

**Cognizant**

# Employee Experience

**Powered by: Microsoft Viva**



October 2021

# framing the conversation

// Employee Experience: A POV

// Getting Started

// Who we are

In Organizations with a global and mobile workforce the Employee Experience becomes the backbone of the organization.

Our Employee Experience offering helps to improve **productivity** and **engagement** of the employee while **simplifying** the way work gets done.

**65%**  
of employees  
are looking for  
a new job  
right now<sup>[1]</sup>

Workplace benefits and more workplace flexibility, such as the ability to work remotely full-time or on a hybrid schedule are among the top reasons for finding a new job.

## Future of Work...



**48%** of employees will work remotely some or all the time by 2023<sup>[2]</sup>



**74%** of the companies plan to permanently shift to more remote work post Covid-19 <sup>[3]</sup>



**36%** of executives say the loss of corporate culture is the biggest challenge to hybrid work <sup>[4]</sup>



**48%** of companies will change processes to become less dependent on employee institutional knowledge <sup>[5]</sup>



# The driving force for any business is **its people.**



## Profitability

Organizations with highly engaged employees have **21%** greater profitability.<sup>4</sup>



## Employee satisfaction

**94%** of employees say they would stay at a company longer if it invested in their learning and development.<sup>3</sup>



## Retention

Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.<sup>1</sup>



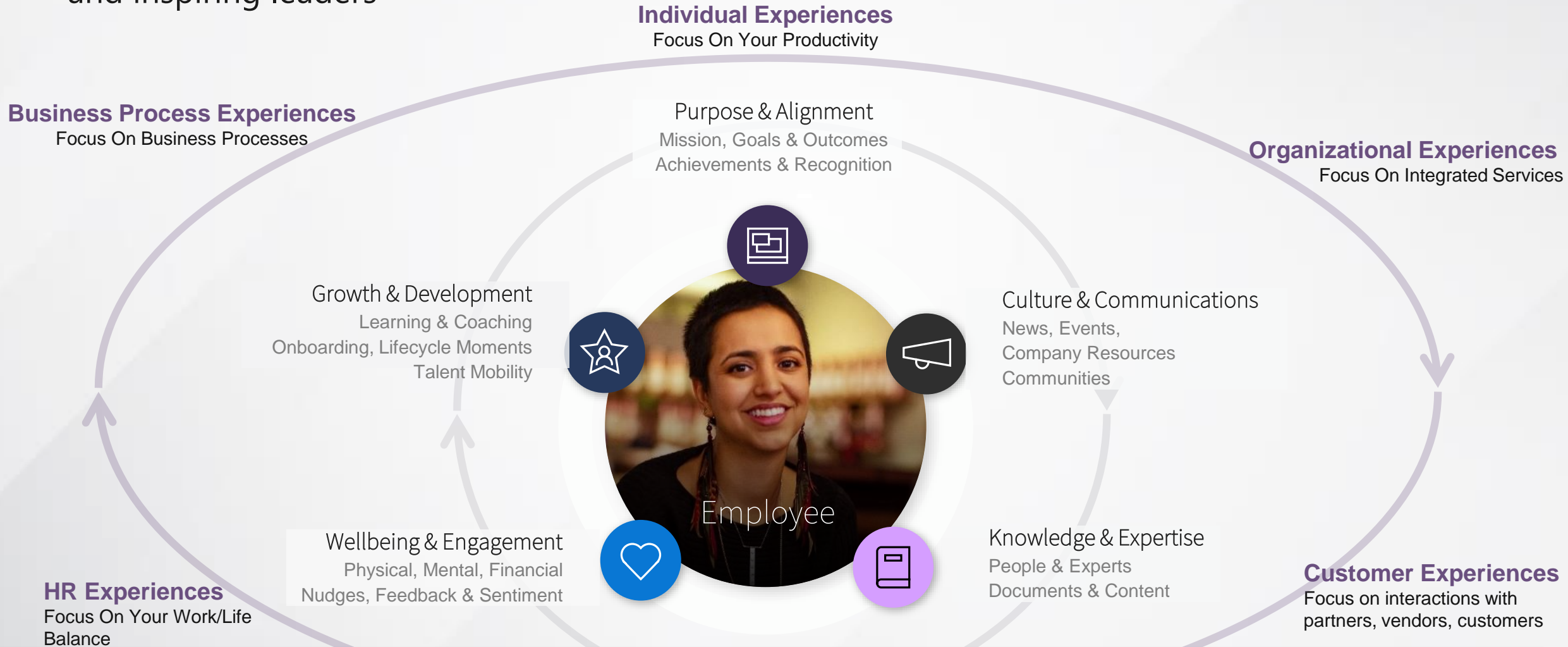
## Engagement

**86%** of top-performing companies reported that digital training programs boosted employee engagement and performance.<sup>2</sup>



# What is an Employee Experience Platform (EXP)

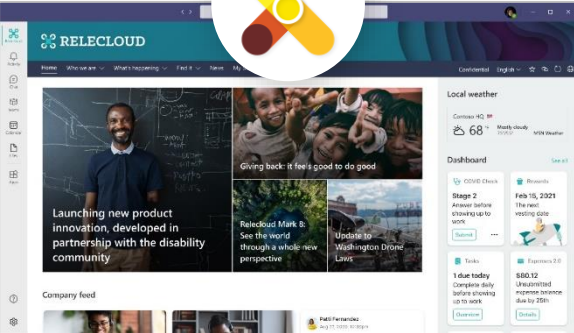
A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders



# Microsoft Viva

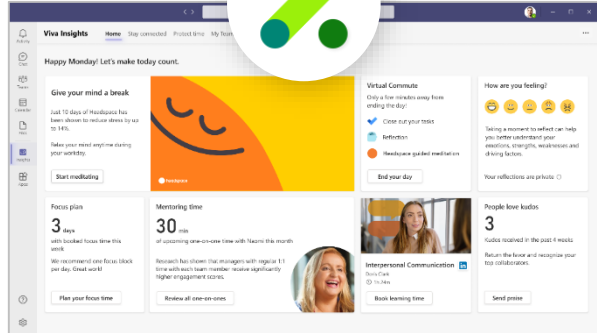
## Employee Experience Platform for the Digital Era

### Employee Engagement Portals & Applications



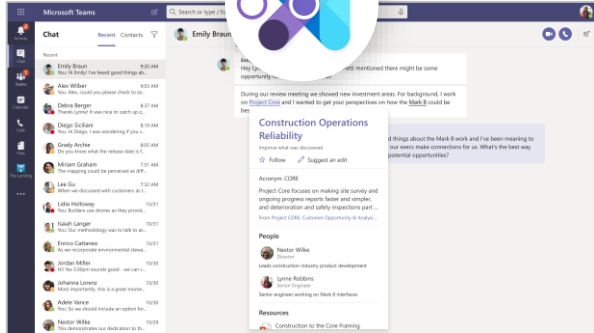
Viva Connections

### Contextual Analysis



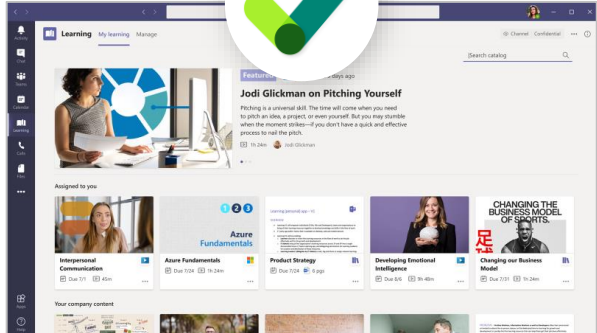
Viva Insights

### Intelligent Content



Viva Topics

### Learning



Viva Learning



Viva Platform and Ecosystem



ERP

HCM

LMS

Content

Apps

CRM

Wellness

Many more...

# We are **reshaping employee experience**

## VIVA INSIGHTS

Business Value Workshops



Rapid  
Application  
Modernization

### Business Strategy Roadmap

Cognizant worked with the client to map and strategize how Viva Insights can bring overall satisfaction and productivity for their workforce

**Strategy Roadmap** for implementation and adoption

**Business Value Strategy** detailing ROI, persona mapping, and more

## VIVA TOPICS

Increase employee satisfaction update business processes



Employee  
Experience

### Employee Centric Collaboration

Cognizant's workshops and RAMP program enabled a company to extend and transform existing business processes sitting on legacy technologies. Through an employee centric approach, custom POCs were developed to complete and transform thoughts into actions, allowing a complete business case to be developed putting the **employee at the center of the experience**.

The solution will be deployed globally supporting **25,000+ employees**

## VIVA TOPICS / LEARNING

Transforming towers into single pane of Glass



Application  
Service  
Foundries

### EX Modernization

Cognizant is working with a leading communications provider to transform and consolidate their legacy applications into a high value employee experience, reducing complexity and driving a single pane of glass experience for a variety of otherwise disjointed systems.

**High fidelity integrated solutions** for employees with new features and reduced cost.

**Faster time to Market**

## VIVA TOPICS / SYNTAX

Extending Enterprise Solutions



Cloud  
Foundation  
Accelerator

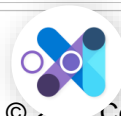
### AI Enabled Search and Content Management

Cognizant leveraged proprietary EX-Connector tools to integrate multiple search data sources into Viva Topics and Syntax.

**14 Million** documents defined

Microsoft Teams **Search enablement** for searching topics and content

AI document **learning** for specific content types





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# Getting Started...

Rapid Application Modernization Program – Microsoft Viva (RAMPv)

# RAMPv

## Workshop Objectives

Realize the benefits of Employee Experience platform

Facilitates more productive conversations which are outcome-based

Provides recommendations to address specific needs for business continuity



# Employee Experience Workshops

## Employee Experience with **Microsoft Viva**

A three-phase engagement that provides an overview of the **Art of the Possible**, and deep dives across the Viva suite with **Topics, Connections, or Learning**.



**Viva Connections**  
Culture and communications



**Viva Topics**  
Knowledge and expertise



**Viva Learning**  
Skilling and growth



## Employee Experience with **Microsoft Viva Insights**

A three-phase engagement that provides an overview of the **Art of the Possible**, and a deep dive into **Viva Insights**.



### Assess

- Gather information on key business scenarios
- Define scope
- Identify business stakeholders
- Introduce Microsoft Viva



### Art of the Possible

- Showcase employee experience transformation
- Microsoft Viva overview with selected pathways
- Demos and immersive experiences



### Build the Plan

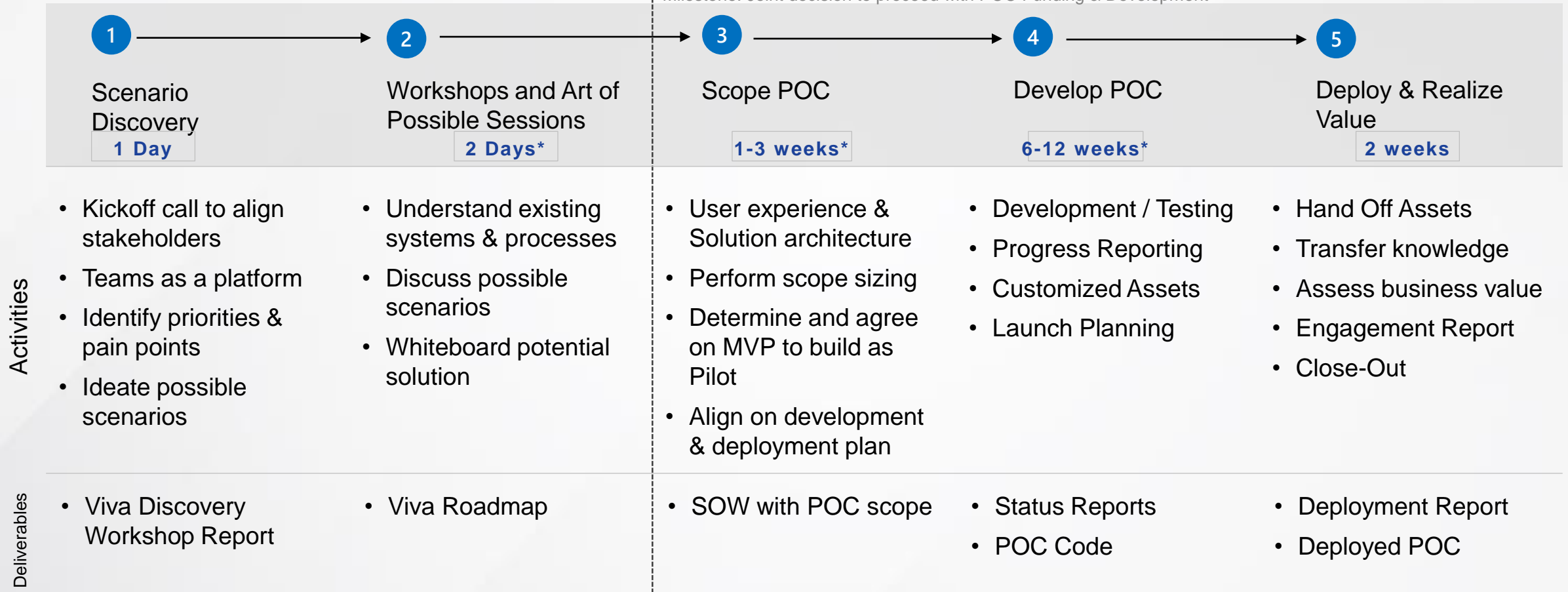
- Build upon your newfound knowledge and pair it with your unique business challenges
- Prioritization of scenarios and next steps built into a plan



# Workshop Engagement Model

Enable customer-defined line-of-business scenarios by envisioning & developing

Milestone: Joint decision to proceed with POC Funding & Development



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# Who we are...



# Commitment to Industry

From the start, our industry-first approach to business problems has helped us see the unseen and deliver continuous modernization.



## Retail

### Microsoft Cloud for Retail Partner

- 9 of the top 30 Global Retailers
- 3 of the Leading US Airlines
- 3 of the World's Leading Restaurant Chains
- 3 of the top 4 Global Distribution System Companies



## Financial Services

### Microsoft Cloud for Financial Services Partner

- 7 of the top 10 Global Insurers
- 33 of the top 50 US Insurers
- 17 of the top 20 North America Financial Institutions
- 10 of the top 10 European Banks



## Manufacturing

### Microsoft Cloud for Manufacturing Partner

- 10 of the top 15 Industrial Manufacturers
- 6 of the top 15 Chemical Manufacturers



## Automotive

### Microsoft Cloud for Manufacturing Partner

- 9 of the top 10 Automotive OEMs



## Energy

- 5 of the top 10 Utilities in North America
- 5 of the top 10 Electric Utilities in Europe
- 4 of the top 6 Oil & Gas Super Majors



## Defense & Intelligence

### 2020 Microsoft POTY Government Industry for Data & AI

- 2020 Tech Market View – 'One to watch' for the public sector
- 2021 Global SI Partner of the Year Finalist



## Healthcare

### Microsoft Cloud for Healthcare Launch Partner

- 16 of the top 20 Healthcare Plans
- 3 of the top 5 US PBM Companies
- 30 of the top 30 Global Pharmaceutical Companies
- 12 of the top 15 Medical Device Companies
- 9 of the top 10 Biotech Companies



## Media & Communications

- 7 of the top 10 Communications Service Providers
- The top 3 Cable Providers
- 4 of the top 5 Studios
- 6 of the top 10 Book and Education Publishers
- 3 of the top 5 News Publishers
- 6 of the top Media Companies

## Innately Industry-centric



Trusted Microsoft Partnership



Global Scale & Experience



Digital Talent & Knowledgebase

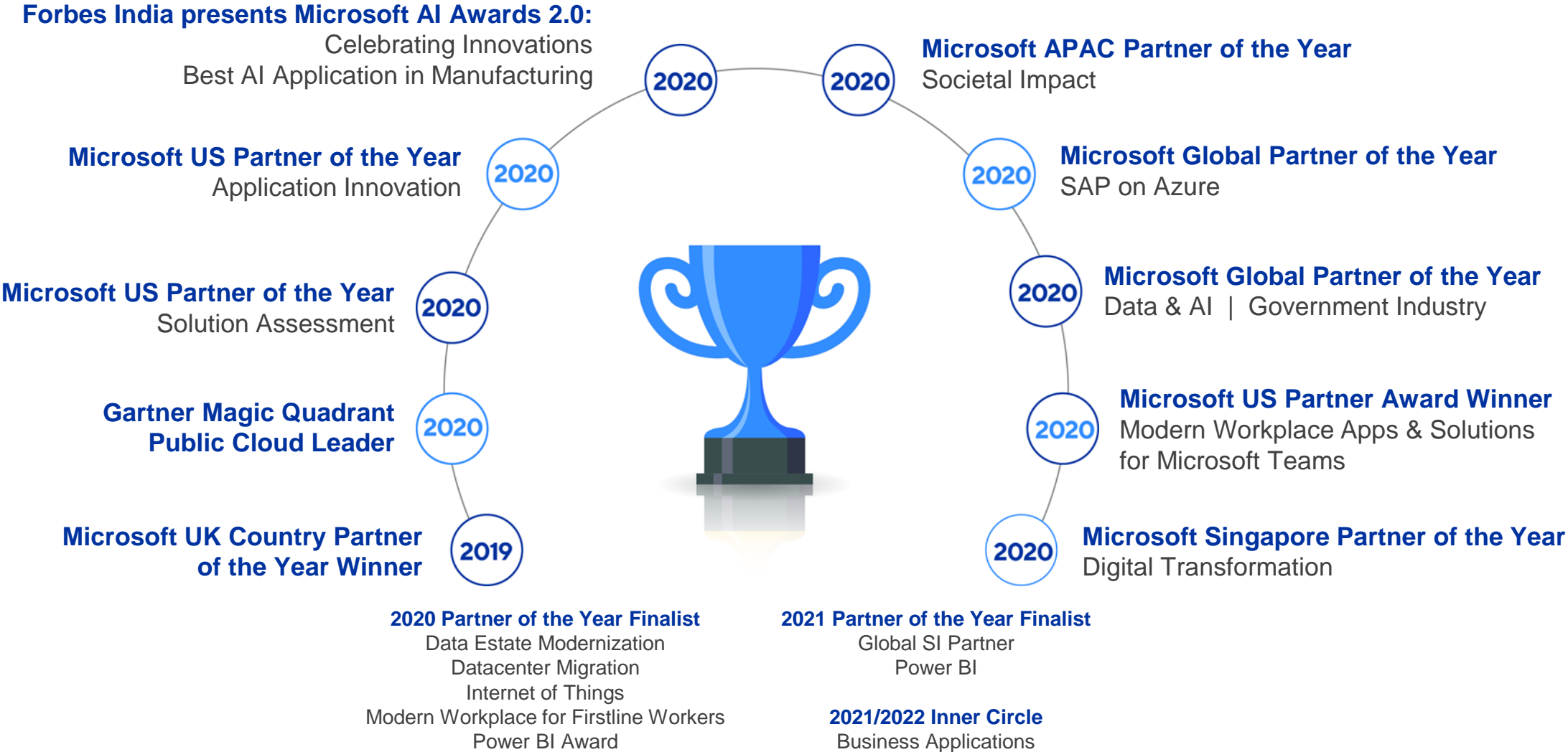


Platform Native Experts



Digital Operating Model

# Microsoft Awards



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# Questions?



## Learn more

For more information and to find out more about Cognizant, visit <https://www.cognizant.com/modernworkplace>

Connect with us...

<https://forms.office.com/Pages/DesignPage.aspx#FormId=B8QI3rkZfUKf6O3yVDAMpziyolZM5fZOg35sXcW-dnJUNIZLQU84QU1IUzg3SINVUMUZMRk83VEk4Qy4u&Preview=%7B%22PreviousTopView%22%3A%22None%22%7D&TopView=Preview>

## ABOUT COGNIZANT

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us @Cognizant.



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