



## THE CHALLENGE

Recent years and associated events have impacted the world and forced businesses to change their working environment into a new hybrid-working culture that appears to be here to stay.

This has changed the way employees now work but these changes have introduced several challenges, not just technically, but more importantly physically. The 'making a coffee' chats have been replaced by back-to-back/ad-hoc Teams chats that have consequently impacted on social interaction, and hence reduced engagement with their managers and the business.

The challenge today for businesses concerns how to engage, connect, and support their employees in this new way of working. Providing an environment that empowers employees to connect, develop and thrive; to help develop stronger relationships with their managers, has become increasingly important to organisations as they seek to engage, support, and help employees achieve their potential.

This Microsoft Viva Insights Express Start service provides an opportunity to test drive the functions and features available from a rich employee experience platform; and to leverage the benefits of the information that it provides to the enterprise in supporting and empowering your employees.

The service offers the following key outcomes:



Agree scope and success criteria with the business for Microsoft Viva Insights engagement



Configure and enable Microsoft Viva Insights, and support adoption to the managers and leaders



Demonstrate the standard Microsoft Viva Insights reports to available and how these can be used by managers and leaders

## SERVICE OFFERING

Computacenter will provide a Viva Insights accredited technical professional to work with the technical and business stakeholders to deliver a Viva Insights Express Start for a small subset of managers and leaders, and their teams. The service is typically delivered over a four-week period and includes activities such as the activation of Microsoft Viva Insights licences, the enablement of managers and leaders to access and utilise the dashboards available to them; and to demonstrate some of the standard reporting available from Viva Insights.

The customer-specific scope, and success criteria, for this service are captured and agreed at commencement of engagement that will result in a tailor-made Microsoft Viva Insights Express Start that meets the expectations of each individual business.

### Define & Configure

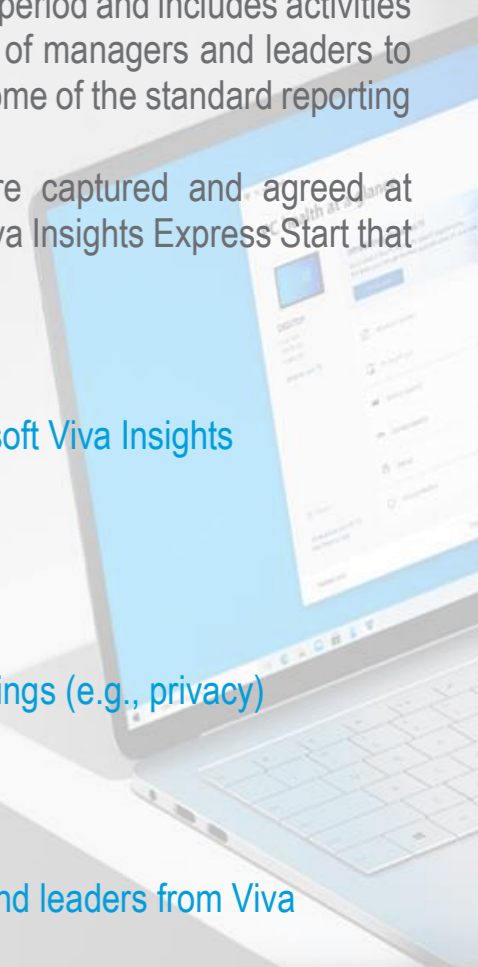
- Envisioning workshop to highlight key features available from Microsoft Viva Insights
- Define scope and success criteria for the Express Start service
- Define roles and responsibilities
- Assign Viva Insights licences

### Enablement

- Implement roles, responsibilities, and additional feature/security settings (e.g., privacy)
- Import organisational data
- Configure Microsoft Viva Insights

### Reporting

- Demonstrate the dashboards and reporting available to managers and leaders from Viva Insights
- Produce 'Ways of Working' presentation
- Present "Ways of Working" to managers and leaders



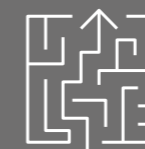
## SERVICE OUTCOMES



Insights  
Configured



Support business  
adoption

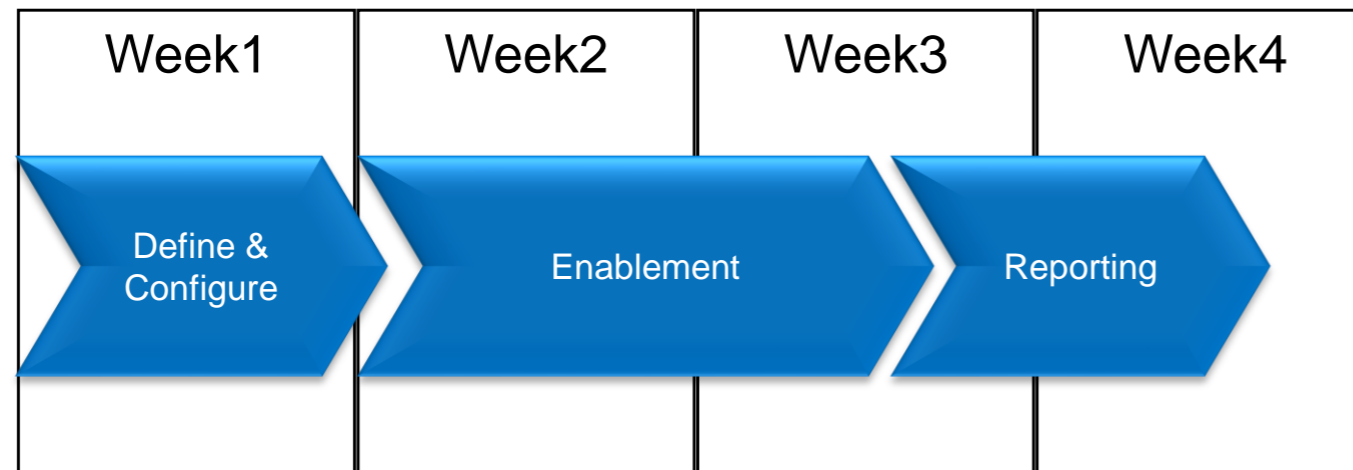


Reporting  
demonstrated

## OUR APPROACH

The service will typically be delivered over a 4-week period and is characterised in the following ways:

- Focused on drawing out the individual customer needs and requirements of your specific business
- Configuration of Microsoft Viva Insights to support the adoption by managers and leaders
- Demonstration of standard informational dashboards and reporting available to the business



## WHY MICROSOFT VIVA INSIGHTS

Enabling Viva Insights within your business provides your leaders and managers access to data-driven, privacy protected dashboards that highlight work patterns that affect your employees' wellbeing, productivity and ultimately performance. Viva Insights empowers employees by offering actions that help balance and build better working habits.

And by incorporating additional (i.e., CRM) data into the platform, and by using the advanced tools available, deeper analysis can help identify and address complex business challenges quickly and effectively.

## OUR RELATED SERVICES

Our Viva Insights forms one service in our wider set of integrated employee experience transformation services and associated Managed Services:

### Transformation Services



Employee Experience



Hybrid Meetings



Workplace Security



Cloud Desktop Virtualisation

### Managed Services



Endpoint Management



Managed EDR



Managed MTR



Managed Cloud Desktop

## OUR ACCREDITATIONS

Microsoft  
Partner



Gold Application Development

Gold Cloud Platform

Gold Cloud Productivity

To understand more about how Computacenter is delivering Microsoft Viva please contact your Computacenter Account Manager, call **01707 631000** or email [enquiries@computacenter.com](mailto:enquiries@computacenter.com)

[www.computacenter.com](http://www.computacenter.com)

