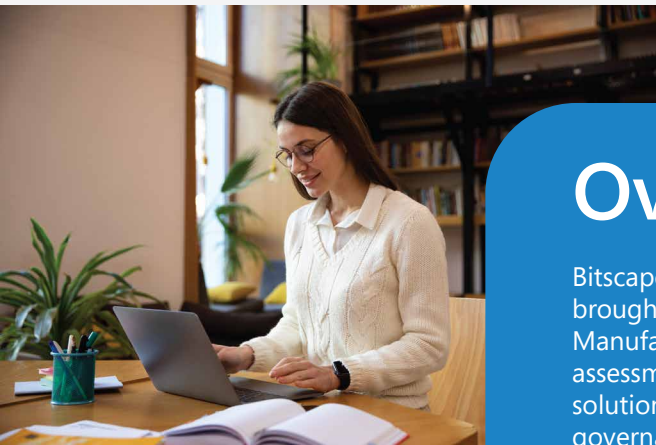




# Equip Your Frontline with the Power of Digital Apps

Empower your Frontline workforce to meet fluctuating business needs by equipping with agile digital power tools. Get better insights with our assessment on how you can streamline your Frontline team operations with digital capabilities and reduce the efforts in real-time.



## Overview

Bitscape is a leading technology consulting company who has successfully brought digital transformation to customers across various industries such as Manufacturing, Retail, ITES, Startup, BFSI and Government. The 2 days assessment service by Bitscape is to help you identify right frontline worker solutions and enable your frontline worker productivity as well as better governance for your organization.

In this 2-day assessment process, we will start with your business process assessment, here our consultants will deeply dive into your operations and get to know how your frontline team operates. They will also gather data from the management team that what exact your requirement is and how you want to digitalize the process. On the very 2nd day of assessment our team will gather market information and consider your business data to create a customized report to let you know how your organization can leverage which digital apps to address your frontline worker productivity. With this you can have multiple options and operational ideas to take the frontline digitalization process further with analytical data on hand.

## Frontline Worker Scenarios

- Managing enquiries and teller
- Processing customers' financial transactions
- Tracking that all customer queries are efficiently attended

- Surveying audiences' behaviors and issues
- Formulate and field test control models designing & cumulating data
- Gather problems faced by respondents i.e., problems in disease diagnosis, tracking & delivering required service, product, or information, and so on.
- Sales order processing
- Answer questions about products and manage orders
- Sales Analysis
- Delivery Processing
- Order Management
- Feedback Gathering

## Enable your Frontline Workforce to Achieve More

### 1. Connect and Engage your Workforce

- Teams chat, voice & file-sharing
- Viva (Connections, Learning, Insights), Yammer
- Praise, Walkie Talkie, Surface, Partner Devices

### 2. Enhance Workforce Management

- Shifts and Tasks in Teams
- Time Clock
- Workforce Management ISV connectors

### 3. Increase Operational Efficiency

- Teams Platform, Power Automate
- Approvals, List, Virtual Visits
- Line of Business apps and integrations

### 4. Safeguard your Business

- Frontline policy packages, Team Templates
- AAD Identity & Access Management
- Microsoft Endpoint Manager, Surface

## 8 Ways how we keep the frontline workforce at the front while deploying our solutions:

1. **Keep frontline workers front and center** of every technical and adoption decision.
2. **Define a problem worth solving** – the what's needed by whom and why before the how.

3. **Ensure collaboration between business and IT leadership** for a solution that solves the problem and aligns with the business needs.
4. **Engage with frontline managers** who often define the ways of working and drive adoption of new technology with their frontline teams.
5. **Leverage the right building blocks** for the solution to solve the problem and meet business needs.
6. **Start simple** for rapid time-to-value.
7. **Capture frontline user feedback** as part of the pilot.
8. **Expand frontline solutions continuously** to drive evolving business outcomes.



## Get in touch with us today

to engage one of our frontline worker solution specialists to discuss how we can add value to your frontline worker scenarios.

# BITSCAPE



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