



INSPIRE



ENGAGE



Microsoft
Workplace Analytics

CPS Propositions



EMPOWER

JOINED UP
SOLUTIONS



Workplace Analytics Service Offerings



Insights Discovery
Workshop Customer or
possible MSFT funded



Ways of Working
Assessment

Workplace Analytics
Academy



Onboarding & Activation

Insights Discovery Workshop



The engagement

Pre-workshop preparation (1-2 weeks prior to session)

Define scope, identify business stakeholders, and gather information on key business scenarios.

1-day envisioning workshop

Capture business goals and objectives to identify and prioritize scenarios.

- a. Viva Insights / Workplace Analytics overview
- b. Organisational resilience
- c. Customer journey and goals
- d. Outcomes & example analyses
- e. Business case development
- f. Service offerings

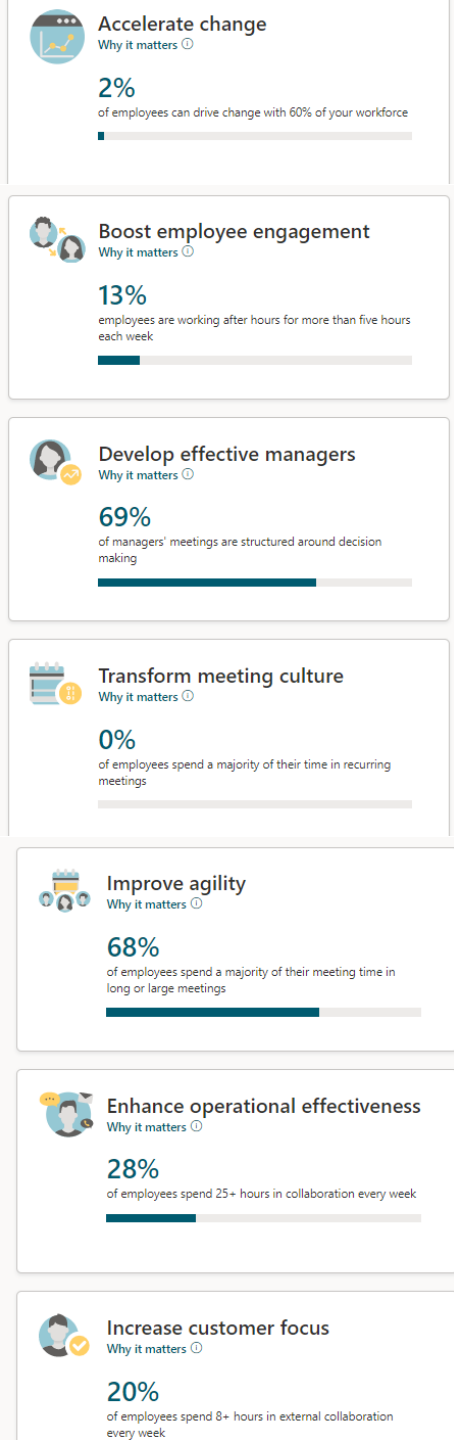
Next steps

Create Insights roadmap with prioritized scenarios.



Objectives

- **Educate & inform**
Help the organisation understand the actionable insights available that can build a more resilient organisation while ensuring employees' wellbeing.
- **Obtain buy-in**
Discuss with business decision makers the business problems & opportunities that can be addressed with Workplace Analytics.
- **Capture business goals and objectives to identify and prioritise scenarios**
- **Create Insights roadmap with prioritised scenarios**



Ways of Working Assessment

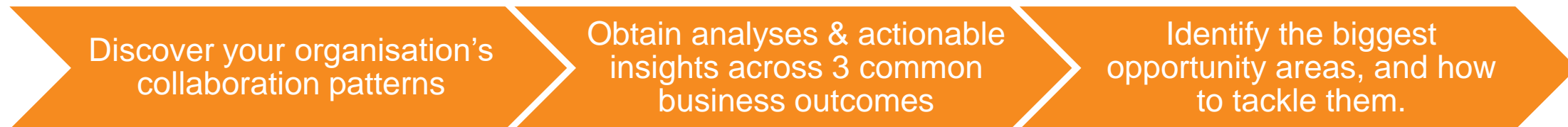


The assessment

1. A broad diagnostic of a company's collaboration culture and employee experience.
2. Designed to:
 - a. Highlight collaboration patterns for different groups & organizational levels
 - b. Identify opportunities for improvements.
3. Post assessment report
 - a. Summary of key insights identified during the analysis
 - b. Prioritised recommendations
 - i. May include potential projects to address opportunities or issues identified.



The engagement

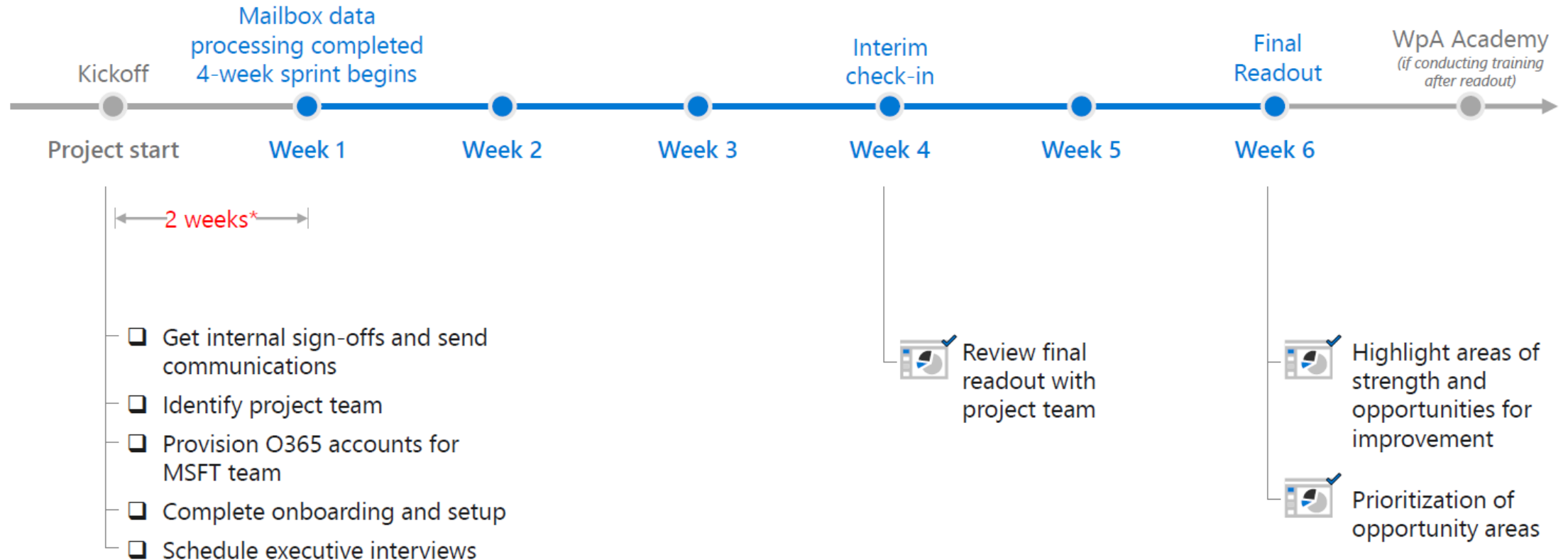


Transform meeting culture	<ul style="list-style-type: none">• How much time do employees spend in long / large and recurring meetings?• Are employees wasting time in low quality meetings?
Develop effective managers	<ul style="list-style-type: none">• Are managers having regular 1:1s with employees?• Do managers delegate and empower their teams?• Do managers have capacity to guide their teams and focus on strategic work?
Boost employee engagement	<p>Wellbeing focus</p> <ul style="list-style-type: none">• How are employees currently collaborating?• Do employees have high after-hours?• Are employees at risk of burn out?

1. 6–8-week timeline
2. Pre-workshop preparation 1-2 weeks prior to kick-off
3. Initial focus on collaboration (see image left)
4. POA



Example Assessment timeline



Workplace Analytics Academy



Workplace Analytics Academy

The Academy provides hands-on training in Workplace Analytics targeted at people who are new to Workplace Analytics, or advanced users.

1. Two-days remote training per course
2. 8-hours Office Hours questions (Week 1-4)
3. Pre-reqs
 - a. Workplace Analytics enabled and licensed in customer environment
 - b. Attendees can access Workplace Analytics data
 - c. 2- days of dedicated time from attendees
 - d. Analyst Essentials completed prior to Analyst Advanced
4. Courses can be customised at additional cost

Course: Analyst Essential

- Workplace Analytics Fundamentals
- Analysis & Insights using flexible queries
- Understand metrics through use-cases

Course: Analyst Advanced

- Organisational Network Analysis (ONA) Primer
- Navigating AzT ONA
- Understand ONA metrics through use cases



Workplace Academy Outcomes

1. Empowered analysts capable of delivering insights using Workplace Analytics
2. Be able to share findings and communicate insights
3. Leverage Explore dashboards for rapid hypothesis & testing
4. Run custom queries for in-depth analysis
5. Validate source data and build customisable filters



Workplace Academy Timeline

Overview: Kickoff followed by two days of training and post-training office hours for a total duration of 4 weeks.



Onboarding & Activation



The engagement

1. Pre-requisites assesment
2. Setup and initial configuration of Workplace Analytics
3. Educate Microsoft 365 Administrators

Appendix



Why Workplace Analytics

Use insights to rapidly learn, innovate, and adapt.

- Discover opportunities to optimize business processes
- Identify patterns that lead to success
- Measure the impact on business outcomes throughout a continuous cycle of discovery and change

Cultivate success with an engaged and efficient workforce

- Identify and promote the right skills and behaviors to meet organizational goals, develop careers, and grow new leaders.
- Break down silos and develop impactful networks to improve your bottom line.

Increase customer focus and create value

- Unlock the power of networks to foster innovation and generate value for customers
- Predictive insights help you maintain healthy client relationships and build brand advocacy.



How - Measuring Business Outcomes

How do you quantify - and then influence - the day-to-day actions that drive these outcomes?

How do you measure actions such as:

- How time is used
- How people communicate and collaborate
- How teams function across your organization
- How business processes affect decision making, innovation, & speed to market.
- How customer and partner relationships are thriving—or not thriving

It is these and other ways of working that describe what your business really looks like.



Workplace Analytics Highlights

Find thousands of hours and save £Ms through:

- **improved employee autonomy**

Based on an expected 20% reduction in manager co-attendance at meetings

- **increased capacity for work**

Based on an expected 1 hour/week recovered and 5% incremental revenue gain on each recovered hour

- **enhanced customer engagement**

Based on expected 23% increased revenue per account targeted for re-engagement

- **increased customer satisfaction**

Based on expected 3% increased revenue per seller targeted for improved internal collaboration

- **optimised employee productivity**

Based on an expected 5% reduction in disengagement from Workplace Analytics interventions

- **maximised sales efficiency**

Based on expected 7.5% increased revenue per seller targeted for increasing time with their customers



Stories

BP improves decision-making agility with Workplace Analytics about where to place oil drills worldwide going from a 55-day process down to 10-days.

AB inBev – the world’s largest brewery – reduced meeting hours company-wide and optimized processes resulting in happier, more productive and innovative employees.

Rand Mutual Assurance use Workplace Analytics to break down silos and increase cross-departmental collaboration by 22%.

LITE-ON transforms culture with Workplace Analytics by increasing team agility and efficient collaboration.

“We opted to use Workplace Analytics because we wanted to increase team agility and efficient collaboration. What we got was the perfect tool to strengthen our Group CEO’s vision of digital transformation during a particularly opportune time for us to increase our foothold in the global technology sector.” Crystal Liu, Corporate Vice President of Human Resources, LITE-ON.

Fortune 500 software company uses Workplace Analytics to understand top-performer/HiPo behaviors. Results: after implementation, sales reps that adopted top-performer habits outperformed others by \$237M in incremental closed deals (equaling 10% of company’s overall top line revenue).

Top financial industry company uses Workplace Analytics to prove that orgs were either under-utilized or close to burnout. Results: after implementation, over-stretched orgs were freed up by 25%, shifting to under-utilized groups; now CFO can make data-driven staffing decisions for better capacity balance.



Stories

Microsoft Australia uses Workplace Analytics to reduce time in internal processes, increase time with customers and give managers more time with their sellers

Microsoft Netherlands reinvents its workspace to increase collaboration and customer face time as well as fuel innovation

Microsoft Sales uses Workplace Analytics to 'pressurize the system' and increase seller performance and sales manager effectiveness

Microsoft Hardware Engineering transforms its ways of working to improve work-life balance

Microsoft Canada reduces overall collaboration time for Monthly and Quarterly Business Reviews for finance employees by 15%

Microsoft France & Microsoft Germany Works Councils approve Workplace Analytics to find root causes to and decrease after-hours work with the intention of improving overall employee experiences



Workplace Analytics Pillars



My Analytics

Explore your work patterns with MyAnalytics and learn ways to work smarter—improving your focus, wellbeing, network, and collaboration.

You may already receive daily / weekly emails from My Analytics.

[MyAnalytics introduction - Workplace Intelligence | Microsoft Docs](#)



Productivity Score

Provides insights about how your organisation uses Microsoft 365 and the technology experiences that support it. Your organisation's score reflects people and technology experience measurements and can be compared to benchmarks from organisations similar in size to yours.

[Microsoft Productivity Score - Microsoft 365 admin | Microsoft Docs](#)



Workplace Analytics

Provides insights about how people spend their time, and who they spend it with. These insights empower business leaders to drive strategies for sales, employee engagement, and productivity initiatives.

[Workplace Analytics introduction - Workplace Intelligence | Microsoft Docs](#)