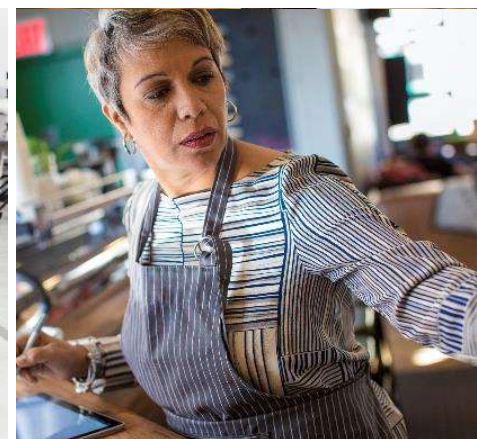




# Enable Frontline Workshop

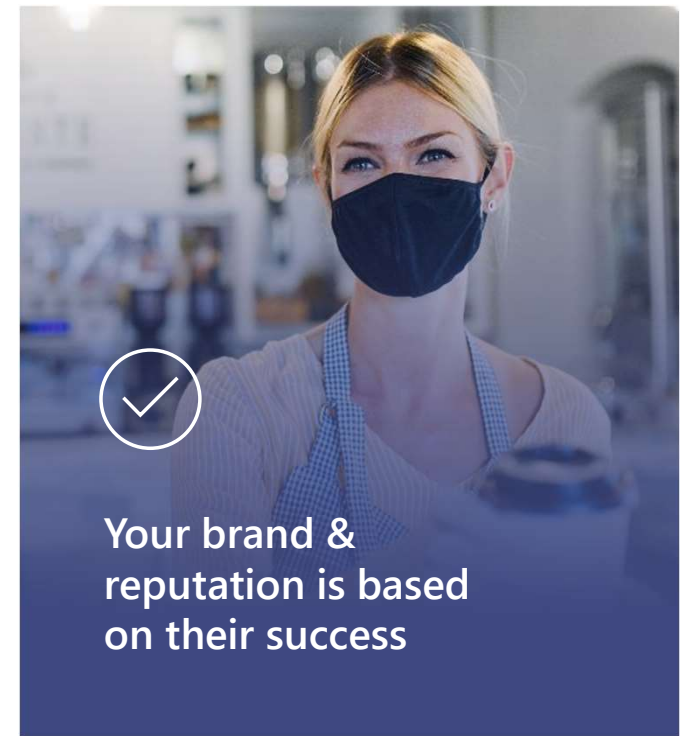
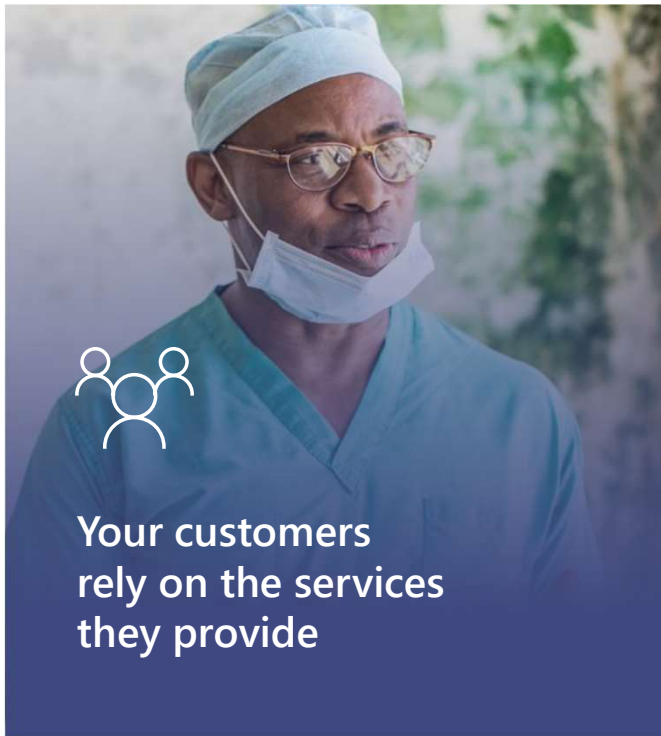
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Frontline workers are the backbone  
of all major industries

# Why frontline workers are essential to your business





Less  
than 25%

of frontline workers have the  
right tools to do their jobs<sup>1</sup>

<sup>1</sup>Equip Frontline Workers with Better Tools to Drive Engagement, Forrester Opportunity Snapshot: A Customer Study Commissioned by Microsoft, December 2018

## Top challenges for organizations with frontline workers



### Disconnected workforce

A disengaged workforce and difficulty accessing information impact productivity.



### Manual processes

Manual processes and outdated digital tools hinder efficiency.



### Inefficient onboarding & low retention

Organizations face challenges onboarding, training, and retaining a distributed workforce.



### Lack of purpose-built devices

Workers use multiple devices and workarounds to complete tasks.



### Staying protected & compliant

Uneven security practices, outdated IT, and information silos increase risk.

# Deliver frontline solutions based on Microsoft 365 and modern devices

A universal hub for productivity & communication with Microsoft Teams



## Connect your workforce

### Highlights include:

- Chat, video, file sharing in Teams
- Walkie Talkie in Teams
- Praise in Teams
- Teams Announcements
- Accessibility features



## Digitize manual processes

### Highlights include:

- Shifts in Teams
- Tasks in Teams
- Power Automate
- Power Platform
- Partner LOB apps
- Graph APIs



## Accelerate onboarding

### Highlights include:

- Stream on-demand video content
- Live Events
- Teams channels
- Yammer communities
- Personalized user portals



## Empower with devices

### Highlights include:

- Industry-specific devices
- Wide choice of form factors
- Hands-free headsets
- Rugged devices
- Surface Go



## Protect your organization

- Azure Active Directory identity & access management
- Microsoft Endpoint Management (MEM)
- My Staff in Azure Active Directory
- Shared Device Mode
- Advanced encryption
- Windows Information Protection<sup>1</sup>
- Firstline policy packages

## Security & compliance across your organization

<sup>1</sup>Windows Information Protection requires either Mobile Device Management (MDM) or System Center Configuration Manager to manage settings. These products sold separately. Active Directory makes management easier but is not required.

# The link between frontline workers and cost savings

Savings estimates based on an average of 3,300 frontline workers<sup>1</sup>



**\$6,600,000**

in improved frontline worker performance



**\$2,250,000**

in reduced IT effort and device cost



**\$586,000**

in increased frontline manager productivity



**\$130,000**

in reduced new hire onboarding costs



**\$6,000,000**

in digitized business process efficiencies



**\$3,000,000**

in lower security breach-related costs – business impact and remediation



<sup>1</sup>Estimates based on calculations from a Forrester Total Economic Impact™ study commissioned by Microsoft Corporation, May 2020 – *Maximizing The Impact Of Frontline Workers With Microsoft 365*

# Enable Frontline Workshop **goals**

Help customers understand how to empower frontline employees to **stay connected**, **productive**, **trained** and **upskilled** through various productivity scenarios while maintaining **security & control**.

- 1 Assess your frontline workforce needs**  
Identify personas and scenarios to deliver innovative solutions to your frontline workers through the lens of Teams
- 2 Speed outcome using Customer Immersion Experience**  
Showcase tools most desired by customers, such as Shifts, Time Clock, Tasks, Power Apps
- 3 Develop a solution plan addressing frontline workers business challenges**  
Develop a plan to implement recommendations based on frontline worker prioritized scenarios



# Enable Frontline Workshop

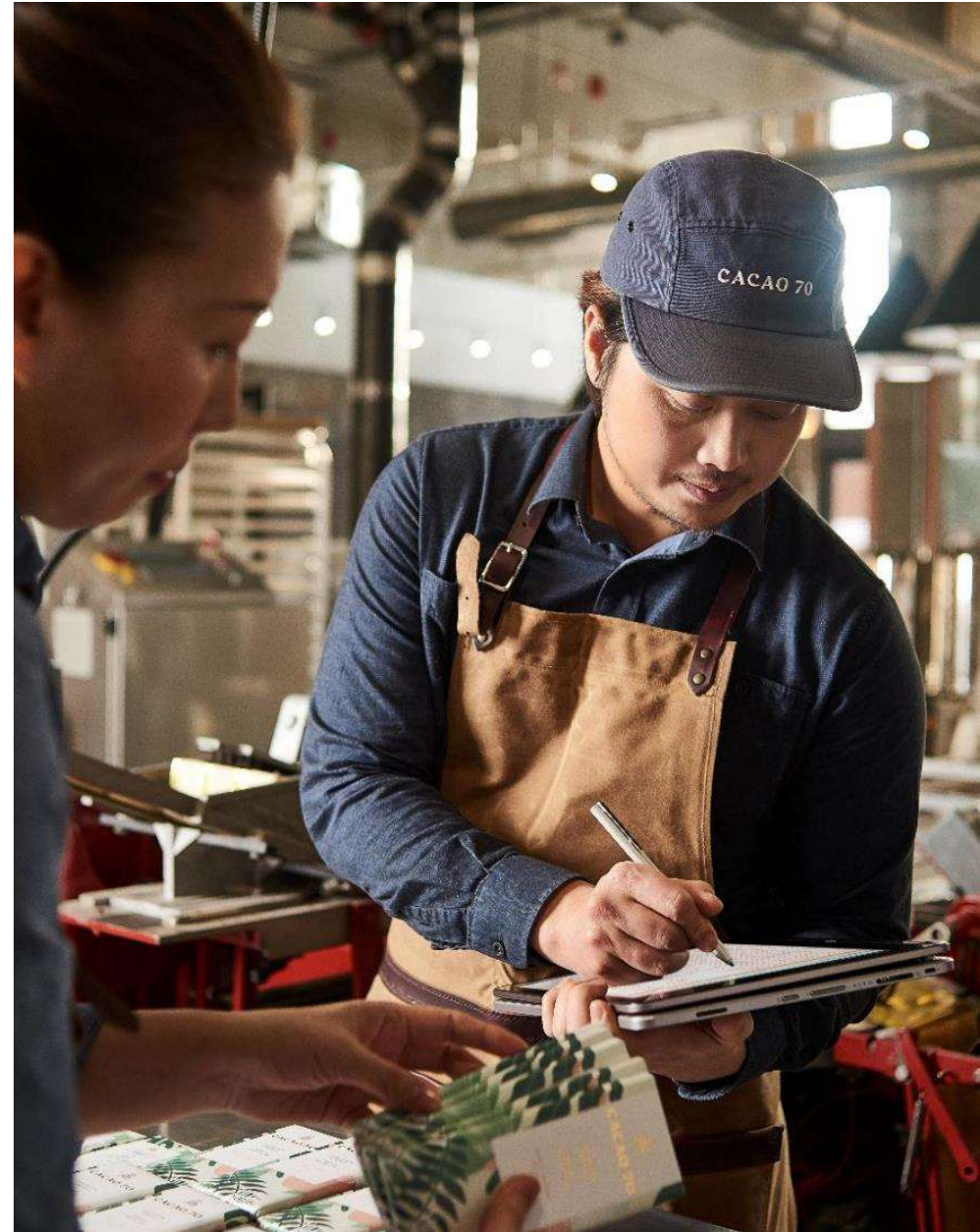
## description

Frontline workers are the backbone of many businesses. These are the workers in customer facing roles or functions that have a direct impact on business growth and operations.

Microsoft Teams is the hub for teamwork in Office 365 that connects frontline workers, bringing everything together in a shared workspace so they can chat, meet, manage shifts, share tasks, and more.

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**Our [Enable Frontline Workshop](#) for Microsoft Teams shows scenarios and the art of the possible that transform how you connect your workforce, digitize manual processes, accelerate onboarding and empower your frontline workers with purpose-built devices while protecting your business.**







# Outcomes

## Considerations

- Where are your frontline workers today?
- Where do you want to go?
- How will we get there?
- What does success mean to you?

## Workshop outcomes

- Identify potential blockers and challenges for your frontline workers
- Deliver a prioritized, actionable plan to quickly address your frontline worker needs

Thank you