



PEOPLE EXPERIENCE POWERED BY MICROSOFT VIVA

Sales Deck | April 2023



AGENDA



INTRODUCTION



This presentation will provide an overview of our vision on People Experience and platforms that are essential to transform People experience into your competitive advantage.

We will showcase People Experience platform based on Microsoft VIVA and discuss experiences and capabilities that platform offers for employees and organization.

1. HOLISTIC VIEW OF PEOPLE EXPERIENCE



2. PEOPLE EXPERIENCE PLATFORM- VISION



3. MICROSOFT VIVA – DEEP DIVE



4. NEXT STEPS





Welcome to the **New World of Work**

As the global workforce operates in **hybrid** workplace, companies must find ways to cultivate a strong employee experience without the aid of shared space and physical touchpoints.

At the same time organizations need to act fast to prepare solid foundations for **AI-powered** workplace that will empower employees, drive efficiency and re-define the way we work.

While **knowledge workers** now rely on digital tools to stay productive and connected, at the same time **frontline and industrial workers** were disconnected from digital enterprises for way too long.

Now it's time to change it.

It's time to create new experiences, drive engagement, empower people and move from information to knowledge era.





THE PEOPLE EXPERIENCE ADVANTAGE



Employee engagement

96% of employees with a positive experience feel engaged at work, versus 25% of other employees ¹



Employee retention

97% of employees with a positive experience intend to stay with their company for the next year, compared to 49% of other employees. ¹



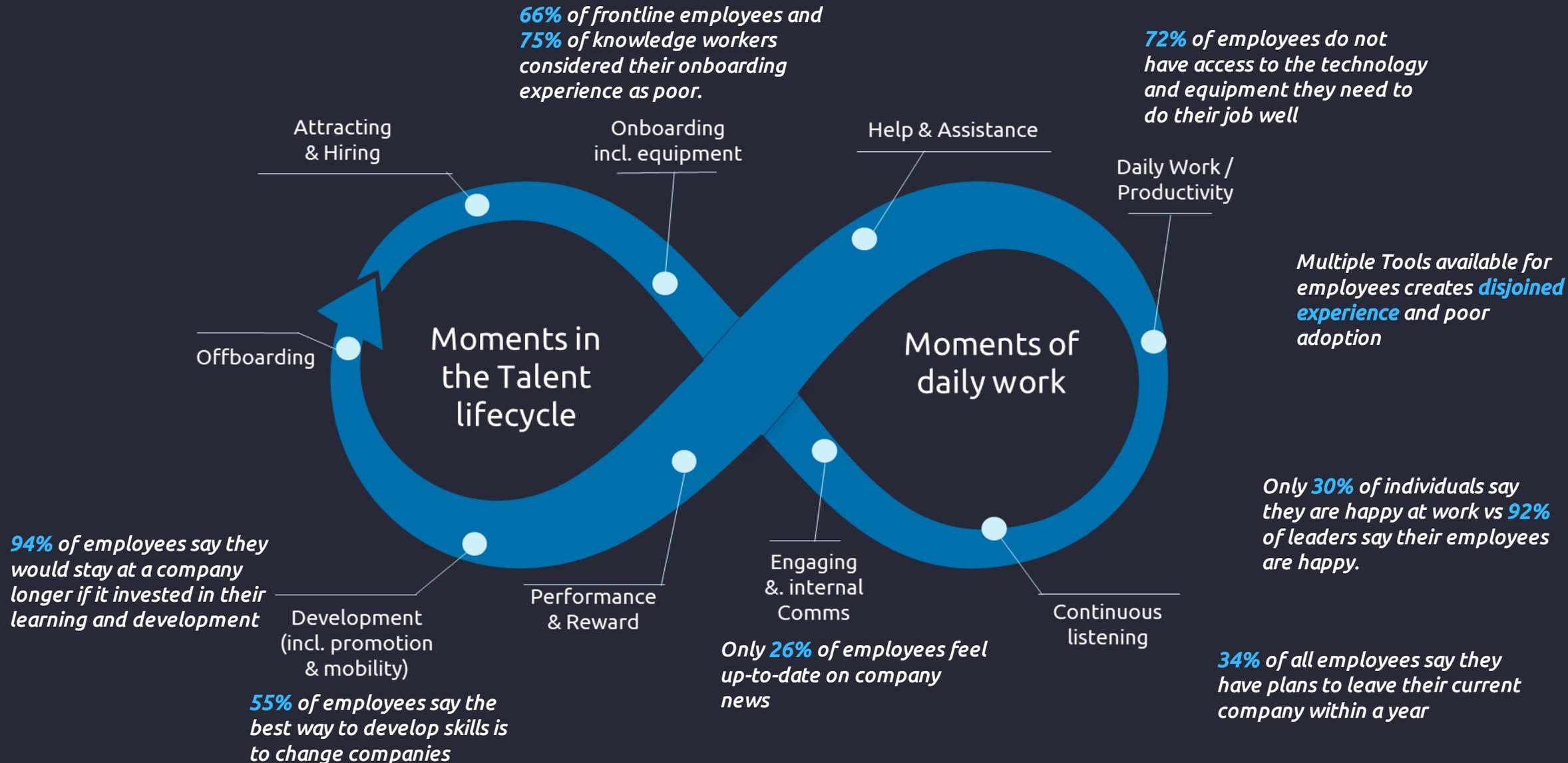
Profitability

Organizations with highly engaged employees have **23%** greater profitability. ²

Sources: 1) [Capgemini Research Institute, Employee Experience Survey, 2022](#); 2) [Gallup](#)

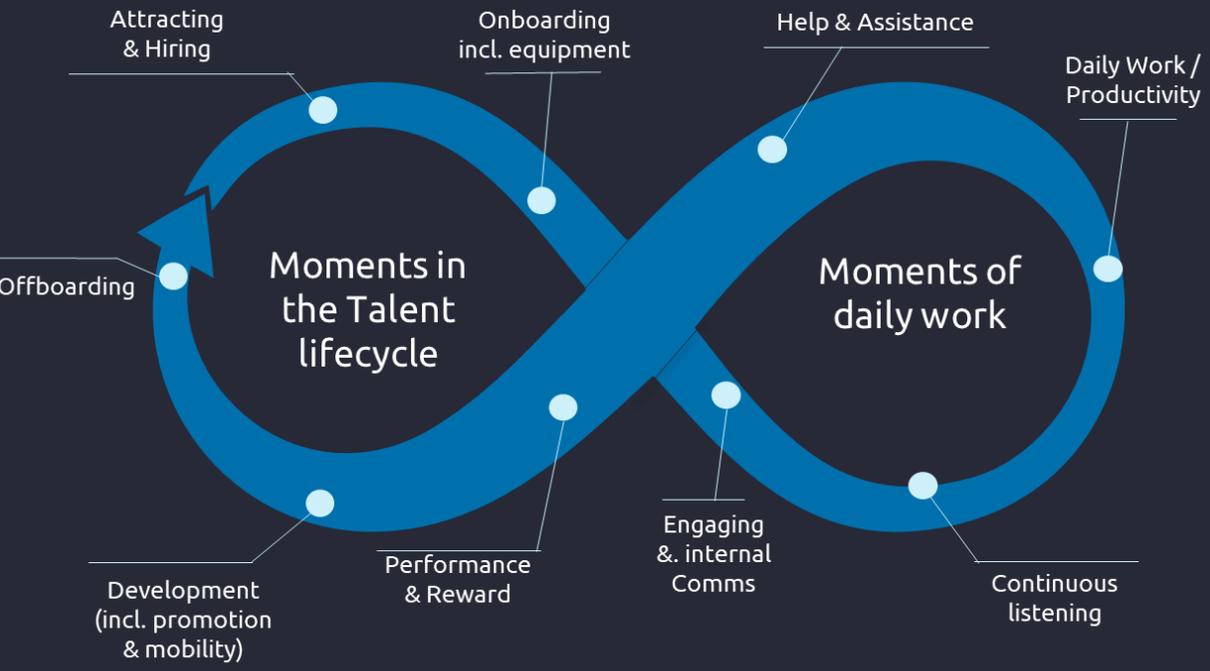


WHAT FACTORS NEGATIVELY IMPACT PEOPLE EXPERIENCE?





DIGITAL PLATFORM IS REQUIRED TO DELIVER VALUE DURING ENTIRE EMPLOYEE JOURNEY AT COMPANY



KEY CAPABILITES



Communications
Announcements, News, Events



Company Resources
Employee Portals and Apps
Workplace Services (pay, benefits, IT, legal, compliance)



Insights
Analytics, Nudges, Surveys
Feedback, Sentiment



Knowledge
People & Experts
Documents & Content
Projects



Communities

- Diversity & Inclusion
- Interest groups
- Team cohesion



Wellbeing
Physical, Mental,
Emotional, Financial



Growth & Development

- Learning & Coaching
- Recruiting, On-boarding & Career
- Talent & Performance Development



MICROSOFT VIVA platform helps organizations create a thriving culture with engaged, empowered employees and inspiring leaders



Viva Connections

Culture & Communications



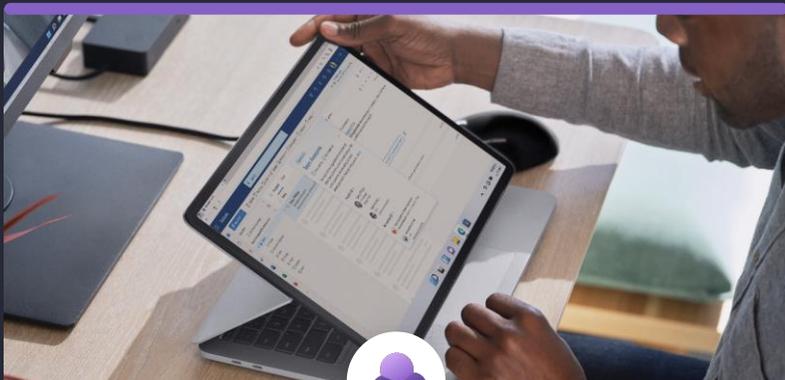
Viva Engage

Culture & Communications



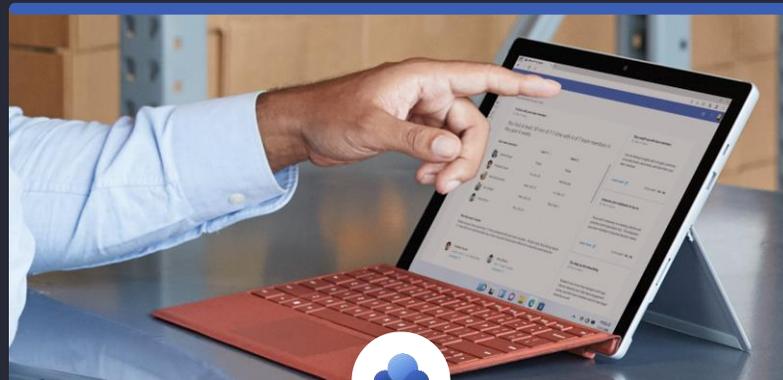
Viva Learning

Growth & Development



Viva Topics

Knowledge & Expertise



Viva Insights

Productivity & Wellbeing



Viva Goals

Purpose & Alignment

The hybrid workplace requires People Experience portal to **create connections and foster engagement** to help your people thrive and to activate contribution



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▪ Diversity & Inclusion
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Viva Connections



Viva Engage



ENGAGING YOUR PEOPLE IS MORE CRITICAL THAN EVER



of employees understand the company strategy

IBM



of employees feel up-to-date on company news

Gallup



of employees indicated that their organization offers too many separate tools, apps, and resources to navigate

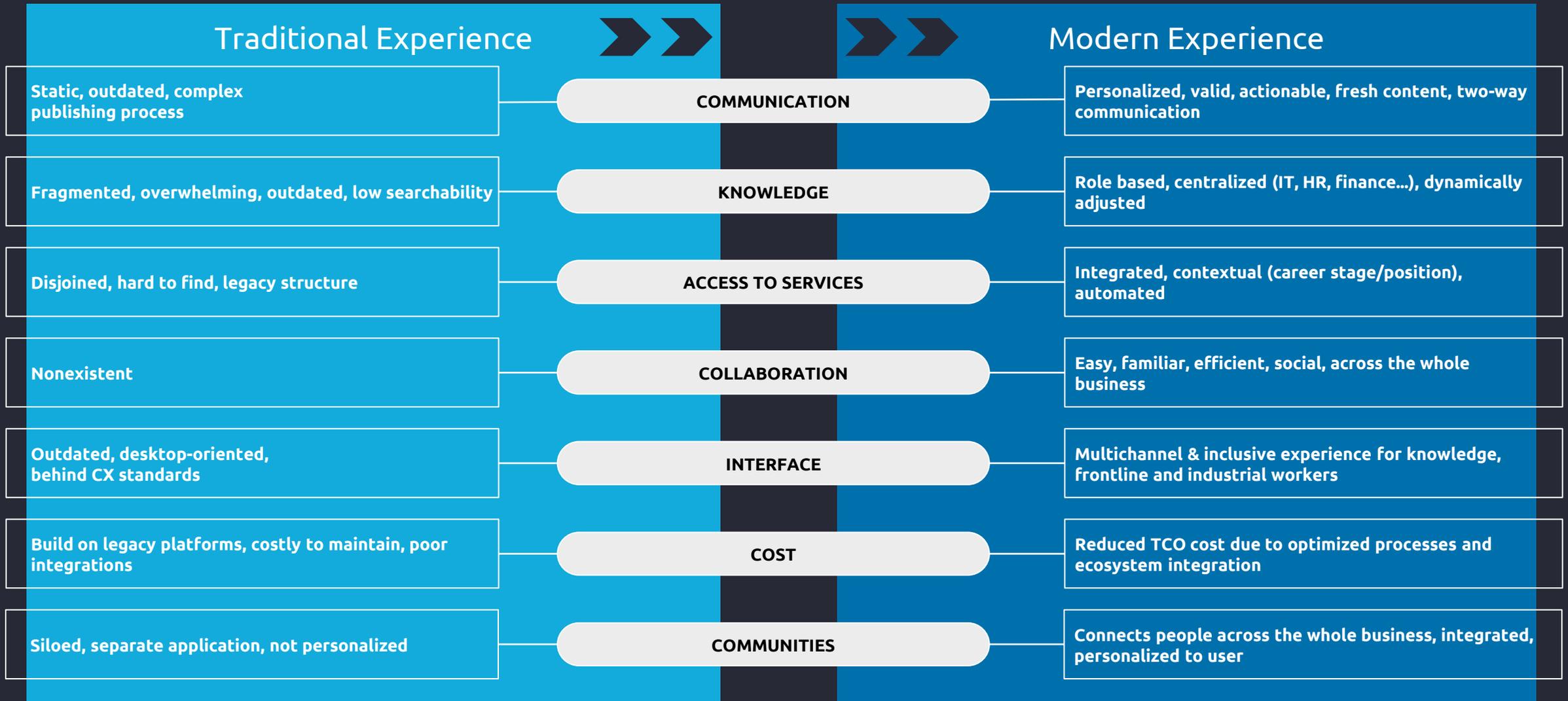
Forrester



Workers toggled roughly 1,200 times each day between apps and websites to do their jobs. This adds up to just under four hours each week reorienting after toggling — roughly 9% of annual time at work.^[1]

Only 28% of employees have access to the technology and equipment they need to do their job well. ^[2]

FROM LEGACY TO MODERN EXPERIENCES



WHAT YOU CAN EXPECT?

Companies with the most dedicated employees are the most successful – people experience portals provides the best use cases for **employee engagement**, personalized communication and value-added peer-to-peer interaction on a global scale:

- **Break down silos** by creating connections, instant access to information - fostering strong culture and engaged & committed workforce
- Enhance communications platform's **user interface and experience** to increase satisfaction and align with current usage trends (mobile first)
- Improve **Executive visibility**, accessibility and transparency
- **Reduce costs** through reduction of overlapping applications and silos, decrease of Leadership communications' costs and reduction of time for content creation.
- **Reduce** business' desire for **shadow IT**
- **Increase employees' retention** by increasing training, development and employee onboarding efficiency
- **Enable development** of communities and knowledge sharing between employees
- Employees have **easy access** to information, tools and resources so they can self provision





JOURNEY TOWARDS VALUE WITH PEOPLE EXPERIENCE PORTAL



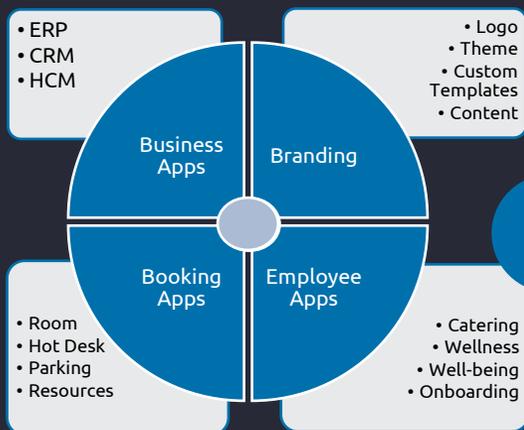
1

Put **people** at the center, gather their needs and combine with business requirements



2

Leverage core platform capabilities & processes



3

Integrate & customize



4

Adopt

GOVERNANCE

PROCESSES

DEPLOYMENT STRATEGY



To enable great People Experience we need to **bring learning content closer and make learning native part of their day**, so your people could easily develop themselves and share knowledge

KEY CAPABILITES



Communications

Announcements, News, Events



Company Resources

Employee Apps, Workplace Services (pay, benefits, IT, legal, compliance)



Insights

Analytics, Nudges, Surveys Feedback, Sentiment



Knowledge

People & Experts Documents & Content Projects



Communities

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Viva Learning

ENGAGING YOUR PEOPLE IS MORE CRITICAL THAN EVER



1%

Employees use only 1% of their workweek to focus on learning new skills

Leading in Learning, Bersin by Deloitte



55%

of employees say the best way to develop skills is to change companies

Workplace Learning Report, LinkedIn 2019



94%

say they would stay at a company longer if it invested in their learning and development

Workplace Learning Report, LinkedIn 2019



84% of L&D leaders think now is the time to integrate learning into collaboration platforms

Fosway Group, June 2020



LEARNING AND WORK ARE DETACHED



LEARNING



WORK



How can we make **learning** a **native part** of **daily work**?

Trainings and courses require additional time and focus

Multiple learning systems: content providers, management systems, experience platforms

Hard to track learning and self-development

Social learning is not supported

Any distractions decrease the effect

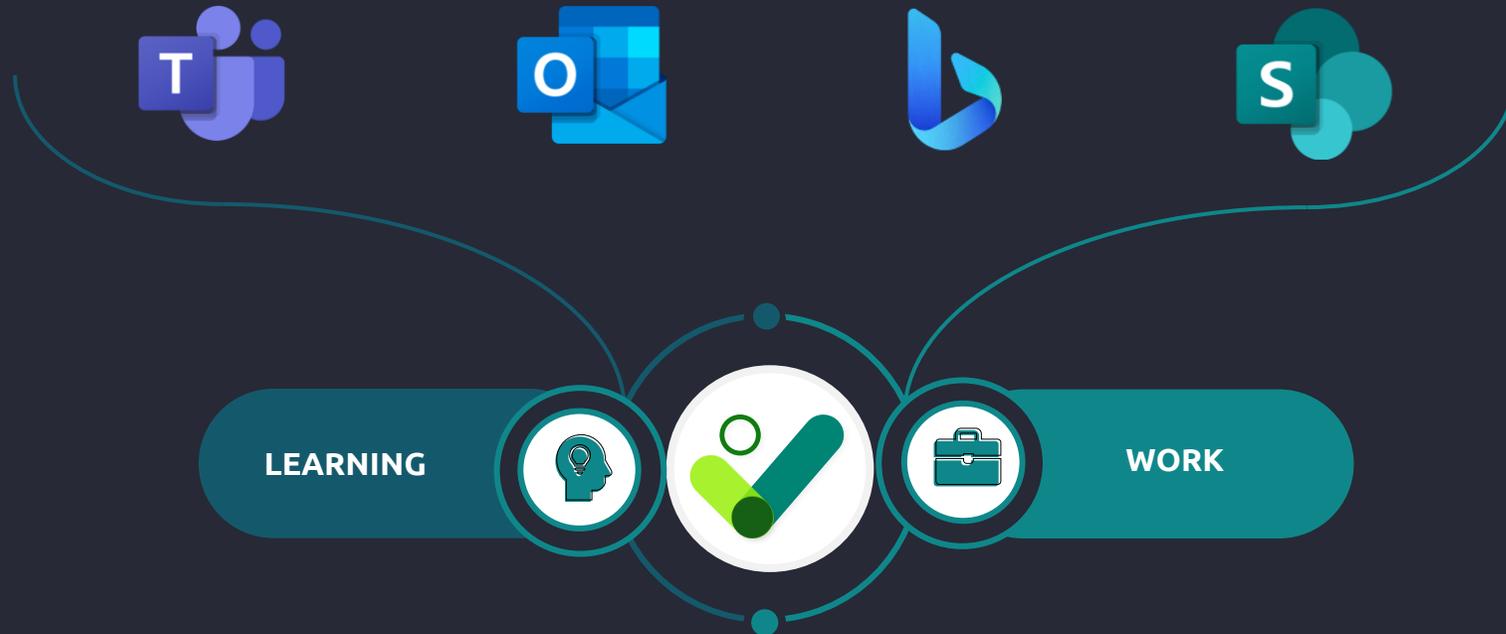
Daily tasks engage employees, so they find it hard to easily develop themselves

No time scheduled for learning specifically during the day

Solving challenges requires to up-skill quickly

No time scheduled for learning specifically during the day

WHAT IS VIVA LEARNING



Viva Learning is:

A **branded app** in Microsoft Teams that is optimized to engage with learning and enhance the learning experiences for employees.

A **gateway** to **corporate learning materials**, with the ability to connect to external Learning Management Systems and learning content providers, and to manage internal learning sources.

Many goals, many tasks, one experience

INTEGRATED LEARNING EXPERIENCE WITH VIVA LEARNING



Learn in the flow of work

Bring learning to the tools and platforms where users already spend their time

Simplified access to the content

Aggregate learning content and tools from different sources in one central hub

Personalized and relevant

Find the right content and develop new capabilities with personalized recommendations and search



LEVERAGE VIVA LEARNING

Features & capabilities

-  **One place** to connect and learn
-  **Personalized** learning homepage
-  **Integrated** learning experience
-  **Curated and managed** training for employees
-  **Insights and actions** to start the day off right
-  **Knowledge and expertise** in the apps you use every day
-  **Visibility** into organizational **goals** and **priorities**

Viva gives people the right content, connections, and experiences they need to grow at every stage of their career.





LEVERAGE VIVA LEARNING

Benefits



Inspire **learning** and **growth** by offering curated **courses**, **reskilling assignments** and **personalized development plans**.



Streamline **new hire** and **new-to-role onboarding** so people can ramp up quickly and thrive.



Make it easy to learn on the job and help employees easily find the **knowledge**, **resources** and **expertise** they need to succeed.



Foster **individual** and **organizational** growth through **networking**, **mentorships**, and **communities**.

Viva gives people the right information, content and tools they need to grow at every stage of their career.



CONTINUOUS LEARNING

The most successful companies transform to enable their employees to achieve more, use best-in-class change techniques to engage and motivate quickly adoption the change, and invest in environment that supports continues learning to drive better digital dexterity.

Employees prepared for the dynamically changing environment and equipped with proper skills to operate



Improved digital dexterity thanks to tailored adoption and learning activities and content

Engaged employees aligned with goals and vision for the change

Higher ROI of technology deployment, as employees use it productively

Focus on digital learning experience enhancing people skills

Higher experience with consistent communication and learning nudges

KEY CAPABILITES



Change Management

Embrace the new



User Research

Understand the Target Audience



Communication

Right message from the right sender at the right time



Gamification

Learn and engage



Learning platforms

Growth & Development



Learning services

Robust Continuous Learning



WE FOCUS ON APPLIED LEARNING, **IN THE FLOW OF WORK** TO BUILD A VALUE DRIVEN AND SKILL-BASED WORKFORCE



Create a “**consumer-grade**” learning experience for employees by leveraging a **purposeful employee-driven, user-centric design**



Improve employees’ digital literacy **reshaping the workforce** to reap the benefits of the intelligent orchestration of humans and machines



Smarter Talent retention **Re/up-skill** the organization closing the employee skills gap based on **continuous learning & skilling**



Development of **effective learning methods, digital content**, and **smarter technology ecosystem** that is synchronous throughout the learner lifecycle



Leverage actionable analytics maximizing the power of data science to generate predictive and actionable insights to channel curated learning



DELIVERING A SKILLED, ENGAGED AND DATA ACCELERATED WORKFORCE



+50%

EFFICIENCIES IN LEARNING OPERATIONS



+30%

LEARNING COST OPTIMIZATION



+40%

TRAINING TIME REDUCTION



~ 60%

DIGITAL LEARNING ADOPTION

OUR KEY ASSETS TO REACH A PERSONALIZED LEARNING EXPERIENCE



PERSONA-CENTRIC DESIGN

Learning is a one-stop shop bringing together the breadth and depth of subject matter expertise with our digital and technology skills and capabilities - including off-the-shelf digital, blended, and classroom courses in a secure and accessible online platform

Single role, process based knowledge transfer

PERSONA-CENTRIC DESIGN

- Onboarding curriculum
- Role based process specific training
- Role based Learning Paths
- Learning Engagement
- Operational Requirements
- HR Administration

IMPROVING ORGANIZATIONAL AGILITY AND EMPOWERING LEARNERS - AT THE RIGHT PLACE AND THE RIGHT TIME

Connected learning to meet specific skills gaps based on personas via Academies

TALENT INTELLIGENCE

Power BI dashboard for customized visualizations

Employee level drill down option. Downloadable excel reports

Business requirement driven comprehensive Talent Analytics menu with role-defined access

Search option for clients/engagements

Key Competency Gaps

Customized filtering options for focused insights

Leverage analytics to drive a tailored learning offering

LEARNING DESIGN PRINCIPLES

STEP 01: Engaging through an exceptional and relevant learning experience
Learner-centric design and business aligned objectives

STEP 02: A blend of social, experiential, formal and informal
The right format for the right purpose, mixing formats for effective learning

STEP 03: Empowering, personalized and self-directed
Learner drives his/her own development, and learning fits individual needs (one size fits one)

STEP 04: Hyper-connected with analytics everywhere
Connected and targeted learning to drive effectiveness (that is measured)

STEP 05: Ubiquitous, just-in-time, on-demand and in context
Learning supports performance on the job. Small learning assets are accessible anytime, from anywhere

STEP 06: A continuous learning behavior
Promoting inquiry, exploring and doing, creating a learning culture

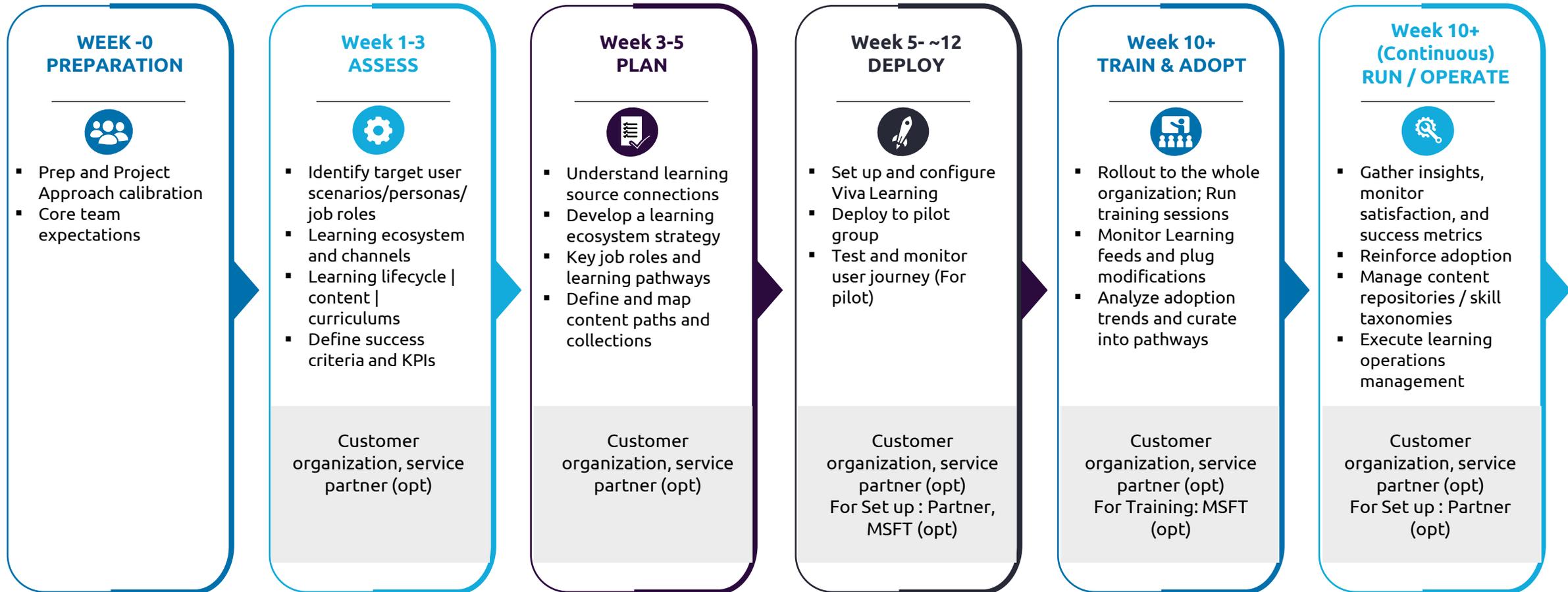
Make learning effective by designing learning holistically, to integrate doing and knowing

D-GEM FRICTIONLESS DESIGN FRAMEWORK





EXAMPLE PROJECT PLAN FOR VIVA LEARNING DEPLOYMENT



Assumptions:

- Check-ins at each mile-stone deliverable
- Reinforcement in the Run stage will be managed by the customer organization



WHY CAPGEMINI ?



E2E capabilities & experience

Comprehensive approach designed to deliver value at any deployment phase

Experienced expert staff with collaborative culture

Unique industry knowledge and expertise

Agile/DevOps delivery

Proven project approach, tools and methods

Reduced time to value

Delivers flexibility, clarity and control

Part of People Experience Portfolio

With an extensive People Experience practice, we help organizations envision and reach their desired future that brings people, technology, process & operations and culture together to create environment where people can thrive.



How We can Help ? End-to-end Service options

Our approach is allowing us to deliver value no matter on which deployment stage you are.



ASSESS & DESIGN

Assess

- Requirements gathering
- User research
- KPI's and **business goals definition**
- Environment, security and access channels analysis
- Identification of **quick wins & longer-term strategic initiatives** with the prioritization matrix
- Definition of **business case based on insights and findings**

Design

- **Strategic roadmap** and transformation plan **development**
- **Adoption strategy planning**
- **User Experience Design** using User Centric Approach aligned with industry trends and best practices. Iterative & Scalable Design Evolution

BUILD

- **Setup, configure & provisioning** M365 services for VIVA modules
- **Develop and Implement** (in phases):
 - **PoC/Pilot:** Technology Evaluation
 - **MVP with** Out of Box components, must-have requirements and core integrations
 - **Rollout (in waves)** in alignment with the organization's priorities. Regional/department level customizations, 3rd Party solutions integrations.

ADOPT

- Adoption and communication strategy execution
- **Stakeholder engagement**
- Measure success and track adoption against goals;
- **Training & Communication** plan execution
- **Adoption and Communication sustainability** strategy development
- Adoption of sustainability initiatives to **reinforce platform use**

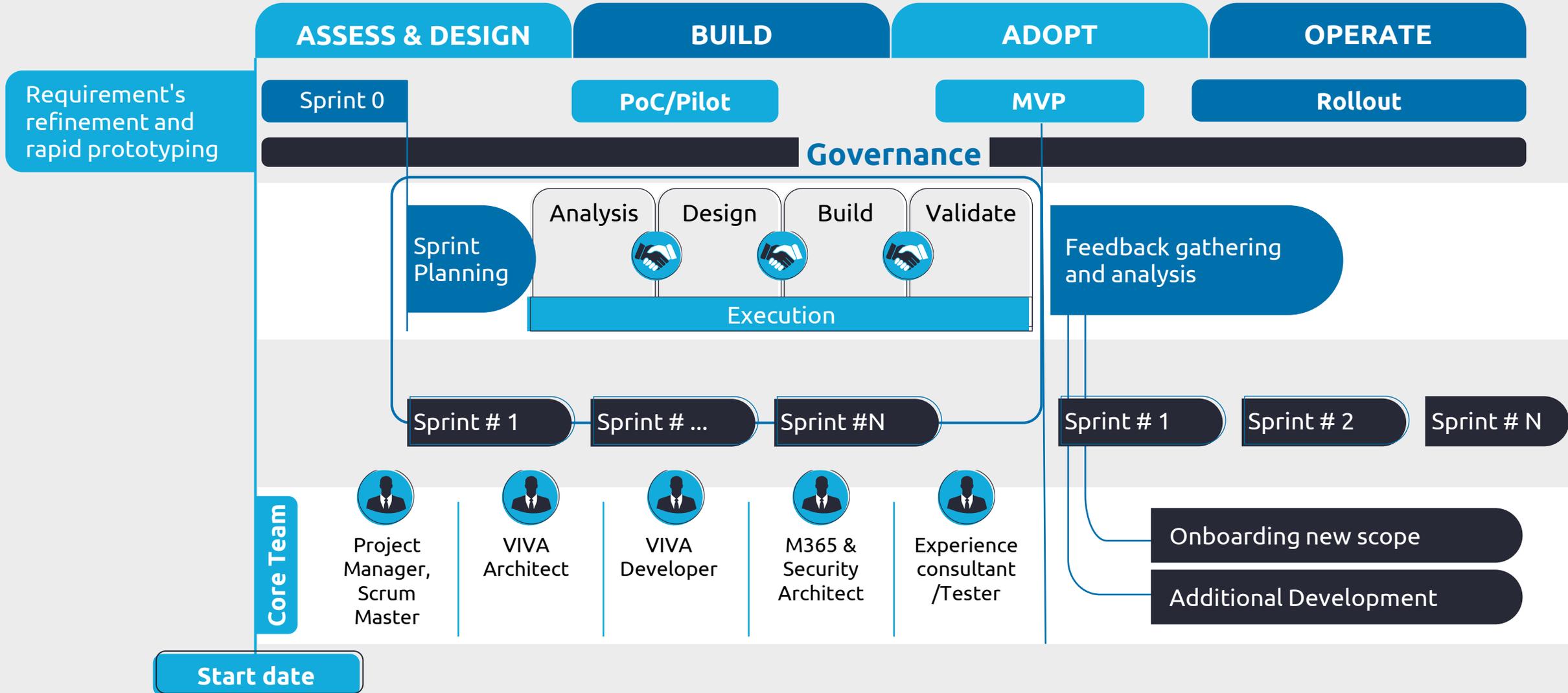
OPERATE

- **Ongoing platform management, support, and development**
- **Execution of adoption sustainability initiatives** to reinforce platform use and support strategic objectives
- Ongoing **Training & Communication**
- Build and manage **Contextual learning** as per skill taxonomies
- Ongoing evaluation of new business requirements, **new platform capability and service design** for new workloads



EXECUTION MODEL – AGILE DELIVERY

Our approach assumes delivery in sprints that are providing flexibility and control you need.





LET'S TALK HOW TO LEVERAGE **MICROSOFT VIVA** AND TRANSFORM **PEOPLE EXPERIENCE** INTO **YOUR** **COMPETITIVE ADVANTAGE.**

Start today and request demo-driven discovery workshop to:

Discuss your business challenges and priorities around people experience.

Evaluate people experience scenarios enabled through People Experience portal capabilities.

Map business objectives and scenarios to Microsoft Viva capabilities.



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 360,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2022 global revenues of €22 billion.

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