TRANSFORMING THE FRONTLINE

Frontline Worker Transformation to Microsoft 365

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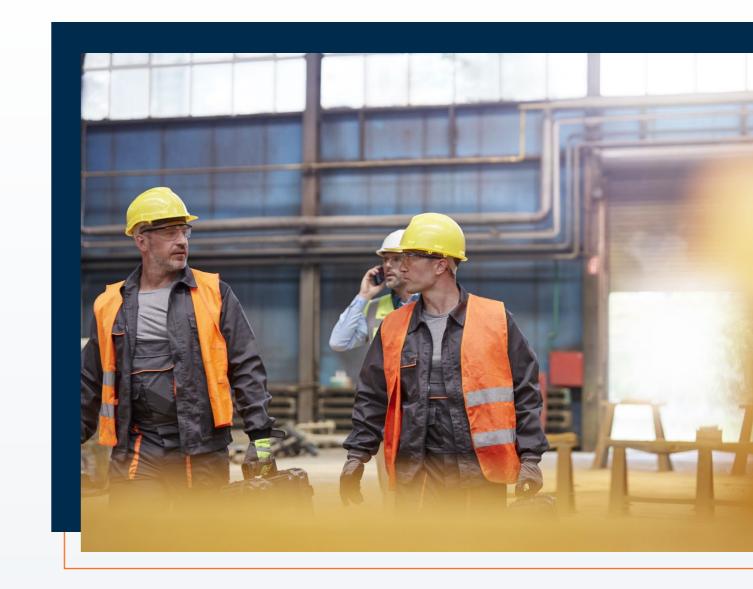
Microsoft

Manufacturing: Digitization have not yet empowered the business

Digitization have begun but not yet empowered the business. Ever expanding customer needs and faster evolving product offerings is key to stand a chance against new competitors.

CHALLENGES

The frontline workers have been left out of the journey of digitalization even though they started it by digitizing. There is a clear need for better communication and collaboration throughout the entire manufacturing process from production units to warehousing.
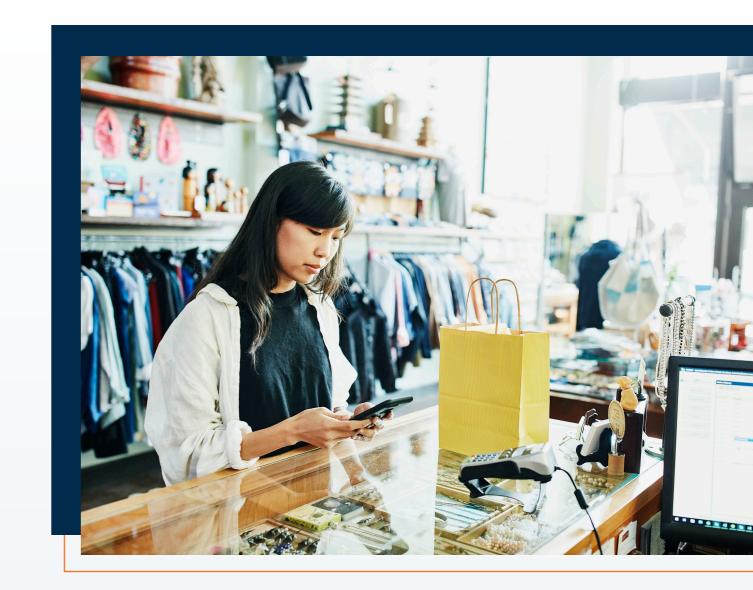
IDEAL SOLUTION

Manufacturing companies need a playbook to structurally help the frontline workers improve their processes and ways of working to deliver faster and retain the quality to accommodate the customer needs.

DESIRED OUTCOMES

A more engaged and empowered workforce will give your organization higher employee satisfaction, more innovating solutions and accelerated production.

Retail: Empowered employee knowledge

Digitalization have not yet empowered the sales floor. Ever expanding customer satisfaction and an evolving customer experience is key to stand a chance against new competitors.

CHALLENGES

The frontline workers have been left out of the journey of digitalization and there is a clear need for better communication and collaboration throughout the entire sales floor from visual merchandising to management.
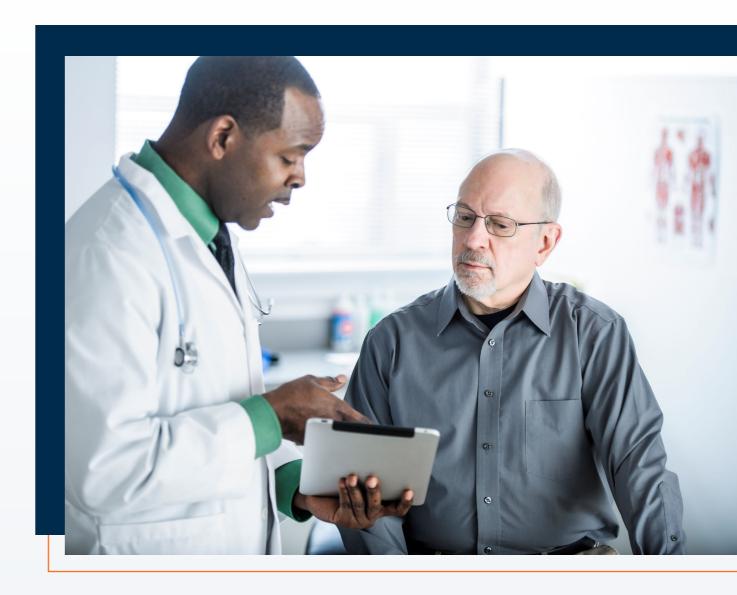
IDEAL SOLUTION

Retail companies need a playbook to structurally help the frontline workers improve their knowledge management and ways of working to deliver better field expertise and retain the quality of service to accommodate the customer needs.

DESIRED OUTCOMES

A more engaged and empowered workforce will give your organization higher employee satisfaction, more innovating solutions and more satisfied customers.

Care:
Enable employee communication

Digitalization have not yet empowered the entire care and medical fields. Helping care personnel focus more on quality and less on technology and staying updated improves patient care.
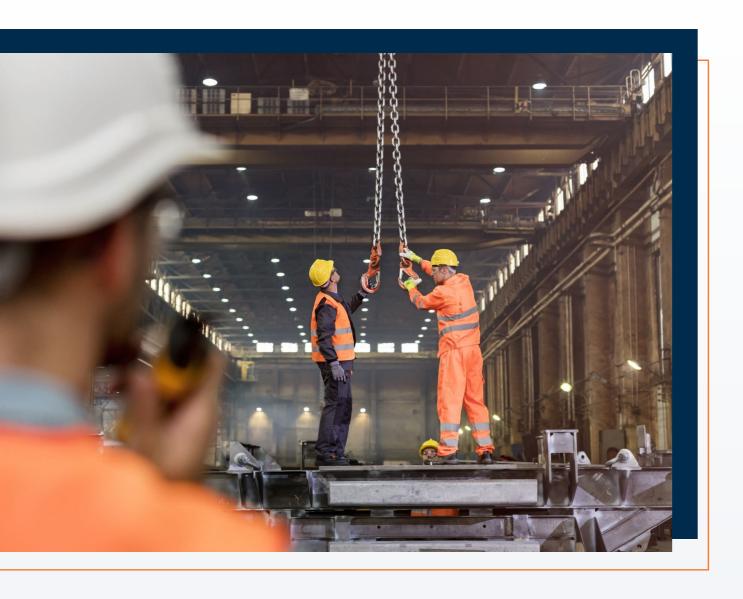

CHALLENGES

The frontline workers have been left out of the journey of digitalization and there is a clear need for better communication and collaboration throughout the medical fields from care and nursing to doctors.

IDEAL SOLUTION

Medical and care organizations need a playbook to structurally help the frontline workers improve their communication, collaboration and ways of working to deliver better quality care and focus on patients.

DESIRED OUTCOMES

A more engaged and empowered workforce will give your organization higher employee satisfaction, more innovating solutions and more satisfied customers.

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Frontline Transformation

Get a complete playbook to digitize, update processes and create new ways of working for your most important functions – the frontline worker.

1 Vision and Business Plan

Get a vision with the introduction of Microsoft 365 linked to opportunity analysis to develop new digital ways of working.

2 Digitization Playbook

Get a playbook for how to enable digitization, optimize processes and change the way of working for your frontline.

3 Realize full potential of Microsoft 365

Efficiency and realization of the investment in Microsoft 365 is found in cooperation with the front line.

Included in Coligo Frontline Transformation package

To perform transformation effectively a proven and methodology is preferred. Coligo Frontline Transformation is a full package for business decision and how your organization can build the competence to continuous implement together with the business. This includes a pre-study that defines business value, goals and how to measure success. Together with selected representatives from the business a proof of concept is defined and upon decision a coupe of transformation plays implemented as pilots.

The result is a ready to run playbook for each target group within the frontline.

DEFINED BUSINESS VALUE AND GOALS

- Vision statement
- Goals and measurements
- Envision (workshop series)

PROOF OF CONCEPT (PoC) AND PILOTS

- PoC for business decision
- Plays piloted on target group
- Evaluation and enhancement

TRANSFORMATION PLAYBOOK

- Target groups defined
- Plays per target group
- Executable by internal organization
  Coligo support for implementation is available

Coligo Frontline Transformation & Microsoft 365

With Microsoft 365, productivity and efficiency can increase, as both modern technology and changes in working methods are introduced. For Frontline Workers, ways of working are intertwined with processes. That's why processes must change together with new ways of working. The customer do not have the expertise nor the methodology to meet this challenge at scale. At Coligo we have a proven method, a toolbox with proven tools as well as certified change specialists and technical specialists to make this happen.

Coligo Frontline Transformation moves the customer closer to Microsoft with greater use of technology realizing their investment into Microsoft 365.

A HOMOGENOUS WORKPLACE

Get a workplace that enables productivity and continuous improvement through your entire workforce

FUTURE PROOF YOUR DIGITAL PLATFORM

A platform with fantastic opportunities for automation and integration that is always up to date with personnel that is up for the task

REALIZE THE VALUE ALREADY INVESTED

Develop new digital working methods and way of working and use your investment to include the need for your employees in the frontline

Channel partner success: Municipality pre-study for care personnel

During Covid-19 the customer recognized several critical areas due to the restrictions implemented to limit the spread of the virus. Areas of focus were digitizing and automating tasks, clear communication between care personnel and management as well as shift management. The pre-study identified these areas and quantified the effects om implementing solutions.

Time saved with shift information and handover
If interruptions were limited, at least 4 minutes could be saved per person and shift which accumulated to a lot of time. *This did not include time to regain focus for interrupted managers.*

Limit need for kiosk computer access to once per day
Efficiency could be improved when care personnel got access to information. If access was granted in mobile devices instead of kiosk computers at least 12 min could be saved per person and shift.

7 800 000 SEK savings per year
Implementing the solution would save the customer at least 7 500 SEK per care worker and year. The customers focus were to improve quality of care and employee satisfaction savings were therefor allocated to improve this further.

Realize all benefits of Microsoft 365 with Frontline Transformation from Coligo

Call for more information: +46 8 21 44 66

Ask a question via email: info@coligo.se

Learn more: https://www.coligo.se/

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