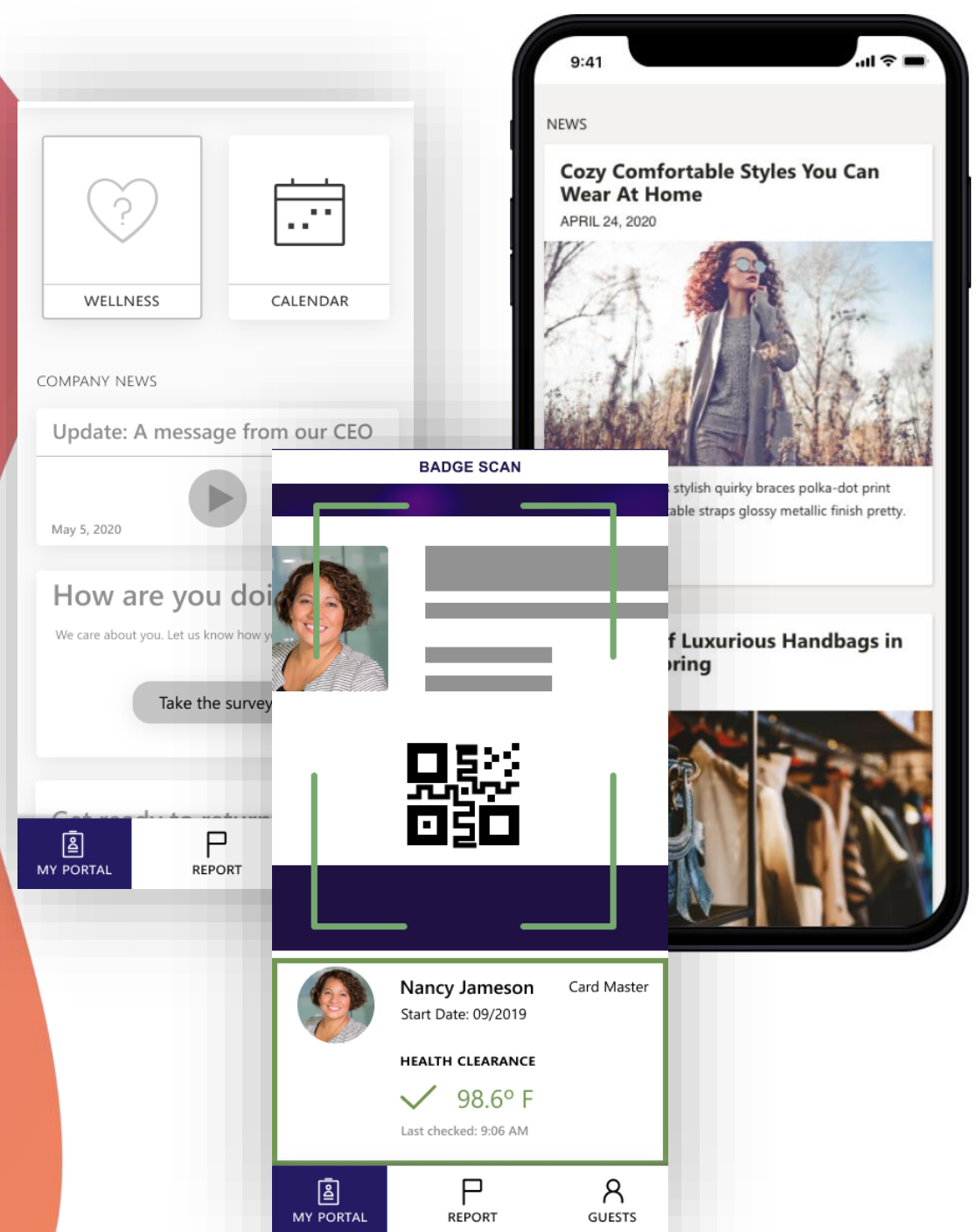
A day in the life

BASIC edition

Narrative:

Nancy is a new hire, joining the company at a new store

- The ADAPT app gives Nancy access to the internal corporate messaging, helping reassure her that the company is listening to the worries of the teams, but also taking the government regulations seriously
- As she enters the building, her phone reminds her to record her temperature – for her benefit, as well as the safety of her colleagues and the customers. She is comforted by the fact that it shows GREEN.
- A quick ping of the team, she can see her new teammates are already here and she hurries to join them.

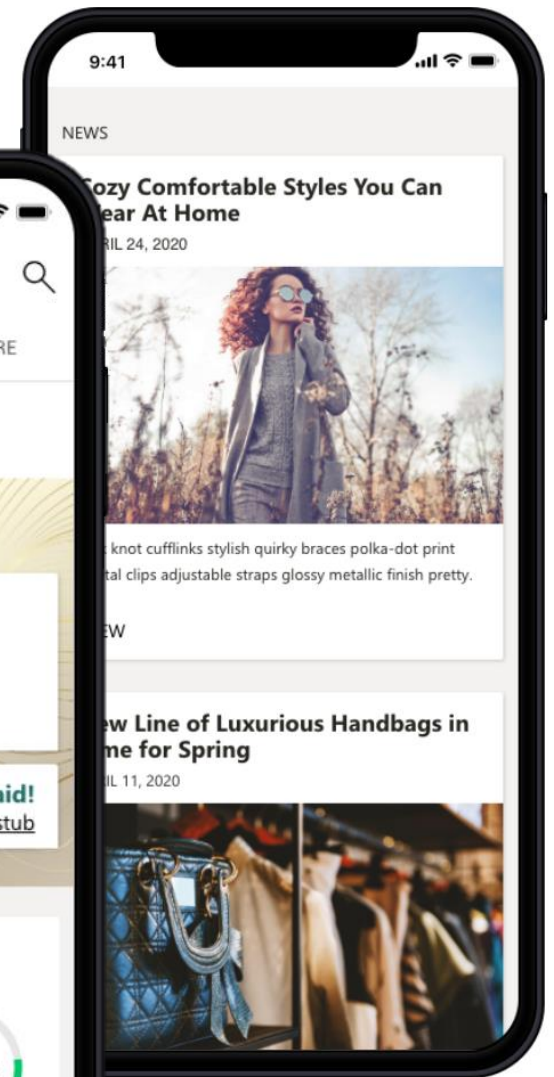
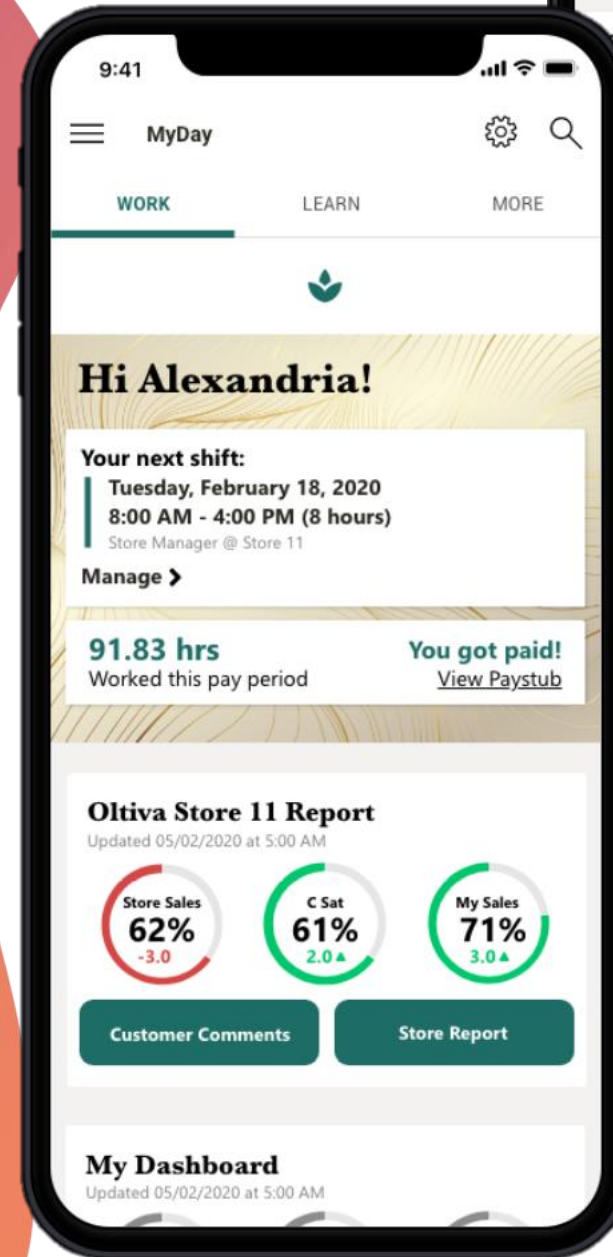


Starting my Day PREMIUM edition

Narrative:

Alexandria is the store manager coming on-shift

- Make sure I arrive on-time for my next shift
 - Who's on shift with me today
 - Contact them that I'm running late due to a manager's regional call early this morning
- Look at most recent pay
- Check the news
- How's the store doing today so far



Performance and Compliance Reporting & Visibility

A New Way of Working. Using the information to Adapt.

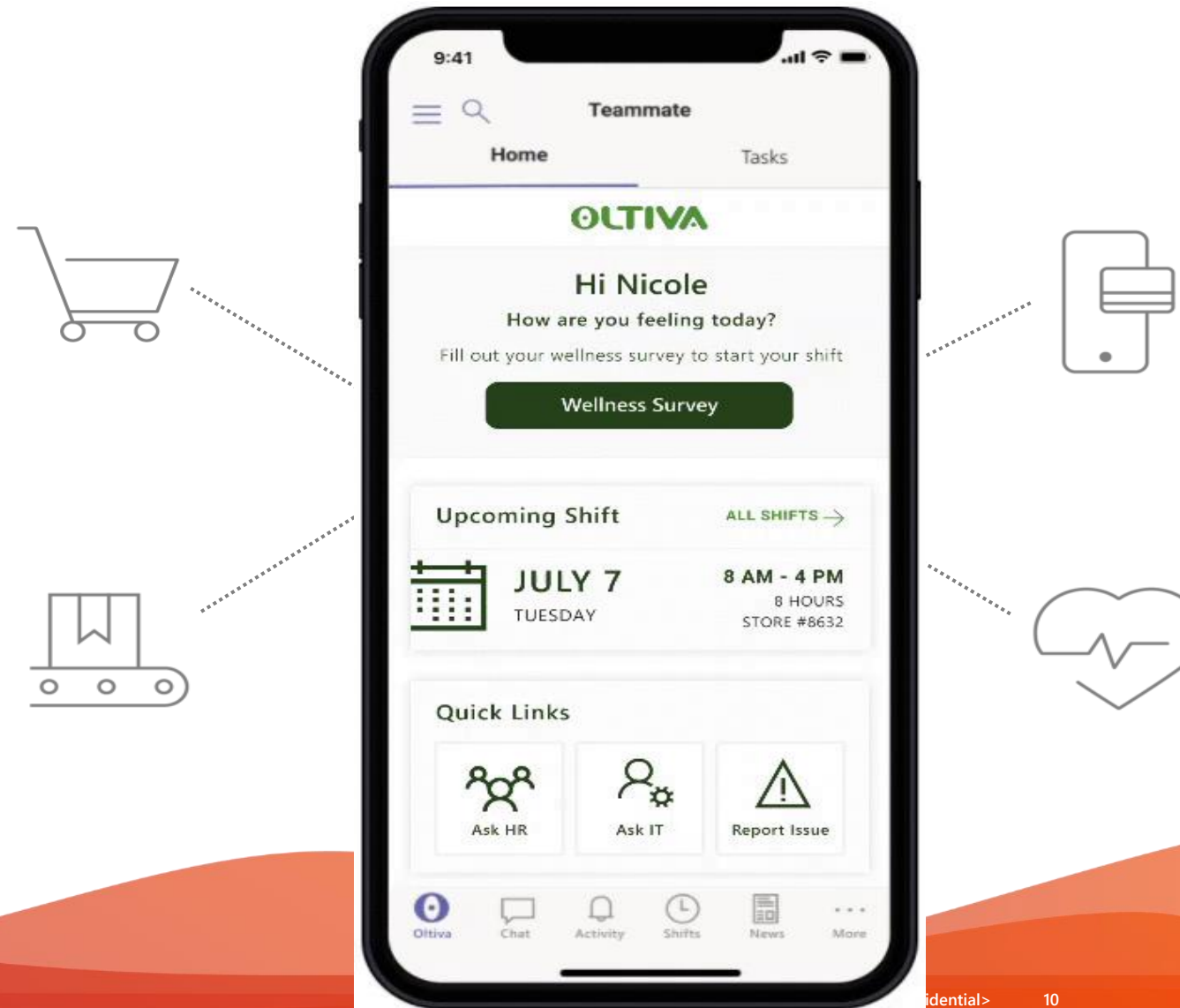
Management and back office

- Integrated communications hub built on Microsoft Teams
- Dashboard & reports
 - Employee health monitoring & compliance
 - employee feedback and sentiment
- Integrated with store & HR systems
 - Store performance reporting



Teams Workflow Solutions – Avanade Teammate

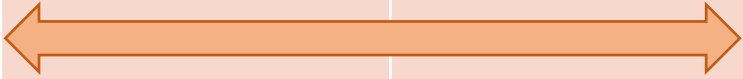

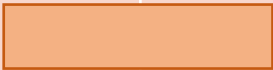











- Industry Focus
 - Retail
 - Hospitality
 - Healthcare
 - Manufacturing
 - Financial Services



SaaS Pricing Model

	Basic	Premium		Custom
Corporate branding	✗	✓		Standard consulting engagement
Integrations	1	3		
Cards	5	10		
Communications & chat	✓	✓		
Corporate news	✓	✓		
Employee health & welfare	✓	✓		
Operational playbook	✗	✓		
Shift management	✓	✓		
Personalized / role-based checklists	✓	✓		
Employee onboarding	✗	✓		
Contact HR / IT	✗	✓		
Flag / report issue	✗	✓		
Team / store performance	✗	✓		
Deployment	2 weeks	6+ weeks		
List Pricing	From \$x / user / month			

Deployment timeline – Basic vs Plus

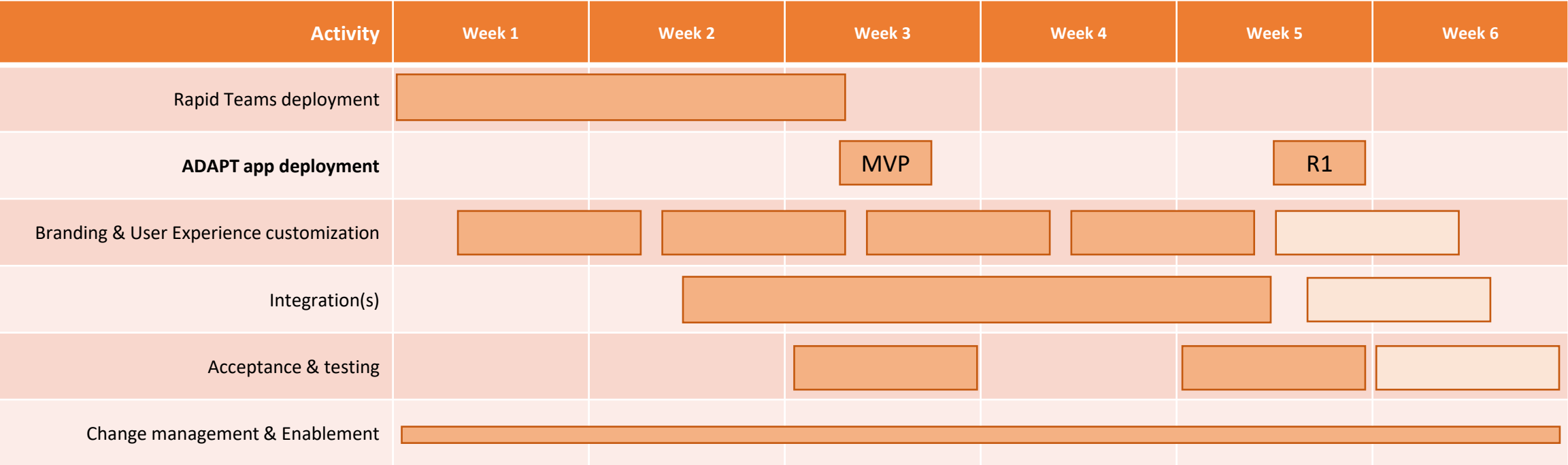
Activity	Week 1	Week 2	Week 3	Week 4
Rapid Teams deployment				
Tenant deployment & federation*				
Identity upload & integration*				
Deploy core security policies*				
ADAPT app deployment				
Branding & User Experience customization				
Integration(s)				
Acceptance & testing				
Change management & Enablement				

* = if needed

Basic

Plus

Deployment timeline – Premium Edition



* = if needed

Premium

Customization

(pre) Integration roadmap

OUT OF THE BOX

Dynamics 365
Office 365
Corporate Comms

Helpdesk: ServiceNow
Shift mgmt.: Kronos
HR: Workday

Potential future integrations

Shift Management	Learning Management	Payroll	Other
ADP Workforce Now	Adobe Captivate	ADP	Salesforce
OnShift	Moodle		NetSuite
ShiftHound	Wisetail		

Teams Industry Solution Stack

Highly Recommended

Recommended

**Team
mate
for FLW**

Teammate for Front Line Workforce -
Communication, collaboration and Well being

Teams Workflow
Solutions

Industry, teams based, workflow solutions and
supporting Workplace Analytics (WpA) for management
reporting and enhanced process improvement

Teams Security and
Governance Services

Governance and Security layer to maintain
Teams compliance, asset control and end
user security protocols

Communications layer for connectivity to all
retail staff (FLW and office based – includes
Network Wifi solutions)

Teams Voice and Video Services

Teams Tenant Services to maintain
performance of FLW and workflow solutions

Teams Platform Services

Avanade Managed Teams Service to
support on going maintenance and
performance of the Retail FLW solutions
(includes Teammate Support) to ensure QoS

Delivery of underlying O365 Services
that Teams utilises (SharePoint,
OneDrive, Exchange, Graph,
Bookings, Shifts and PowerPlatform
....)

Managed Teams

O365 Platform Services

Avanade O365 Managed Service
to support in going maintenance
and performance of the full O365
Retail Stack

Avanade Managed Service to
support the full end to end
delivery of the Teammate
solution – Device to Back-
End Systems Security and
operational Support Services

O365 Evergreen Managed Services

Avanade Workplace Managed Services

Teammate App

Mobile Application, built on Microsoft Teams, that aligns with your job – integrated with your systems, providing;

- Real-time communications to drive a more integrated community
- Easy access to the "new normal" **playbook** incorporating the latest guidance
- New employee **onboarding** and enablement
- Easy access to HR and IT support and guidance
 - Anonymous method to flag welfare, safety

Engaged
employees lead to a

2.7x

productivity increase

