WORKPLACE EXPERIENCE

Teams based employee workflow solutions

WORKPLACE
WX
EXPERIENCE

avanade

Agenda

- Teams enables and delivers the full **W**orkplace e**X**perience

- Workflow enabled industry solutions

- Managed Teams

avanade

Teams in Context:
Enabling and Delivering the full Workplace Experience (WX)
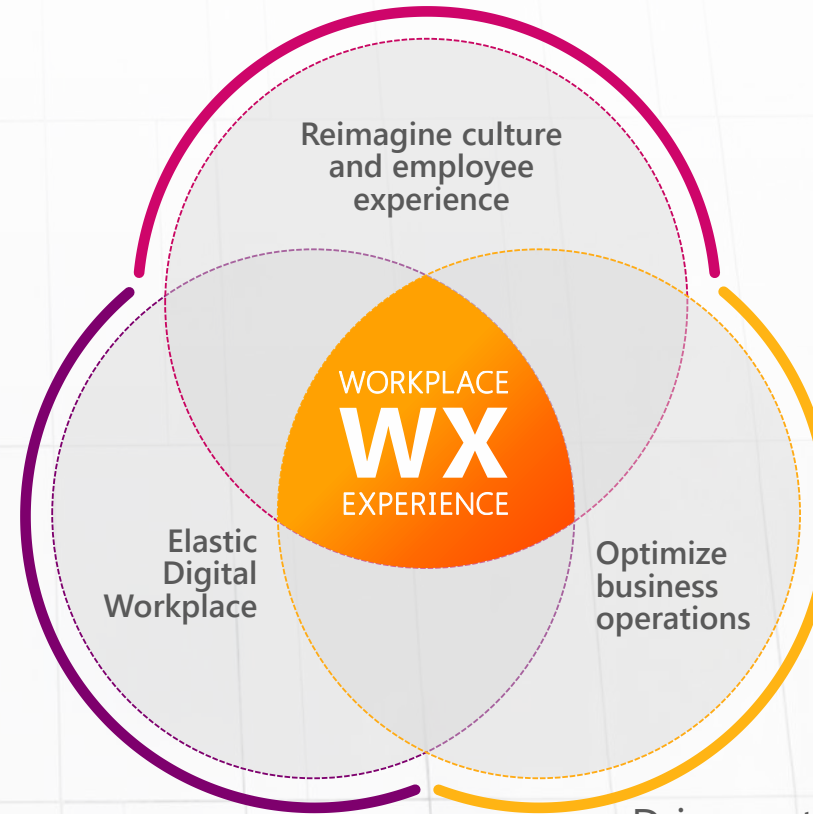
Key Takeaways

- Teams can deliver all aspects of WX from a single platform

- Combining the elements of WX increases the scope of Teams enabled solutions and offers increased value to our clients

- Through WX we focus on the critical outcome, increased business throughput and improved overall Employee Experience (EX)

WORKPLACE EXPERIENCE

is a holistic framework that addresses the way work actually gets done in an organization. This human-centered approach crafts technologies and tools, business processes and decision rights, and norms and behaviors to deliver specific, measurable impact

Increase productivity, employee engagement and talent retention by creating employee experiences that are on par with customer experiences

Reimagine culture and employee experience

WORKPLACE **WX** EXPERIENCE

Elastic Digital Workplace

Optimize business operations

Build and sustain cost-efficient, highly responsive and secure evergreen workplace platforms

Drive sustainable growth, new sources of revenue and innovation by putting workplace at the heart of your business evolution

avanade

WORKPLACE eXPERIENCE

Teams crosses all boundaries of Workplace eXperience and as such, enables Avanade to have a complete lifecycle conversation with our Clients. Teams can deliver on the whole of the WX journey and create unique WX solutions tailored to every individual client's business

avanade

Culture, Leadership & Behaviours

Employee Experience

Talent & Capabilities

Reimagine culture and employee experience

WORKPLACE

WX

EXPERIENCE

Workplace Security

Elastic Digital Workplace

Optimize business operations

Reimagined Business

Workplace Technology Ecosystem

Future Ready Organisation

Evergreen IT Op Model

Work Environment

WORKPLACE eXPERIENCE

WX Delivered though Teams

Teams crosses all boundaries of Workplace eXperience and as such, enables Avanade to have a complete lifecycle conversation with our Clients. Teams can practically deliver on the whole of the WX journey and create unique WX solutions tailored to every individual client's business
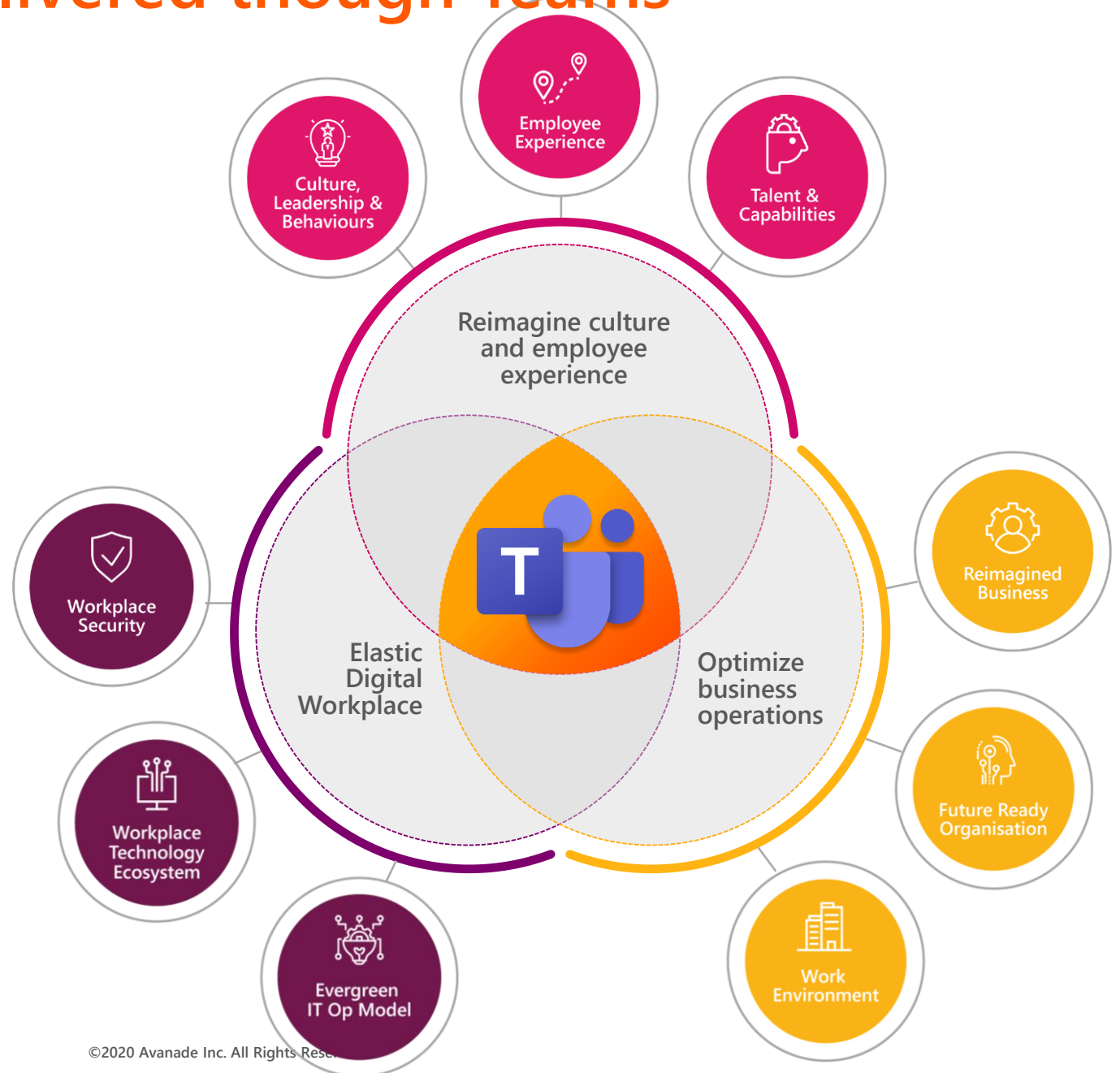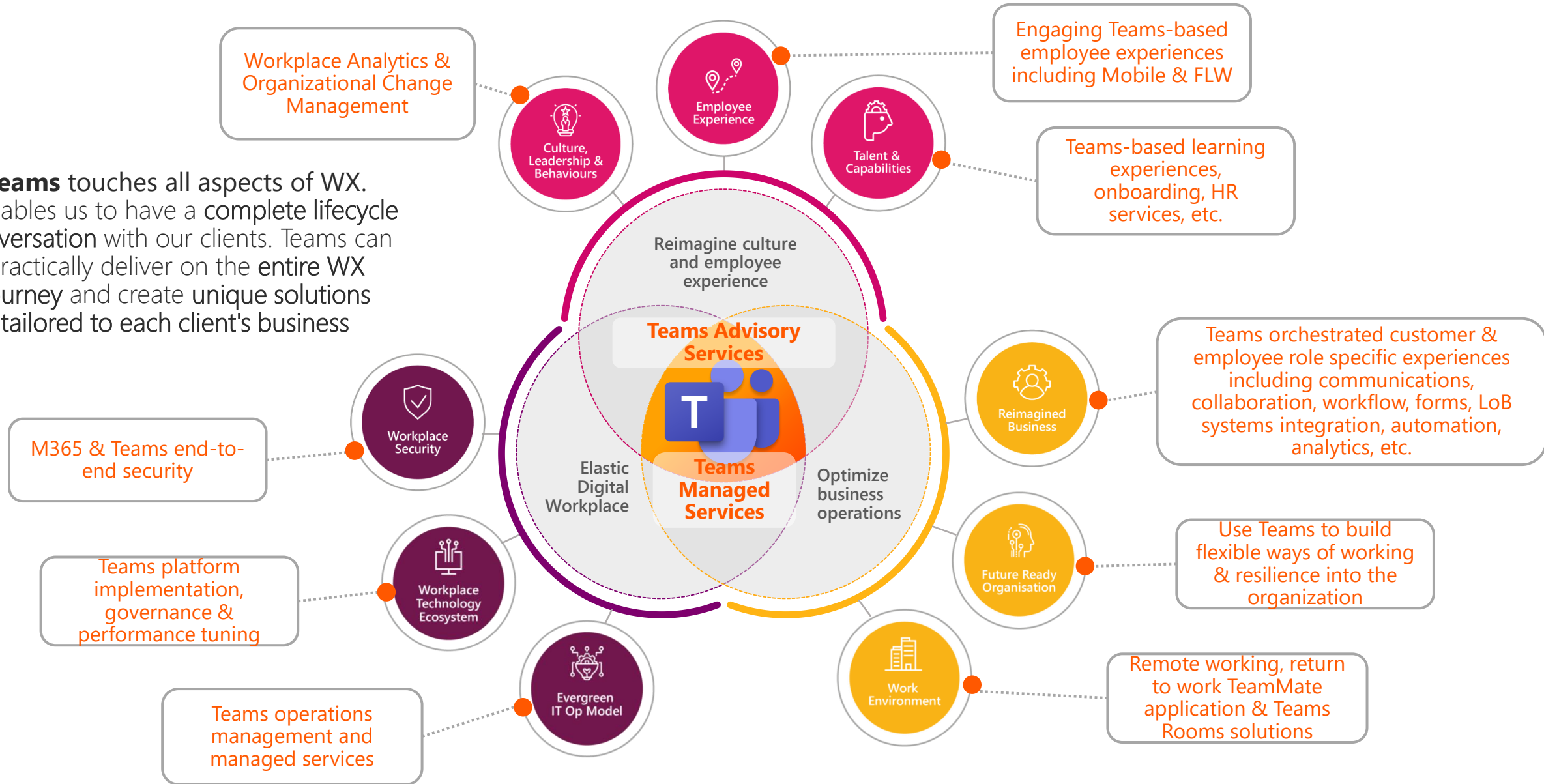
avanade

WX Delivered through Teams

Teams touches all aspects of WX. It enables us to have a **complete lifecycle conversation** with our clients. Teams can practically deliver on the **entire WX journey** and create **unique solutions** tailored to each client's business

Workplace Analytics & Organizational Change Management

Engaging Teams-based employee experiences including Mobile & FLW

Teams-based learning experiences, onboarding, HR services, etc.

Teams orchestrated customer & employee role specific experiences including communications, collaboration, workflow, forms, LoB systems integration, automation, analytics, etc.

M365 & Teams end-to-end security

Use Teams to build flexible ways of working & resilience into the organization

Teams platform implementation, governance & performance tuning

Remote working, return to work TeamMate application & Teams Rooms solutions

Teams operations management and managed services

Diagram labels

- Culture, Leadership & Behaviours
- Employee Experience
- Talent & Capabilities
- Workplace Security
- Workplace Technology Ecosystem
- Evergreen IT Op Model
- Work Environment
- Future Ready Organisation
- Reimagined Business

Reimagine culture and employee experience

Elastic Digital Workplace

Optimize business operations

Teams Advisory Services

Teams Managed Services

avanade

Deliver

The Core Teams Solution :

Campus Wide Workspaces

Work Environment

Workplace Security

Workplace Technology Ecosystem

Combined Value Proposition

Karen's Workplace Experience is centred around the corporate, global team She manages, a group of employees that needs to collaborate effectively to meet challenging client deadlines

The Teams environment Karen uses is controlled and secured so that all documentation is correctly tagged and access rights are limited to the team members for each client.

Each client Team adheres to a predefine corporate structure, with the approved applications embedded so that every new client Team that is created is structured and delivers a consistent user experience, enhancing Team collaboration

Karen can create a new team and channels to share proposal documents and hold discussions with relevant team members. She welcomes team members with a post in the channel and sets project expectations.

As Karen shares a client briefing word document in the channel, it will be housed in the Files repository for the team's access and enables shared document creation
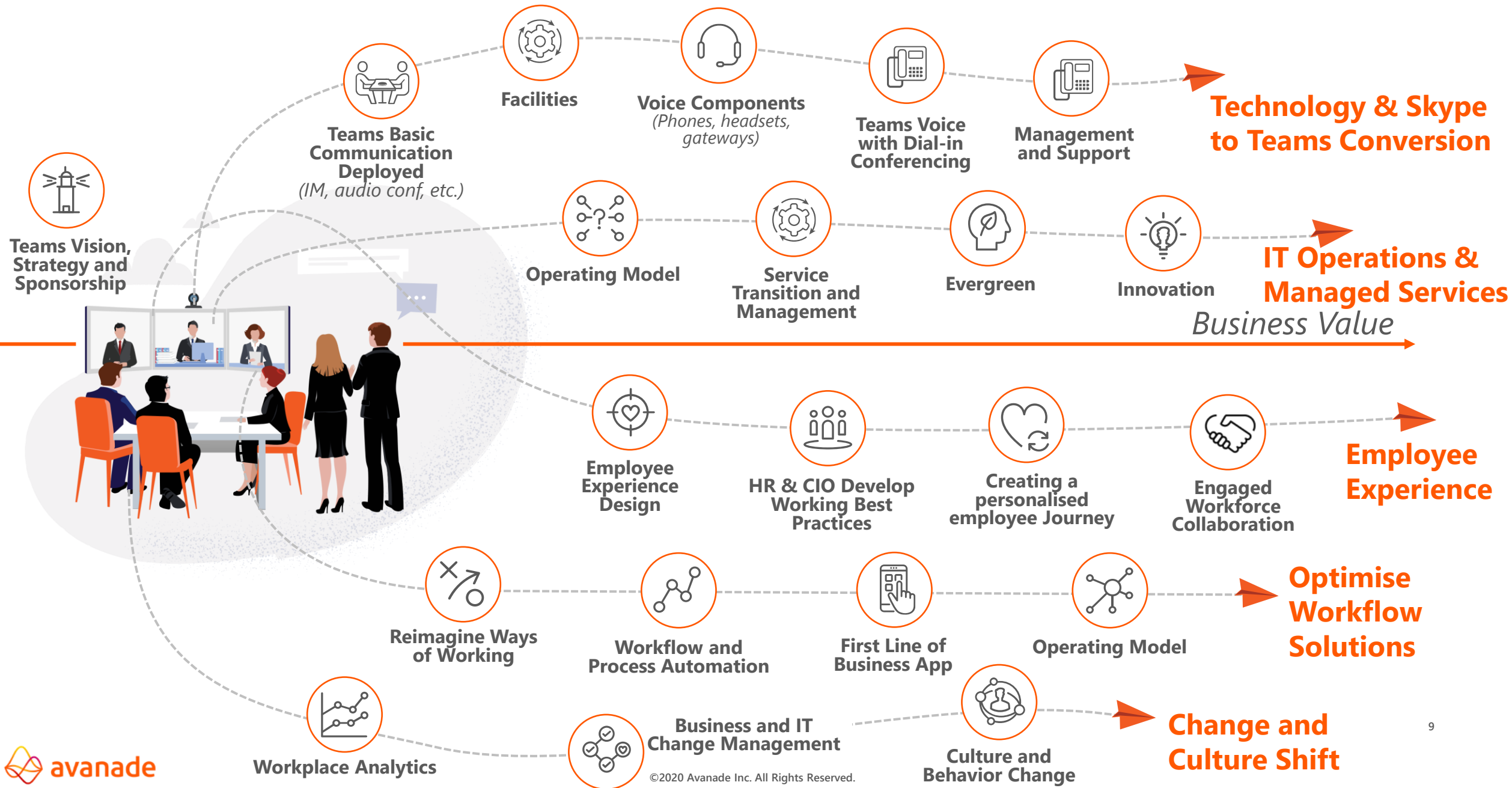
Karen can automatically assign task tracking to the Project and Delivery Lead. She can manage each client project and can review the task list and @mentions relevant team members on their action items.

This structured and governed Teams environment allows Karen to move the project to the next phase of execution in line with her clients deadlines
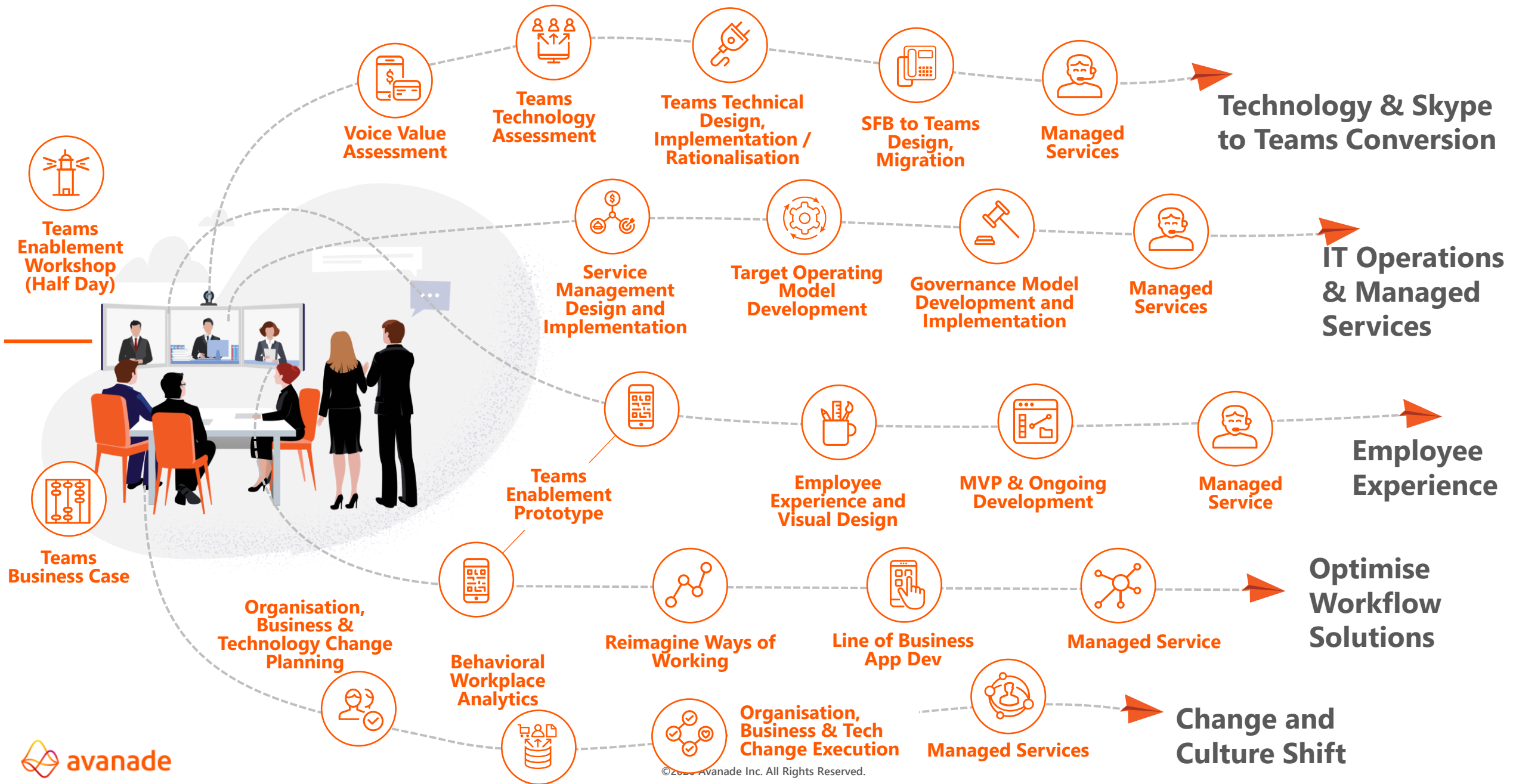
Step by Step : Teams multi-route journeys ......

Teams Vision, Strategy and Sponsorship

Teams Basic Communication Deployed
(IM, audio conf, etc.)

Facilities

Voice Components
(Phones, headsets, gateways)

Teams Voice with Dial-in Conferencing

Management and Support

Technology & Skype to Teams Conversion

Operating Model

Service Transition and Management

Evergreen

Innovation

IT Operations & Managed Services

Business Value

Employee Experience Design

HR & CIO Develop Working Best Practices

Creating a personalised employee Journey

Engaged Workforce Collaboration

Employee Experience

Reimagine Ways of Working

Workflow and Process Automation

First Line of Business App

Operating Model

Optimise Workflow Solutions

Workplace Analytics

Business and IT Change Management

Culture and Behavior Change

Change and Culture Shift

9

avanade

…. and the Services to deliver the WX outcomes through Teams

Voice Value Assessment

Teams Technology Assessment

Teams Technical Design, Implementation / Rationalisation

SFB to Teams Design, Migration

Managed Services

Technology & Skype to Teams Conversion

Teams Enablement Workshop (Half Day)

Service Management Design and Implementation

Target Operating Model Development

Governance Model Development and Implementation

Managed Services

IT Operations & Managed Services

Teams Enablement Prototype

Employee Experience and Visual Design

MVP & Ongoing Development

Managed Service

Employee Experience

Teams Business Case

Organisation, Business & Technology Change Planning

Behavioral Workplace Analytics

Reimagine Ways of Working

Line of Business App Dev

Managed Service

Optimise Workflow Solutions

Organisation, Business & Tech Change Execution

Managed Services

Change and Culture Shift

avanade

Workflow enabled Industry Solutions

Key Takeaways

- Enables us to discuss the whole of Teams in the clients terminology and industry

- Represents the long opportunity to monetise the Teams investment as we automate legacy or manual processes on Teams

- Start with early evaluation workshops and move to POC/Prototype

- Critical to success is early engagement with our Studio design teams

avanade

Multiple Client Scenarios – Retail
How Teams drives value for Mobile & Frontline Workers

Empower managers
Better manage though real time dashboards, mobile scheduling, best practice sharing & collaborating with other managers

Efficient operations
Mobile tools for training, scheduling, inventory management and supply chain

Connect frontline to corporate
Real time access to relevant operational info and ability to collaborate with managers and employees to drive insights, best practices and improved communication

Improve employees lives outside of work
Employee schedules, shift swapping, training and benefits anywhere, anytime on any device

Attract and retain today's multi-generational workforce
A mobile-enabled, collaborative and engaging employee experience

Onboard and train new employees quicker
Automated provisioning of technology and just in time mobile learning during down time

Improve the customer experience
Assisted selling tools and collaboration make every employee smarter and better equipped to better serve customers and close more sales faster

avanade

Changing how work gets done – Retail Industry

With **70% of shopworkers experiencing concern** over going to work, and **15%+ having suffered abuse** on every shift[1] – it's time to **RETHINK** the Employee Experience for retail colleagues!

Teammate: A **Flexible** Retail App that enables you to Digitize and operationalize your frontline worker workflows, which you deploy and consume **As A Service** within a flexible, feature rich model:
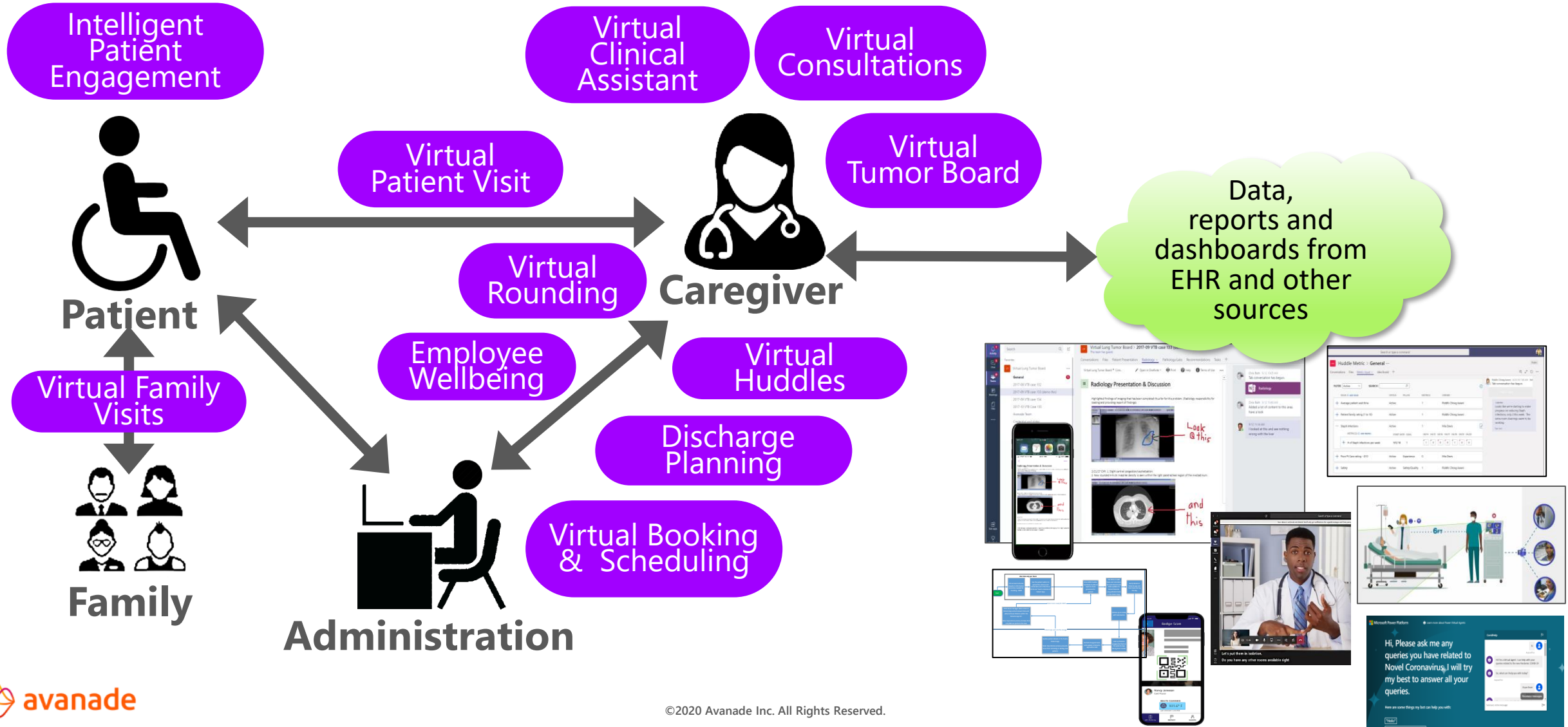
Governance | Security | Compliance

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

Tasks
Dynamic playbook
Activities & checklist

Health & Welfare
Self monitoring
Mindfulness
IT / HR Connection

Integration
Shift management
Onboarding & enablement
Store reporting & performance
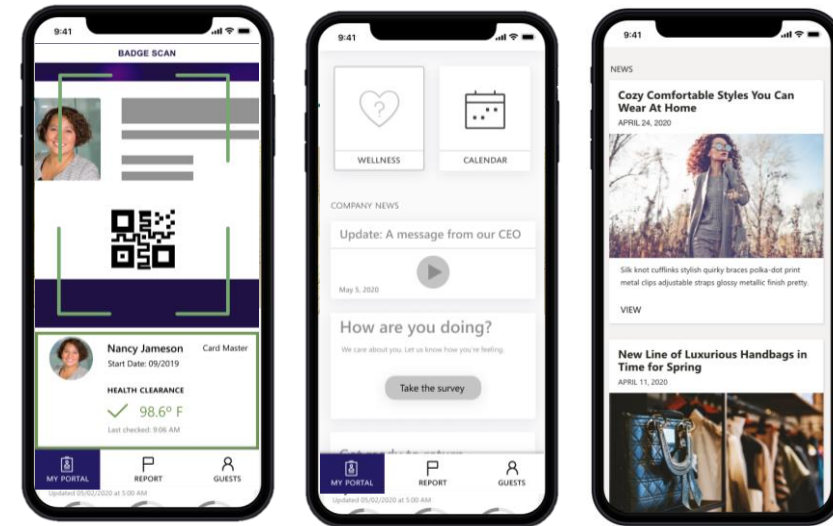
	Foundation	Basic	Plus
Federated tenant for front line worker	✓	✓	✓
Corporate branding	✗	✓	✓
Integrations	0	1	3
Cards	3	5	9
Communications & chat	✓	✓	✓
Corporate news	✓	✓	✓
Employee health & welfare	✓	✓	✓
Operational playbook	✗	✓	✓
Personalized / role-based checklists	✗	✗	✓
Employee onboarding	✗	✗	✓
Contact HR / IT	✗	✓	✓
Flag / report issue	✗	✗	✓
Team / store performance	✗	✗	✓
Pricing	per / user / month	per / user / month	per / user / month

Source: https://www.retailsector.co.uk/52127-covid-19-70-of-shopworkers-are-experiencing-anxiety-says-udsaw/

avanade

Virtual Care
Our framework for enabling all interactions in healthcare

Intelligent Patient Engagement

Virtual Clinical Assistant

Virtual Consultations

Patient

Virtual Patient Visit

Virtual Tumor Board

Caregiver

Virtual Rounding

Data, reports and dashboards from EHR and other sources

Virtual Family Visits

Employee Wellbeing

Virtual Huddles

Discharge Planning

Family

Administration

Virtual Booking & Scheduling

avanade

Automating legacy airline processes

Respond more quickly, in **real-time, or proactively to issues causing flight delays**

Increase visibility into aircraft operations and how it's being executed

Communicate and coordinate across all parties, **internal & external to improve the passenger experience**

Empower the Ground Crew and Air Crew & leverage their operational insights

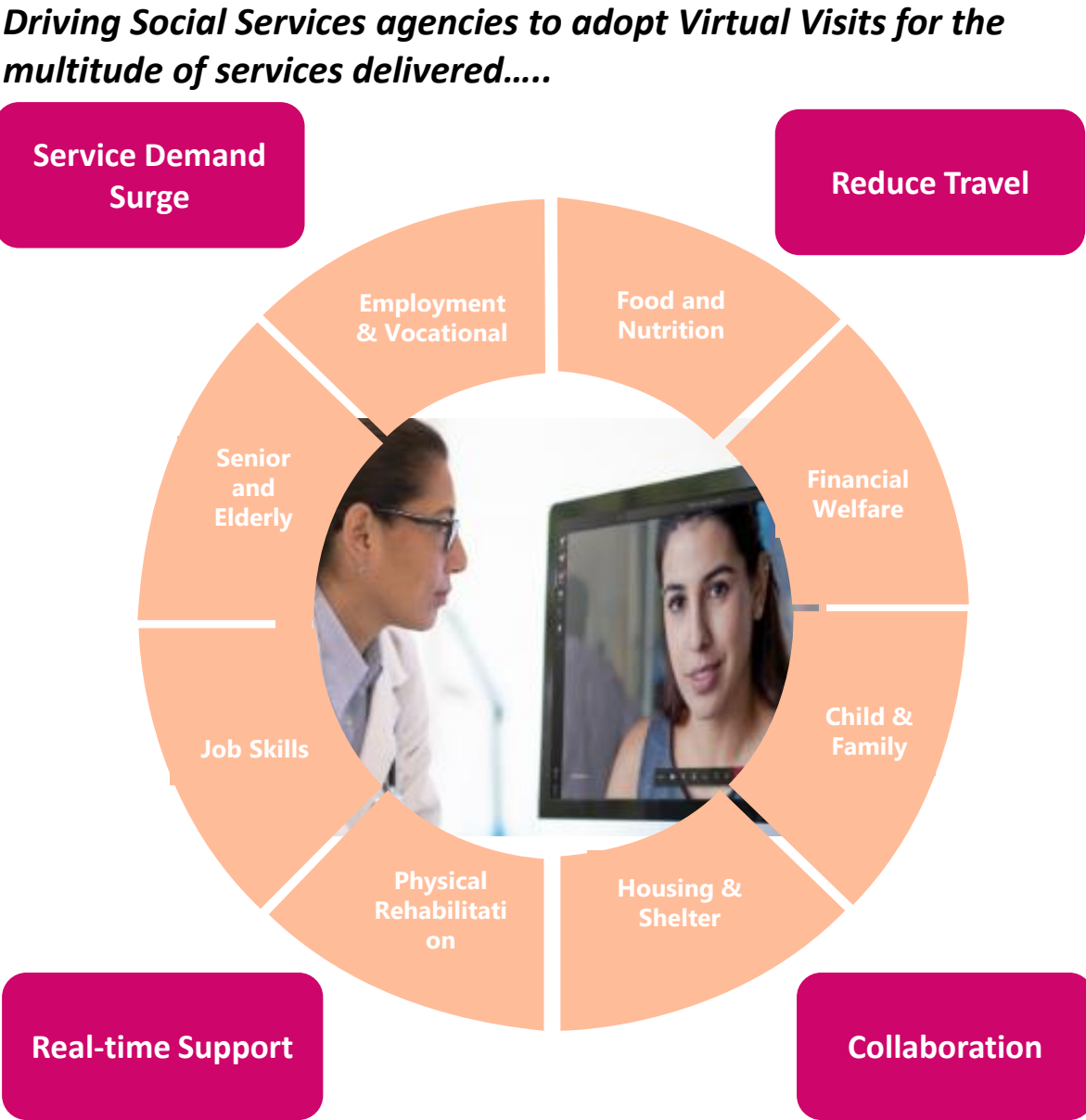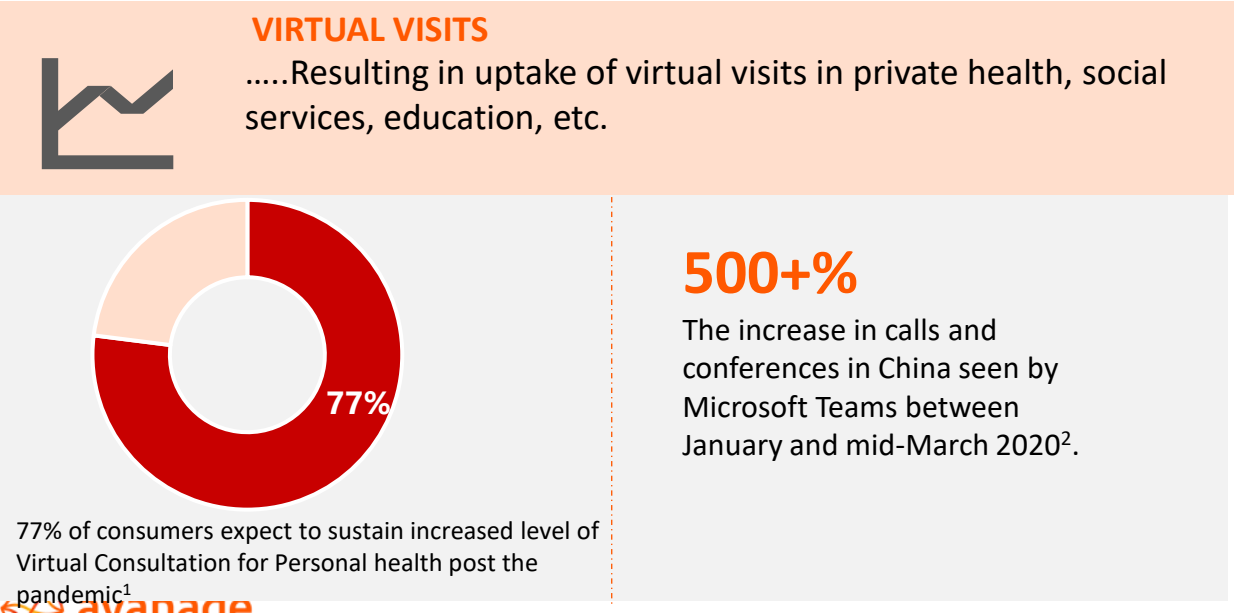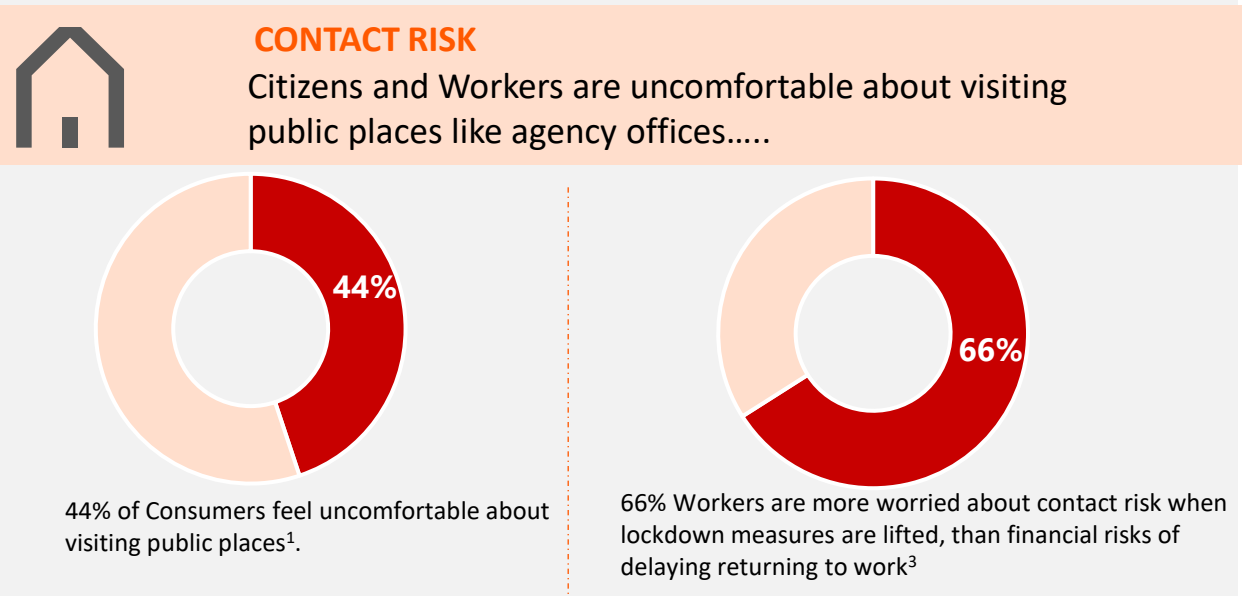**Adapt more easily** to changing tech via a single connected platform

Delays cost airlines

$28B

every year

Teams brings together the critical pieces of an aircraft turn for a more reliable and better operation

avanade
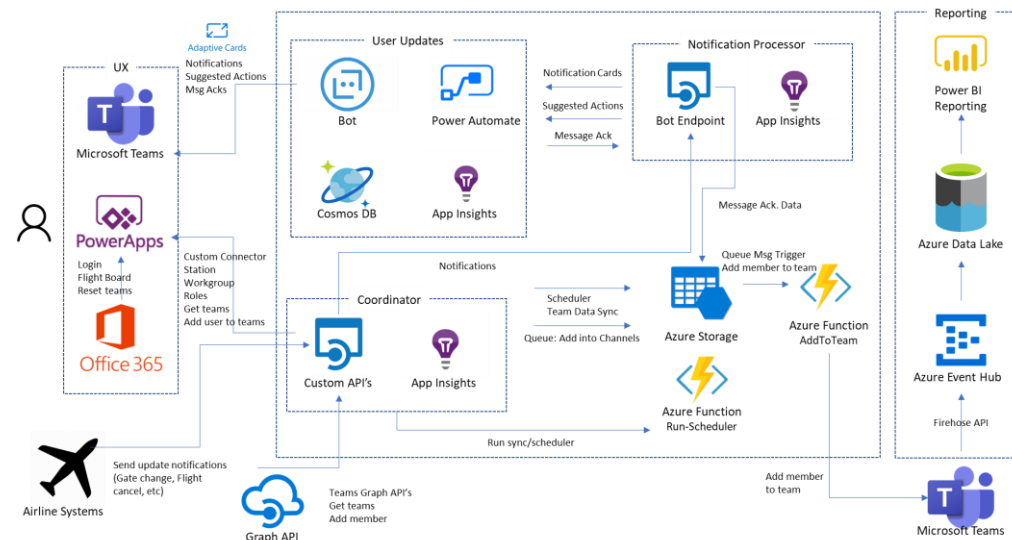
Enhancing how society functions – Social Services & Virtual Visits

CONTACT RISK
Citizens and Workers are uncomfortable about visiting public places like agency offices…..

44%

44% of Consumers feel uncomfortable about visiting public places[1].

66%

66% Workers are more worried about contact risk when lockdown measures are lifted, than financial risks of delaying returning to work[3]

VIRTUAL VISITS
…..Resulting in uptake of virtual visits in private health, social services, education, etc.

77%

77% of consumers expect to sustain increased level of Virtual Consultation for Personal health post the pandemic[1]

500+%
The increase in calls and conferences in China seen by Microsoft Teams between January and mid-March 2020[2].

Driving Social Services agencies to adopt Virtual Visits for the multitude of services delivered…..

Service Demand Surge

Reduce Travel

- Employment & Vocational
- Food and Nutrition
- Senior and Elderly
- Financial Welfare
- Job Skills
- Child & Family
- Physical Rehabilitation
- Housing & Shelter

Real-time Support

Collaboration

avanade

Leverage Teams to drive business value

Engage employees

- Corporate, plant or store communications
- Employee collaboration, recognition & engagement
- Pulse surveys
- Scheduling & shift swapping
- Learning & development
- Manager development

Serve customers

- Assisted selling
- Upselling
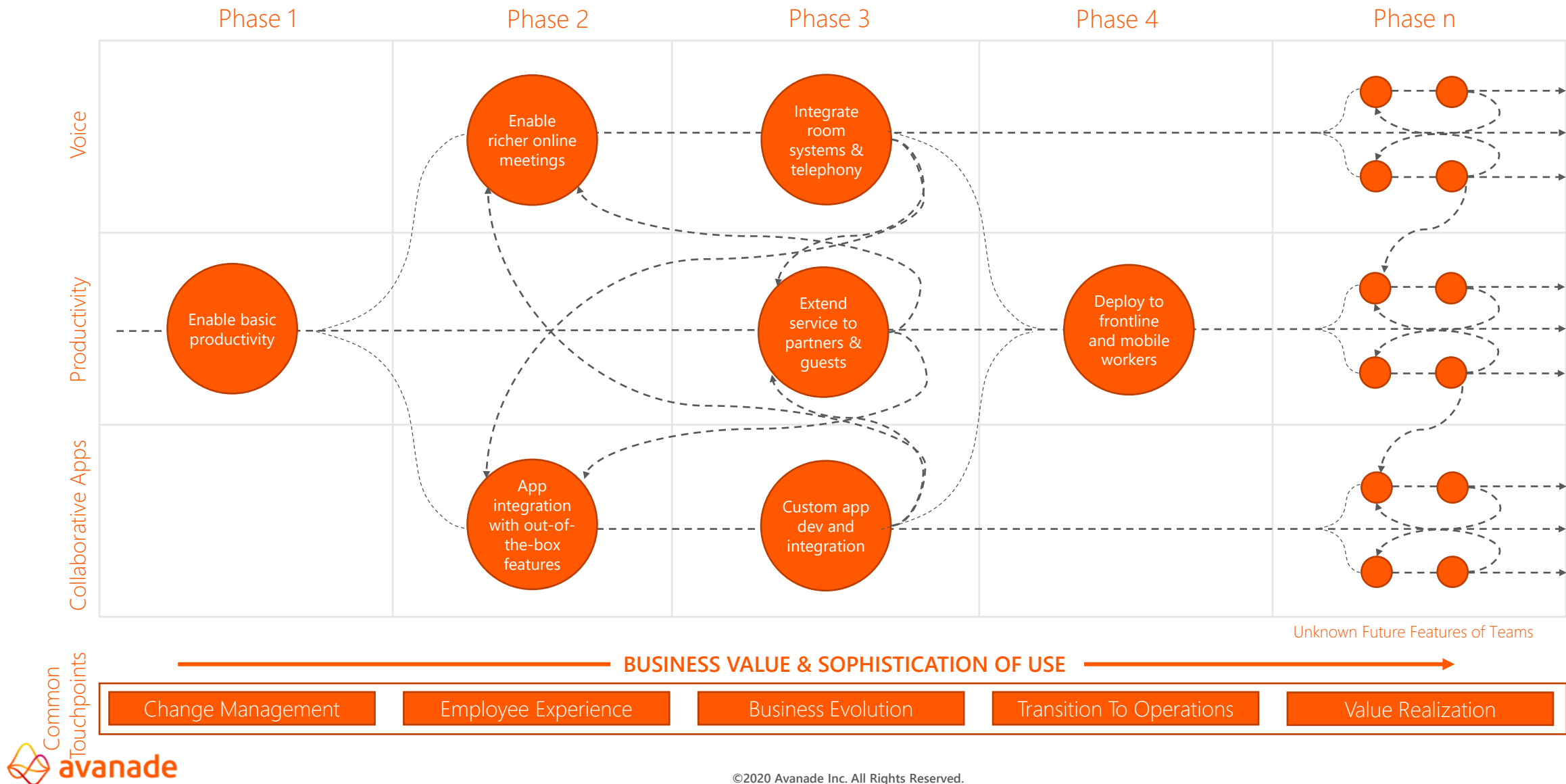- Promotions

Optimize operations

- HR self service
- Onboarding
- IT self service
- Product service
- Inventory and ordering
- Route optimization
- Reporting and dashboards
- Best management practice sharing

Transform products & services

- Feedback to product development and marketing
- Best manufacturing practice sharing
- Best service practice sharing
- Ideation management
- Design collaboration

Realizing the full value of Teams is a journey with many pathways

Phase 1 | Phase 2 | Phase 3 | Phase 4 | Phase n

Voice

- Enable richer online meetings
- Integrate room systems & telephony

Productivity

- Enable basic productivity
- Extend service to partners & guests
- Deploy to frontline and mobile workers

Collaborative Apps

- App integration with out-of-the-box features
- Custom app dev and integration

Unknown Future Features of Teams

Common Touchpoints

BUSINESS VALUE & SOPHISTICATION OF USE

| Change Management | Employee Experience | Business Evolution | Transition To Operations | Value Realization |

avanade

Anatomy of a Teams Workflow Application to create that unique employee WX and EX

All Teams workflow applications can be deconstructed into simple building blocks that support the core functionality. Whilst every workflow application is unique, common building blocks can be reused to achieve commonality of design and simplify support

User Interface
(designed for a mobile workforce)

Integrated 3rd Party Applications

Workflow Design

Interface to Corporate Data Systems

Analytics and Reporting Engine

End to End Security

Application Lifecyctee Mgmt
(Confuration & Maintenance)

Power Platform
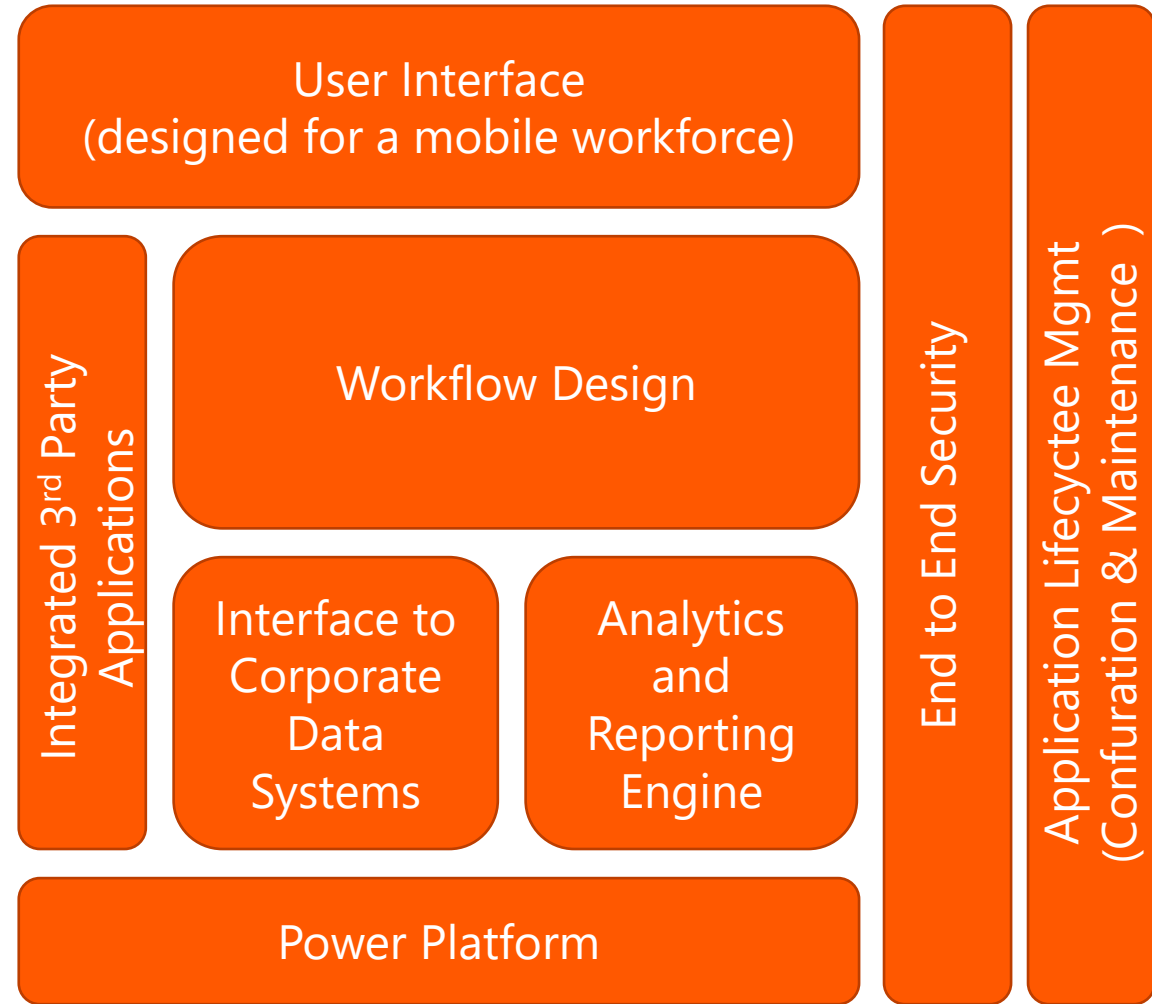
How to Build a Teams Workflow Solution:
Teams Workflow Application Development Engagement Process

s

1 Hour	2-4 Hours	2-4 Days	2-4 Weeks	2-4 Months
FIRST CLIENT BRIEFING	**OPPORTUNITY DEVELOPMENT WORKSHOP**	**RAPID DEMO / PROTYPING**	**PROOF OF CONCEPT DELIVERY**	**MOVE TO PRODUCTION**
Outline the Teams potential and explore the opportunity for Mobile and Front Line Worker Productivity solutions as a major change in business performance	Outline the Teams Platform Capability and explore the Opportunity for Front Line Worker Productivity as a major change in business performance	**DAY 1** : Focus on functionality and user experience while getting feedback through design thinking exercises	starts with understanding of key audience/stakeholders, their expectations, core business challenges and needs.	Create the final production solution. Consider governance, end user adoption and on-going support
	Explore Common and Industry Use Cases	**DAY 2** : Educate on the technology and imagine future potential with an "Art of the Possible" presentation	Work through ideation and storyboarding to collaboratively co-create the ideal experience to meet your employee needs.	Explore further workflow scenarios to enhance employee experience
	Whiteboard Possible Scenarios based on client workforce personas and current business issues	**DAY 3-4** : Deliver revised demo based on Day 1 design thinking outcomes	Iteratively design and build out a demo application based on the outputs from co-creation activities	Upsell to on going Managed Service and evergreen support for the workflow environment
			provide a final POC of the application summarize activities and outputs over the two to four weeks including: user journeys, personas, outcomes,	
Output: Client briefed on Avanade Capability	**Output:** Identify possible workflows and next steps to a design workshop and rapid prototyping	**Output:** Click through demo and working concepts for future design sessions	**Output:** Full working proof of concept	**Output:** Production ready solution

avanade

Managed Teams

Key Takeaways

- Managed Teams Express Services should leveraged to ensure the successful adoption of Teams

- Managed Services provides us with the ability to deliver an on going service for governance, security, workflow and evergreen services – allowing the client to utilise the Teams ecosystems as new capability is exposed

Many Clients find adopting M365 evergreen operations more challenging than anticipated

49% of organizations are challenged by Evergreen, the rest haven't realized the situation they are in[1]

83% handle changes as individual projects—and fall behind as a result

39% of Microsoft 365 changes in 2019 required a project or significant consideration around the user impacts

Automation and a new operational approach are required

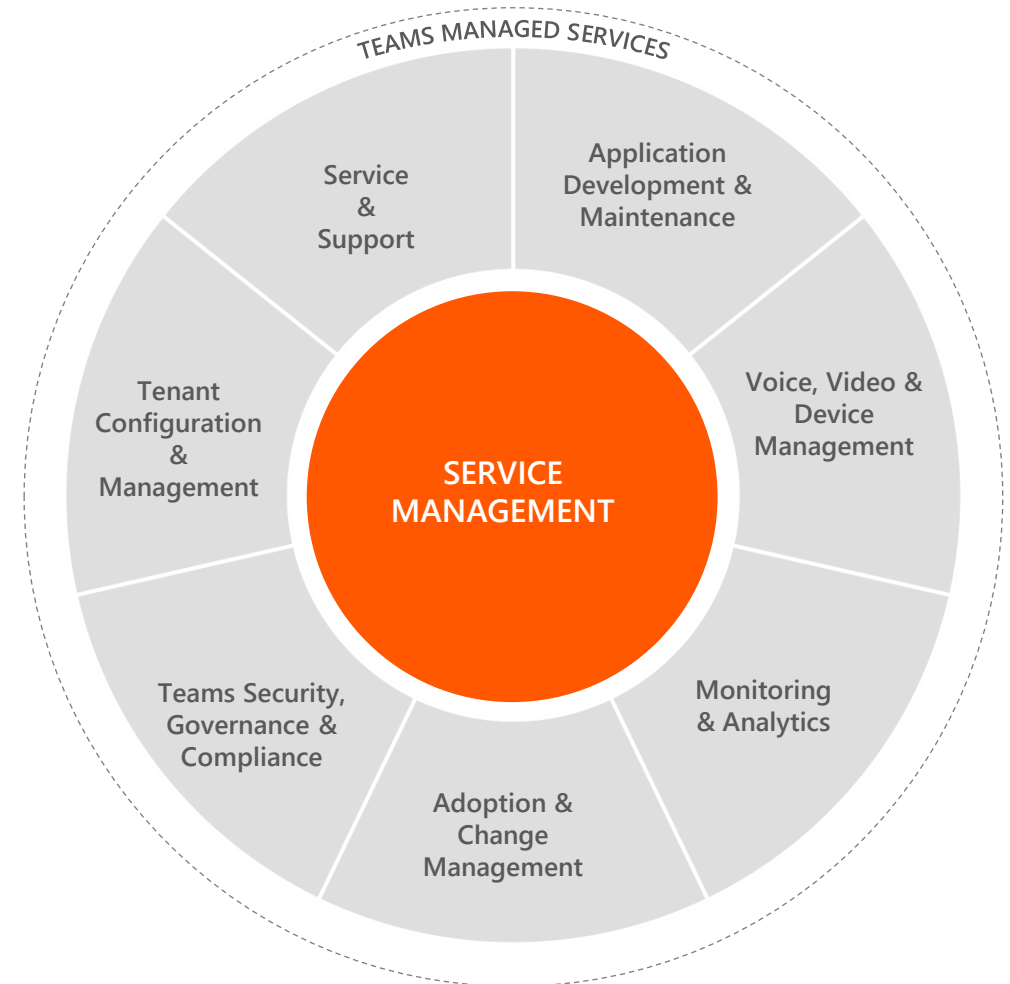1. Vanson Bourne Research 2020

INCREASING VOLUME OF CHANGE

x2

x6

2018	2019	2020
104 Changes	684 Changes	1128* Changes

* Projected based on first quarter changes
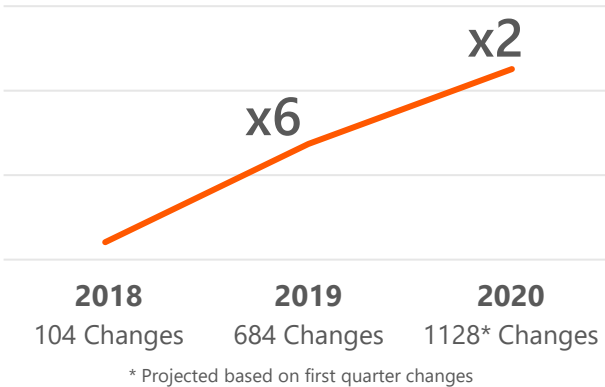
2019 IMPACT VS EFFORT ANALYSIS

Implementation Effort	Low	Medium	High
High	126	58	24
Medium	119	115	26
Low	115	68	33

User Impact

avanade

Teams Managed Services help you drive continuous WX improvement

- Manage evergreen changes and support changes to your operating model

- Proactively improve the user experience over time across communication, collaboration, and applications

- Develop and support powerful apps, integrations and new capabilities

- Maintain continuous security and compliance in a dynamic environment

- Keep users productive with responsive support and expertise across integrated products

TEAMS MANAGED SERVICES

Service & Support

Application Development & Maintenance

Tenant Configuration & Management

SERVICE MANAGEMENT

Voice, Video & Device Management

Teams Security, Governance & Compliance

Monitoring & Analytics

Adoption & Change Management

avanade

Teams Express Managed Services

Avanade's Teams Managed Services helps clients to reduce Evergreen platform risk, continuously improve employee experience and optimize business operations.

No matter where you're at with your journey to Teams having a proper strategy to ensure the health and stability of your Teams deployment is a must. Without the right toolset, skills and visibility it becomes more challenging to ensure that your environment will continue to operate at its best.

Utilizing Avanade's Teams managed services allow our customers to shift resourcing focus from engineering to innovation, strategy and business needs.

Teams Express
- Subset of our full service
- "Keep the lights on"
- Support your people during the crisis
- Use native Teams capabilities
- Manage only what you need & use to minimize cost
- Based on KPIs

FULL TEAM MANAGED SERVICES
- Service & Support
- Application Development & Maintenance
- Voice, Video & Device Management
- Monitoring & Analytics
- Adoption & Change Management
- Teams Security, Governance & Compliance
- Tenant Configuration & Management

TEAMS EXPRESS

SERVICE MANAGEMENT

Full Teams Managed Services
- Maximize the full value of Teams
- Enriched by our partner ecosystem
- Proactively provide and maintain the best experience
- Based on experience level agreements (XLAs).

Avanade's Teams Express Managed Services provides:

24x7 Microsoft Teams management and support, complementing what you, Microsoft, and other vendors already provide

———————————————

Proactive and reactive L2/L3 incident management and monitoring and service management using KPIs

———————————————

Escalation, communication and coordination with Microsoft for L4 support if required

———————————————

Support team, tools and process are purpose-built to support the Microsoft Ecosystem

Custom Requirements?

Short term: Access subject matter expertise to augment your team on a capacity basis

Long term: Step up Express to cover features and provide the support you need or speak to us about a custom service for your unique needs

avanade

Avanade: Unbeatable Microsoft experience

Using our unique heritage, innovative culture, and global presence, we have enabled millions of users to gain the benefits of more productive Microsoft technology platforms

14 time **Microsoft Alliance Partner** award winner

18 Microsoft Gold competencies

#1 Deployment Partner for Office 365 and Teams

IDC research shows Avanade's managed services clients achieve a **return of $5 for every $1 invested**

3 Million+ UC&C Seats actively managed

23 million+ mailboxes migrated to Microsoft Exchange

Avanade has **15+ years** in managed services Accenture has **25+ years** in outsourcing

The only systems integrated with access to the ultimate **Microsoft Technology Center Ecosystem**

#1 Microsoft Certified professionals for deploying & administering Office 365

Deployed **10 million+ Office 365 seats** and over 32M workloads—more than any other partner across Exchange, Skype For Business & SharePoint Online

Participation in **20+ Microsoft early adopter programs**

Embedded with **Microsoft FastTrack** migration service, including extended capabilities

avanade

THANK YOU

Q&A

WORKPLACE
WX
EXPERIENCE

avanade