Microsoft Viva Workshops

Sales Presentation

DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES

Agenda

Topic	Speaker
Employee Experience and Microsoft Viva	Speaker 1
Customer Stories	Speaker 2
Microsoft Viva Workshops	Speaker 3

The Future of Work: the "worth it" equation

Employees today are re-defining the role of work in their lives

Purpose

Connection

Wellbeing

The employee experience impacts business success

Employee engagement

Only **15%** of employees worldwide are engaged at work.[1]

Employee retention

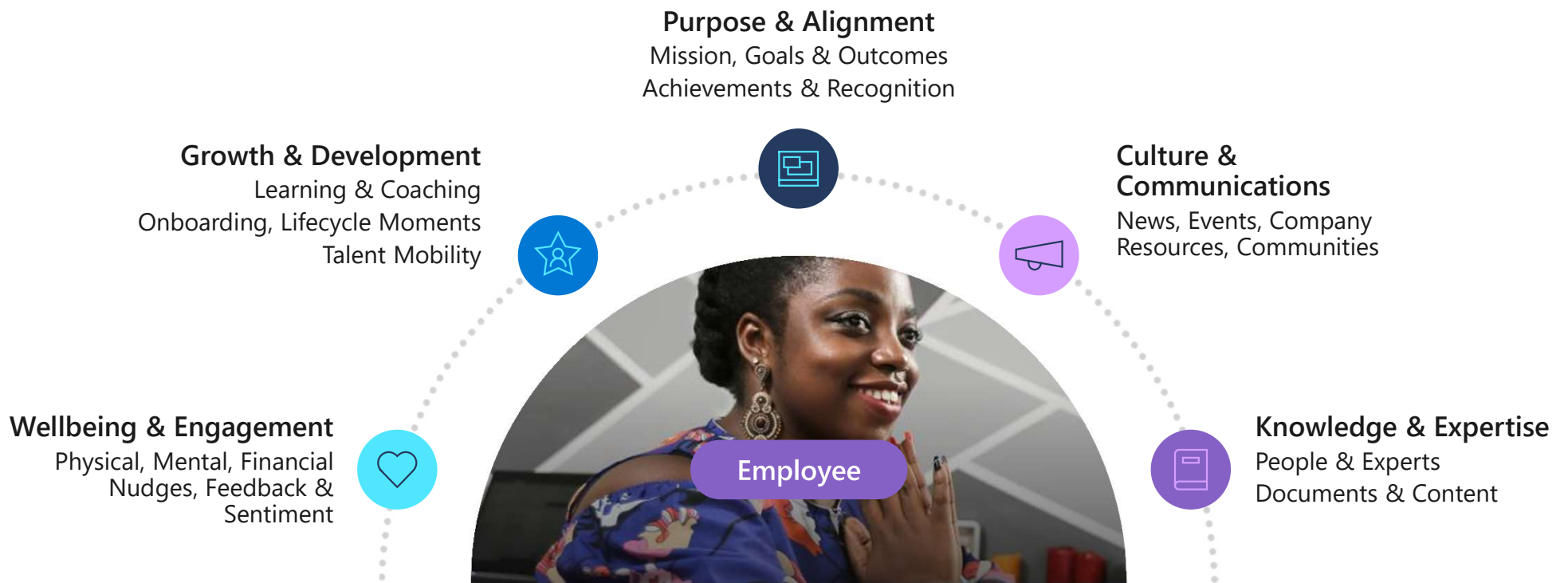Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.[2]

Profitability

Organizations with highly engaged employees have **23%** greater profitability.[3]

[1]Gallup [2]Glint [3]Gallup

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What is an employee experience platform (EXP)

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

Purpose & Alignment
Mission, Goals & Outcomes
Achievements & Recognition

Growth & Development
Learning & Coaching
Onboarding, Lifecycle Moments
Talent Mobility

Culture & Communications
News, Events, Company
Resources, Communities

Employee

Wellbeing & Engagement
Physical, Mental, Financial
Nudges, Feedback &
Sentiment

Knowledge & Expertise
People & Experts
Documents & Content

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Microsoft Viva: employee experience platform for the new world of work

Viva Connections

Culture and communications

Viva Insights
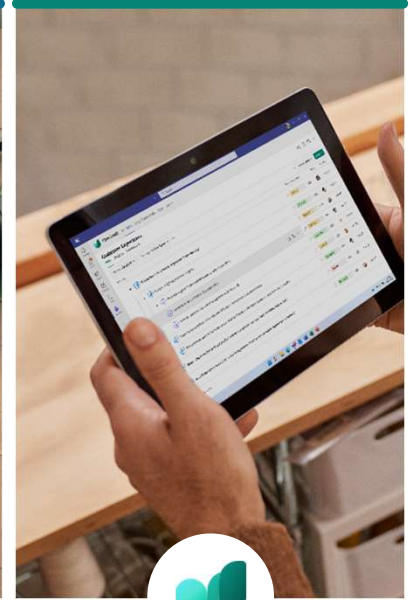
Productivity and wellbeing
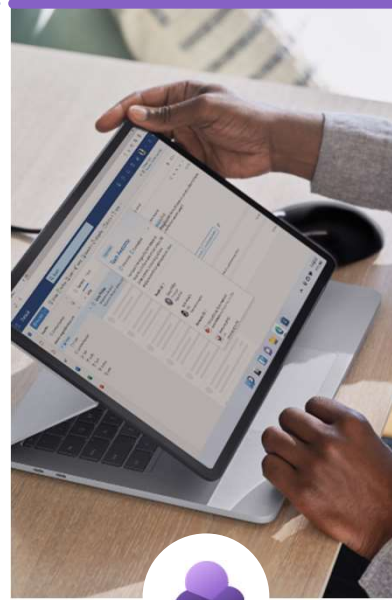
Viva Topics

Knowledge and expertise

Viva Learning

Skilling and growth

Viva Goals

Purpose and alignment

Powered by Microsoft 365 and the Microsoft Graph

Microsoft 365

Integrated
Gain synergies from connected apps for productivity, analytics, and wellbeing all in one suite

Security & trust
Control and defend your data and gain transparency into how and where it's used

Data
Bring the latest internal and external data into your work for greater individual and organizational impact

The Microsoft Graph
### Connecting Microsoft 365 signals for smarter work

Productivity
Quickly find the right people, content, and productivity insights to work more efficiently

Management
Gain real-time awareness of your IT environment to make better decisions for users

Security
Increase visibility across users, apps, and devices to proactively detect and resolve threats

Integrated

Data

Microsoft Viva

The Microsoft Graph

Security & trust

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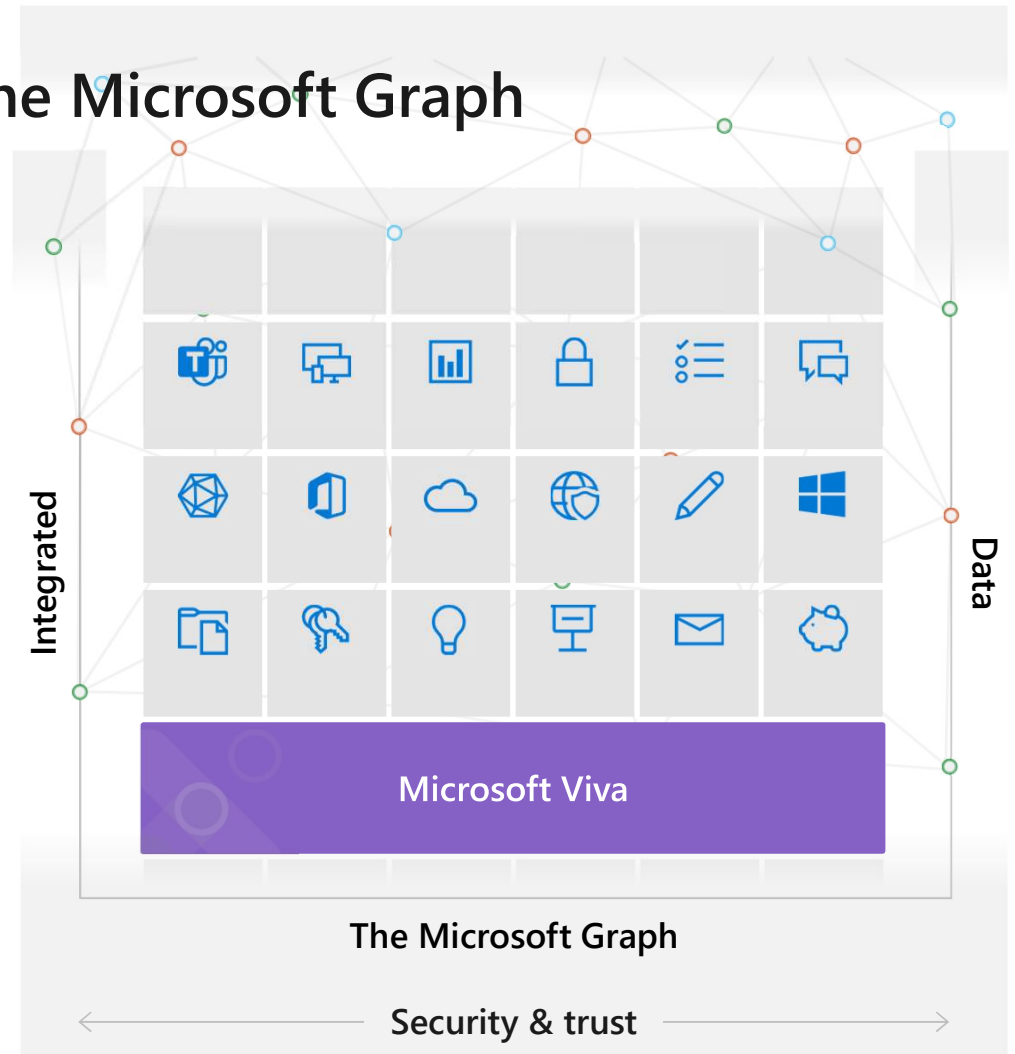
Employee experience guiding principles

1 Put people at the center

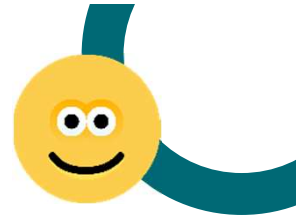**2** Support employees and managers from hire to retire

3 Make it easy for HR, IT, and managers to improve the employee experience

Microsoft Viva target audience
Key personas

Employees

Managers

Operators (HR, L&D, Operations, IT)

Decision-Makers

Viva Connections
# Culture and communications

Keep everyone connected

Encourage meaningful connections across the organization by enabling employees to easily discover relevant communications and communities.

Make it easy for people to contribute

Foster a culture of inclusion by empowering every employee to contribute ideas and share feedback.

Unite and inspire your organization

Align the entire organization around your vision, mission, and strategic priorities.

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Learn more about Viva Connections at aka.ms/vivaconnections

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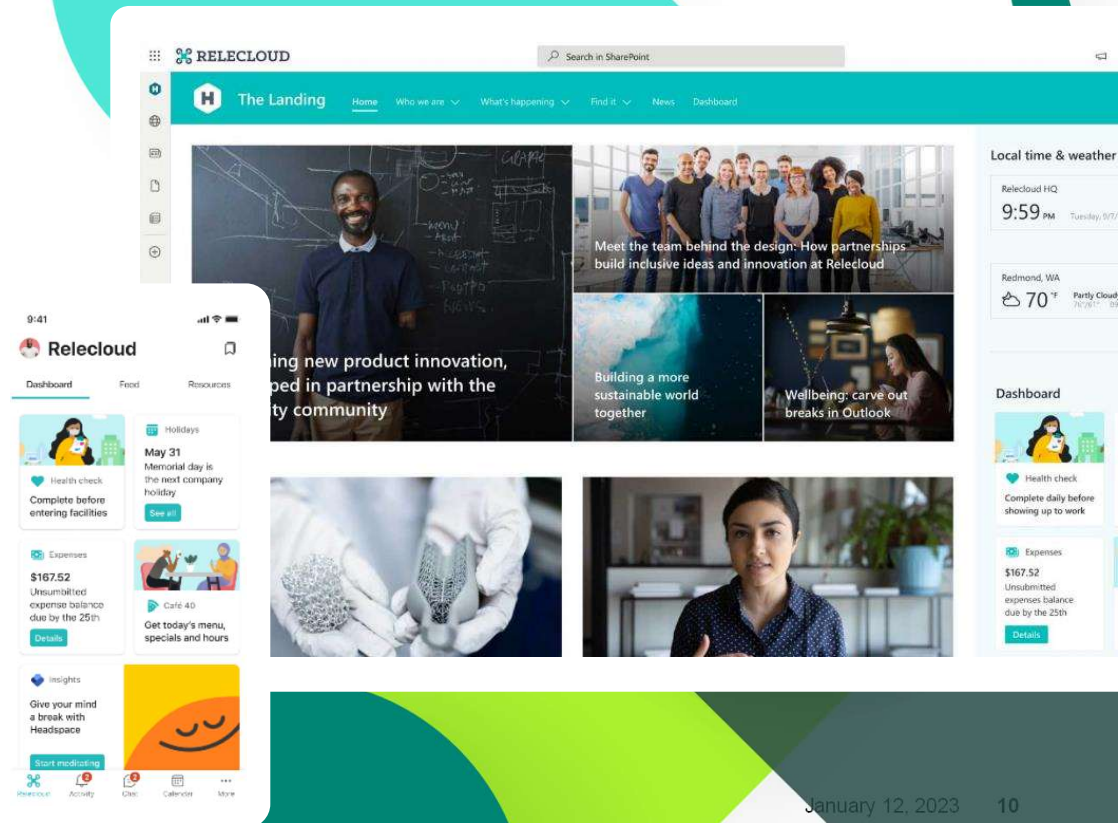
Viva Insights
Productivity and wellbeing

### Deliver personalized and actionable insights

Empower individuals, teams, and orgs to achieve balance, build better work habits, and improve business outcomes with personalized insights and recommended actions.

Quantify impact of work on people and business

Gain data-driven, privacy-protected visibility into how work patterns affect wellbeing, productivity, and results.

Address complex business challenges

Use advanced tools and additional data sources to perform deeper analysis, address challenges important to your business, and respond quickly to change.

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Learn more about Viva Insights at aka.ms/vivainsights

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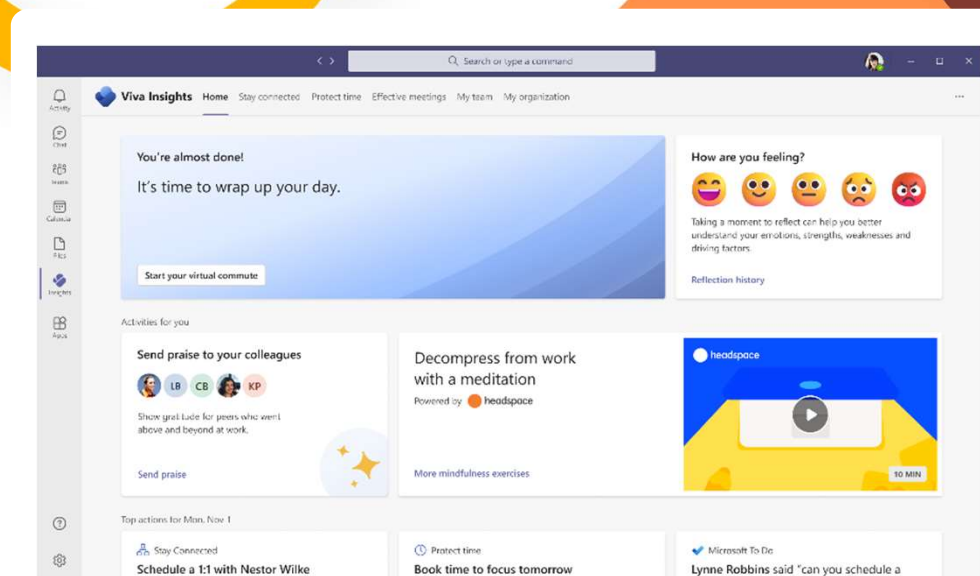
Viva Topics
# Knowledge and expertise

Turn content into usable knowledge

Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.

Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

Make knowledge easy to discover and use

Deliver relevant topics cards in the apps people use everyday.

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Learn more about Viva Topics at aka.ms/vivatopics
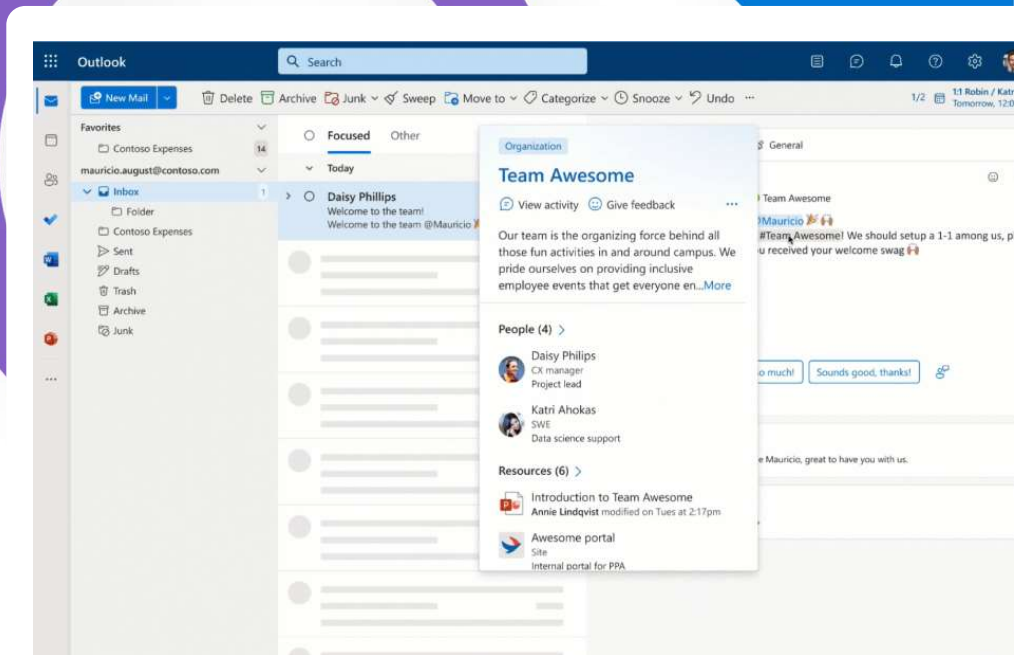
Viva Learning
Skilling and growth

Learn in the flow of work

Integrate learning into the tools and platforms where users already spend their time with Microsoft Teams and Microsoft 365.

Simplify and centralize learning

Bring together learning content and tools from different sources in one central hub.

Get personalized and relevant content

Find the right content and discover new skills with personalized recommendations and search.

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Learn more about Viva Learning at aka.ms/vivalearning.
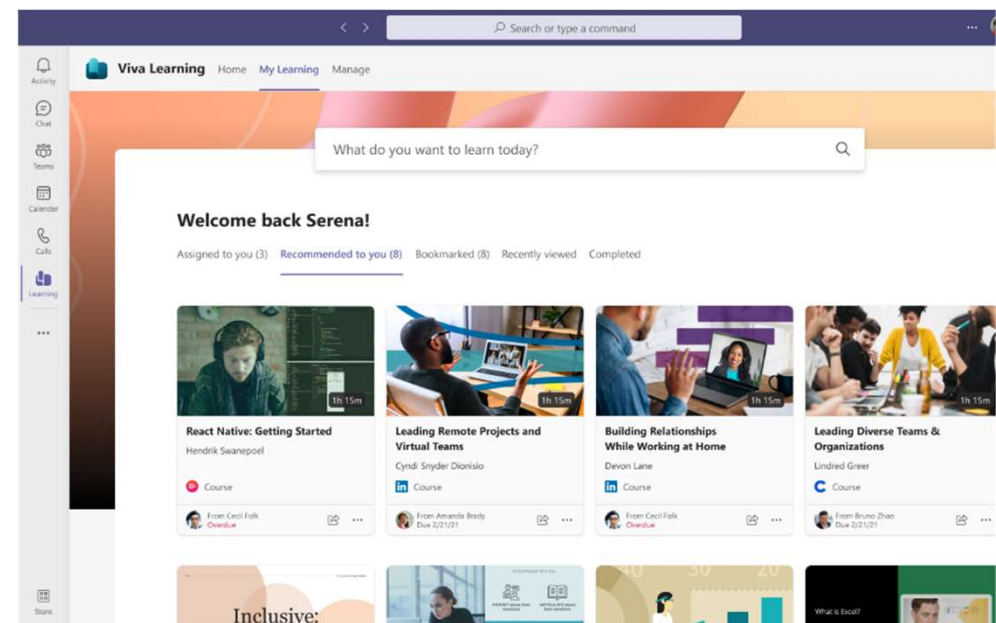
Viva Goals
Purpose and Alignment

Create clarity and stay aligned at scale

Define success as a team, connect work to outcomes and align at all levels of the organization

Focus teams on impact, not output

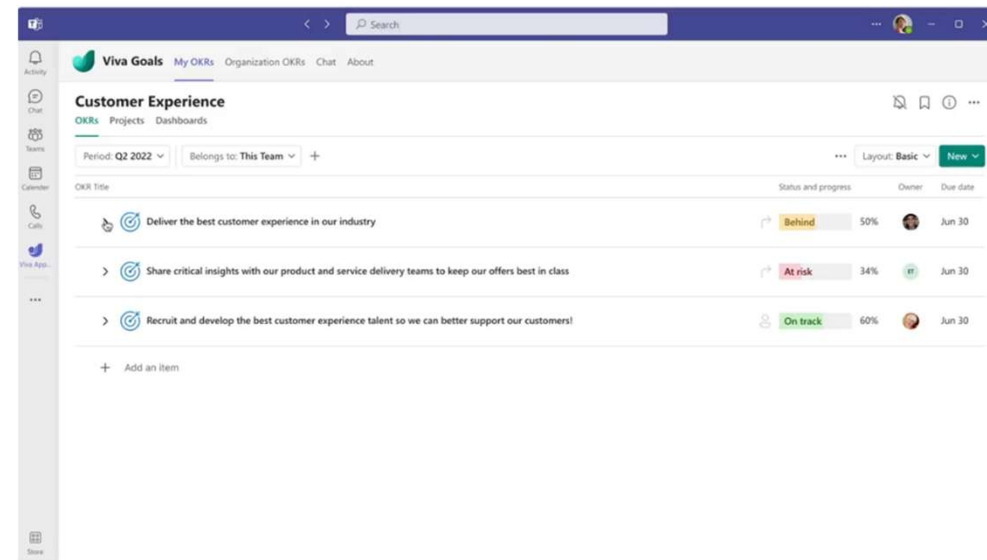Share progress and insights across the organization, focus on work that moves the business forward, and stay agile at scale

Bring goals into the flow of everyday work

Brings data and actions seamlessly into where people are working

Key dates:
- **Private Preview** - Now
- **General Availability** – Q3 2022

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Learn more about Viva Goals at aka.ms/Viva/Goalsblog

Microsoft Viva: employee experience platform for the hybrid era

Microsoft Viva suite

Includes all premium subscription capabilities[1]

Viva Connections[2]   **Viva Insights**   **Viva Topics**   **Viva Learning**   **Viva Goals[3]**

Delivered through   **Extensible with**   **Managed in**

(and other Microsoft 365 apps)   Partners • APIs   Microsoft 365 admin center

Promotional price of $9 per user per month[4]

[1]Without the Viva suite, the premium subscription for Viva Insights, Viva Topics, and Viva Learning is each $4 per user per month. [2]Viva Connections is available at no additional cost to any employee licensed for SharePoint.
[3]Formerly Ally.io. [4]Promotional pricing ends Dec. 31, 2022, when the Viva suite will increase to the standard price of $12 per user per month.

Microsoft Viva partner ecosystem

GLINT · Moveworks · servicenow · TRIBUTE · PLURALSIGHT · coursera

skillsoft · qualtrics XM · edcast · udemy business · workday · ZEBRA | REFLEXIS

OpenSesame · UKG · limeade · StandOut Powered by ADP · Linked in Learning · Halp

Cornerstone · saba · headspace · LifeWorks · edX · HARVARD BUSINESS PUBLISHING

joshbersin academy · SAP SuccessFactors · go1 · BlueYonder · TALENTSOFT

And dozens more!

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Empowering frontline workers with Viva Connections

Challenge: Blum employs a total of 8,800 people worldwide. Of those, more than 2,000 employees work on the factory floor, without desks or easy access to computers and email.

Solution: Wanting to support its entire workforce, the company evaluated options for an employee experience platform and decided to adopt Microsoft Viva. Blum started with Viva Connections to focus on connecting and empowering employees.

Benefits:

- With Viva Connections easily accessible via mobile devices, Blum's frontline workers can use Viva on the factory floor for messaging colleagues, reserving time off, reviewing paystubs, and ordering snacks for breaks.

- By making Viva Connections available to all employees, Blum helps equalize technology access company wide.

- Employees can communicate important incidents to leadership more quickly than before, helping Blum become more agile.

Read the customer story here

Industry:
Manufacturing

Organization size:
Large (1,000 – 9,999 employees)

Country:
Austria

Viva module:
Viva Connections

Benefit pillar:
Culture & Communications

*"*We believe that employees who see their employer's honest intent to keep them informed and updated will feel more loyal to a company. Plus, employees get tangible benefits through Viva Connections, such as discounts and ordering options for food and snacks, which adds a personal touch."

— **Sarah Blum**
Employer Branding and Recruiting Specialist, Blum

Strengthening its focus on employee experience with Microsoft Viva

Challenge: Avanade is a Microsoft-focused consulting company with 56,000 employees in 26 countries. While the global business has an undeniable impact on improving how customers work, the IT landscape within the company was large and complex.

Solution: Today, Avanade is exploring the use of all four Viva modules as part of its strategy to help Avanade employees enjoy a new way of working, renew their focus on wellbeing, and improve how they deliver value to customers around the globe.

Benefits:

* With Microsoft Viva, Avanade is delivering new experiences faster, encouraging colleagues to take charge of their wellbeing with data-driven insights, and forging new connections.

* Combining "AI smartness" with "the power of [their] people," Viva Topics brings tailored knowledge directly to Avanade employees in the flow of work.

* Viva Learning gives employees a chance to engage with a learning path that is very accessible, for learning on the go.

Read the customer story here

Industry:
Professional Services

Organization size:
Corporate (10,000+ employees)

Country:
United States

Viva modules:
Viva Connections
Viva Insights
Viva Topics
Viva Learning

Benefit pillars:
Culture & Communications
Productivity & Wellbeing
Knowledge & Expertise
Skilling & Growth

" Microsoft Viva is a game-changer: it puts the information in the hands of our people in a way that they can adjust to suit the different lifestyles they have."

— **Marci Jenkins**
IT Executive, Workplace IT Experience, Avanade

avanade

Improving employee wellbeing with Viva Insights

Challenge: As COVID-19 drove PayPal to move to remote operations to protect employee health, it created a strain on many aspects of day-to-day business, including how managers and employees connect to align on priorities and objectives.

Solution: The company uses Viva Insights and regular pulse polls in Glint to monitor and measure the effectiveness of employee wellness initiatives and empower everyone in the organization with the tools and experiences to help those initiatives succeed.

Benefits:

- With Viva Insights, PayPal has the capacity to identify urgent workplace problems, quickly generate business insights, and determine when, where, and how to take effective action to protect the welfare of its employees.

- PayPal has seen a 25 percent improvement in cross-region collaboration between US and Asia-Pacific workers, reductions in off-hours meetings, and charts showing that employee-manager meetings continue to rise.

Read the customer story here

Industry:
Banking and Capital Markets

Organization size:
Corporate (10,000+ employees)

Country:
United States

Viva module:
Viva Insights

Benefit pillar:
Productivity & Wellbeing

// With Viva Insights, we have the capability to understand our employees' work-life balance while respecting individual privacy. On days we set aside for focused work activity, we can see how successfully people stay focused or not on that day."

— **Saumil Gandhi**
Senior IT Director, PayPal

PayPal

Empowering employees to do their best with Microsoft Viva

Challenge: Teams across Microsoft had been developing individual employee experience tools well before the pandemic. While the efforts met Microsoft's goals, the teams working on those projects realized their efforts were at times disjointed, and that the ideal employee experience would come from a centralized platform that delivered a holistic, personalized user experience.

Solution: Microsoft HR and the Digital Employee Experience team worked together with the Viva product team to help Microsoft Viva become a reality.

Benefits:

- With about 25,000 topic pages in Viva Topics today, employees can easily locate the information and expertise they need to drive innovation.
- With Viva Connections, Microsoft has centralized its many news feeds and places to get information—bringing the intranet experience into the flow of work—and offers employees more personalized content, powered by AI.
- Using data collected with Viva Insights, the HR team has helped managers implement a personalized approach to work-life balance for their teams as they transition to hybrid work.
- Viva Learning gives employees access to professional development resources, and managers the flexibility to promote learning for their teams.
- Teams use Viva Goals to understand their priorities and drive company objectives such as growth, diversity, and employee wellbeing.

Industry:
Professional Services

Organization size:
Corporate (10,000+ employees)

Country:
United States

Viva modules:
Viva Connections
Viva Insights
Viva Topics
Viva Learning
Viva Goals

Benefit pillars:
Culture & Communications
Productivity & Wellbeing
Knowledge & Expertise
Skilling & Growth

" Our goal was that regardless of where people are located, we give them the tools they need to be successful: the culture and connection, the ongoing learning and development, as well as the ability to balance productivity with wellbeing."

— **Seth Patton**
   General Manager, Microsoft 365 Productivity and Usage, Microsoft

Microsoft

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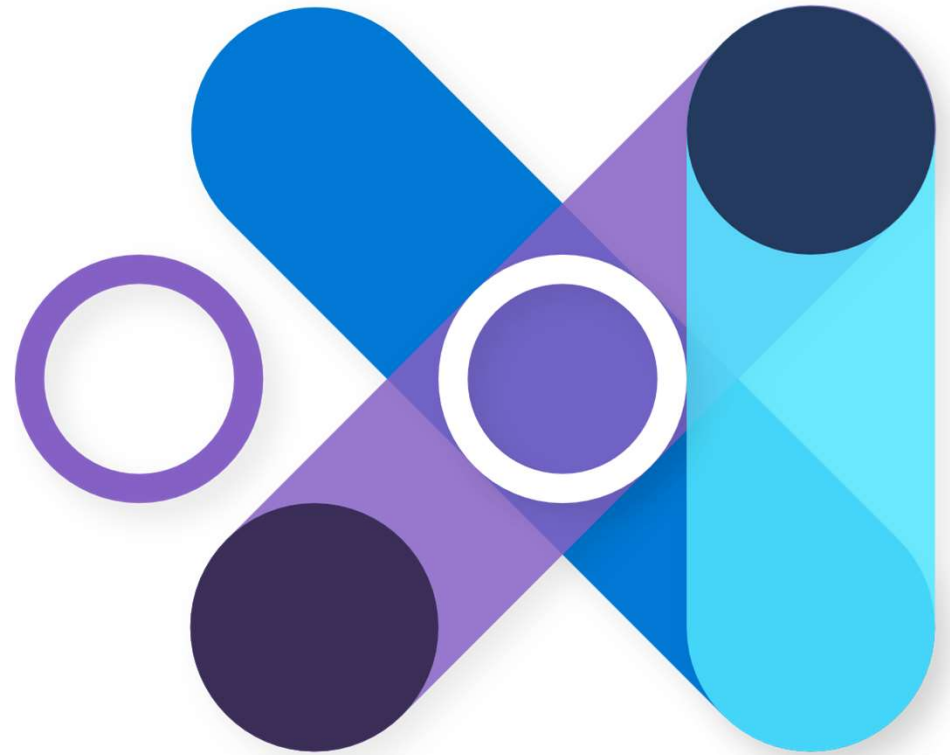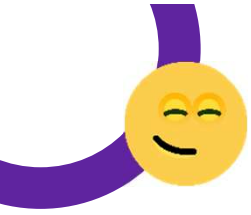
Workshop Objectives

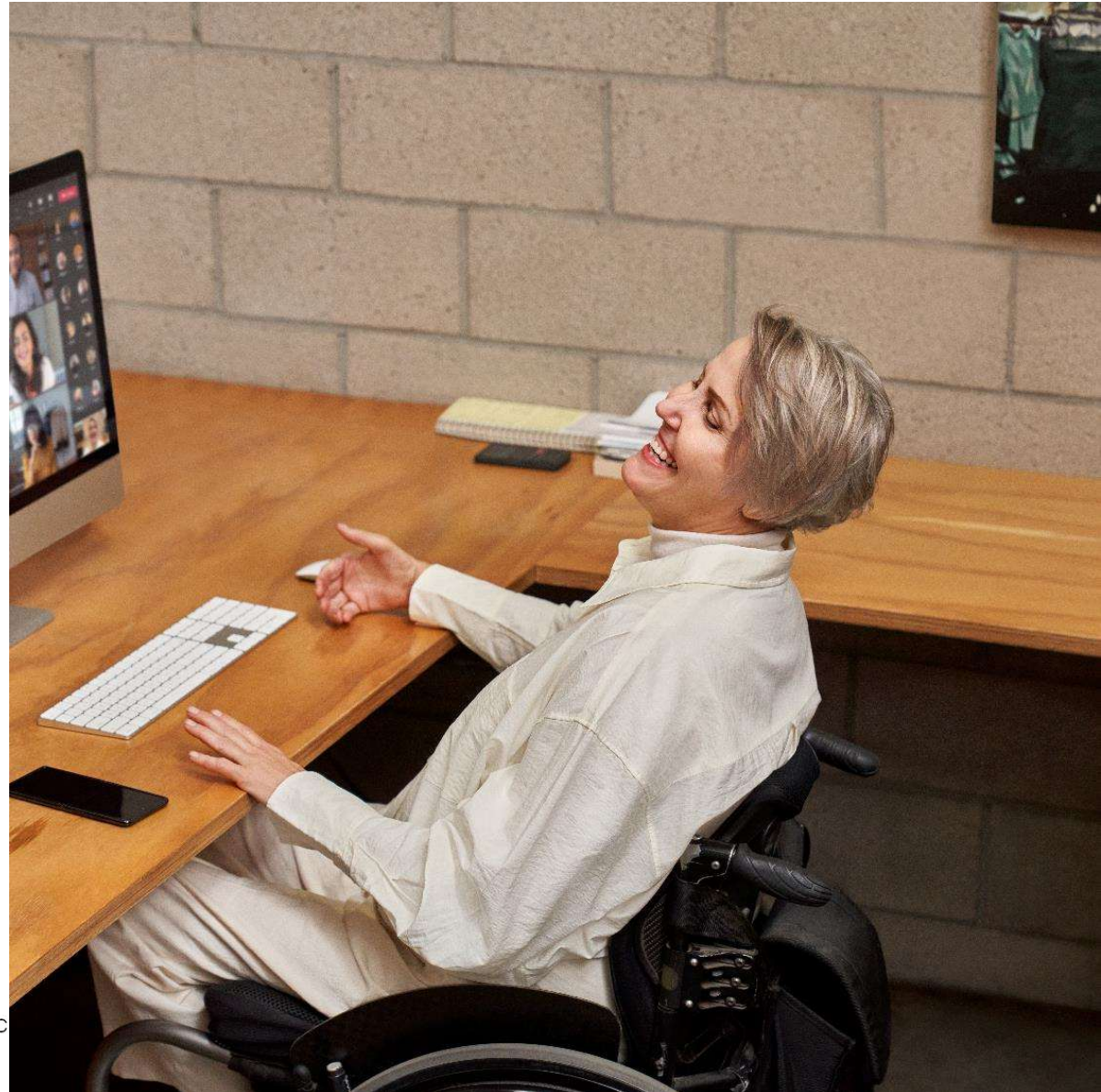**Help your customers understand the benefits of Microsoft Viva – drive intent for the customer to BUY Viva!**

Identify and prioritize scenarios that are unique to the customer

Provide a detailed plan and next steps for the customer, to transform employee wellbeing and productivity with Microsoft Viva

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Empower your customers with Microsoft Viva

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**.

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 and customer's employee experience maturity
- Define scope
- Identify business stakeholders
- Introduce Microsoft Viva

Art of the Possible

- Microsoft Viva overview with selected pathways
- Showcase employee experience transformation and dive deep into each module
- Demos and immersive experiences

Build the Plan

- Prioritize customer's top employee experience use cases and scenarios
- Build a plan and define next steps to improve employee experience with Microsoft Viva
- Adoption and Change Management Approach

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Who should attend Microsoft Viva workshops:

For the best experience and impact, both key Business Decision Makers and IT Pros should be in attendance.

We recommend at least three (3) individuals attend for an inclusive and thorough conversation around your employee experience goals and scenarios.

Learning & Knowledge Officers

Line of Business Leaders
(HR, Ops, Corporate Comms)

Business Decision Makers (CxOs)/
Innovation Leaders

Digital Transformation & Employee
Experience Leads

IT Pros &
Decision Makers

Microsoft Viva Workshop

Core

Assess

- ❑ Pre-Engagement Kick-Off — 30 min
- ❑ Pre-Engagement Questionnaire
- ❑ [Optional] Bersin Assessment

Art of the Possible

- ❑ Art of the Possible Kick-Off — 15 min
- ❑ Viva Suite Interactive Overview — 60 min

Select any two pathways

Build the Plan

- ❑ Build the Plan Kick-Off — 15 min
- ❑ Use Case & Scenario Discovery — 60-180
- ❑ [Optional] Adoption & Change Management — 45 min
- ❑ [Optional] Value Calculator
- ❑ Report and Recommendations — 60 min

Pathways (at least 2 required)

Viva Topics

- ❑ Put Knowledge to Work with Viva Topics — 45 min
- ❑ [Optional] Turn Content into Knowledge with SharePoint Syntex — 30 min

Viva Learning

- ❑ Accelerate Skilling and Growth with Viva Learning — 60 min

Viva Connections

- ❑ Drive Employee Engagement with Viva Connections — 45 min
- ❑ Connections Dashboard — 30 min

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Microsoft Viva Insights Workshop

Core

Assess

Pre-Engagement Kick-Off	30 min
Pre-Engagement Questionnaire	
[Optional] Bersin Assessment	

Art of the Possible

Art of the Possible Kick-Off	15 min
Viva Suite Interactive Overview	60 min

Viva Insights

Leader Insights	30 min
Manager Insights	15 min
Personal Insights	15 min
Data Analysis and Queries	45 min
Privacy	30 min

Build the Plan

|	
Build the Plan Kick-Off	15 min
Use Case and Scenario Discovery	60 min
[Optional] Adoption and Change Management	45 min
[Optional] Value Calculator	
Report and Recommendations	60 min

Pre-Engagement needs

Customer overview details

Stakeholder attendees

Pre-discovery questions on customer practices

Bersin Assessment to understand current Employee Experience maturity

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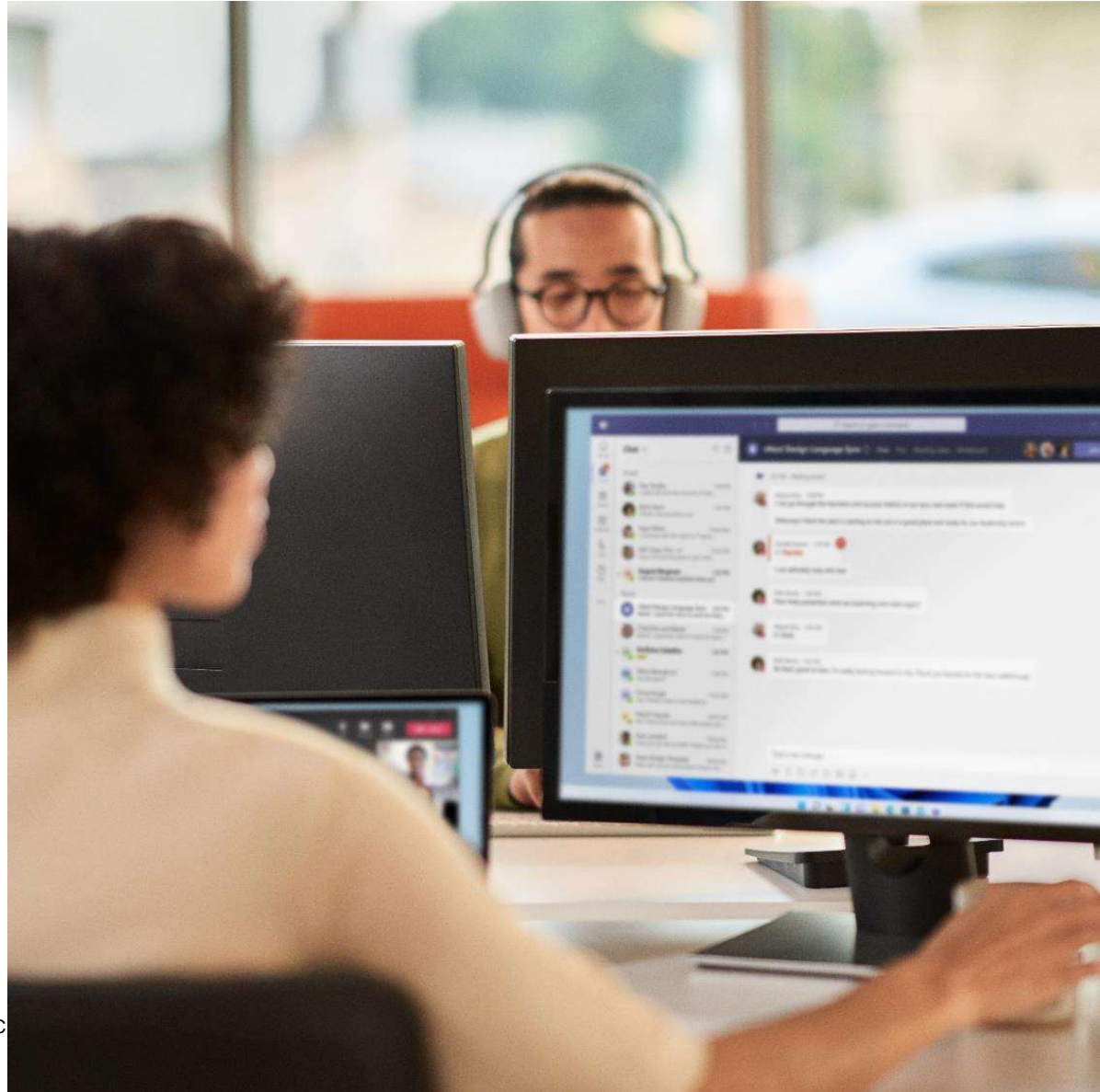
Immersive experiences

A set of interactive demos that help show the Microsoft Viva experience.

CDX Demo: The partner will create a demo tenant where they showcase what a "real" deployment or user scenario might look like.

Click-Through Demo: PowerPoint based click-through demos giving a mock-up experience for the user with key visuals and client UI.

Guided simulation: A web hosted experience that allows the customer to experience the product without needing a tenant. The simulations are self-paced and include notes/prompts.

Video: short demo/commercial video showcasing the Microsoft Viva experience

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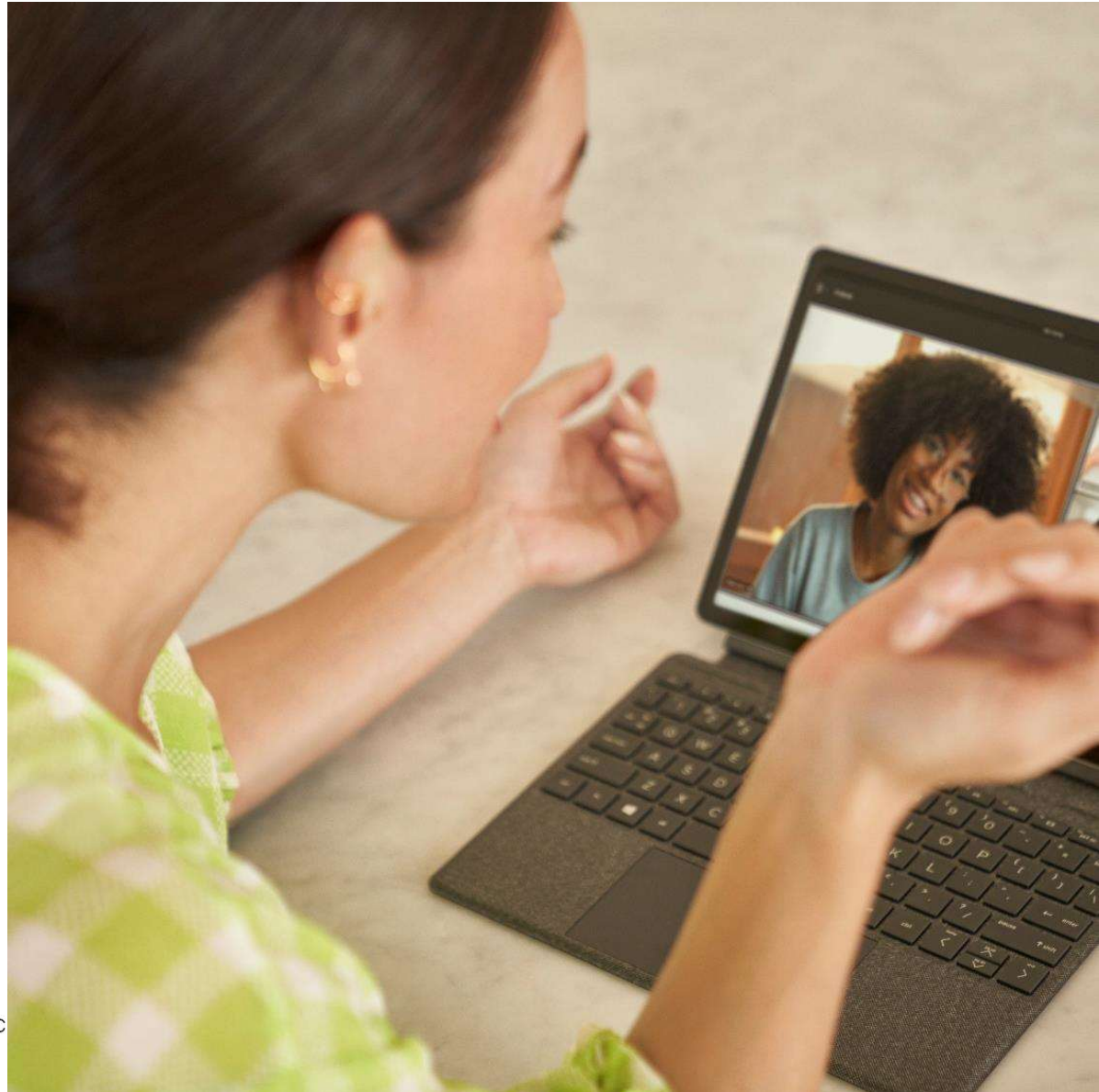
Workshop outcomes for customer empowerment

A prioritized list of business scenarios that can be addressed by deploying Microsoft Viva

Recommended preparation in terms of skills and best practices

A roadmap outlining potential workstreams and dependencies with clear next steps

Adoption Framework

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Microsoft Viva Insights & Viva Learning | Partner-Led Customer Trial

Accelerate and unblock your post workshop actions with product trials as part of well scoped POC/Pilot to achieve customer's business and technical evaluation needs.

Quickly **prove** **c**ustomer value with workshops and business value discovery conversations


Help customers **finalize** their business case with well defined and scoped product trials with clear goals

Accelerate your opportunity in a time bound manner with clear outcomes from POC / Pilots

Partner Led – Customer Trial for Modern Work | Process Overview

Partners can now request a trial for their Approved / Completed Modern Work (MCI) Build Intent Microsoft Viva Insights and Microsoft Viva workshops
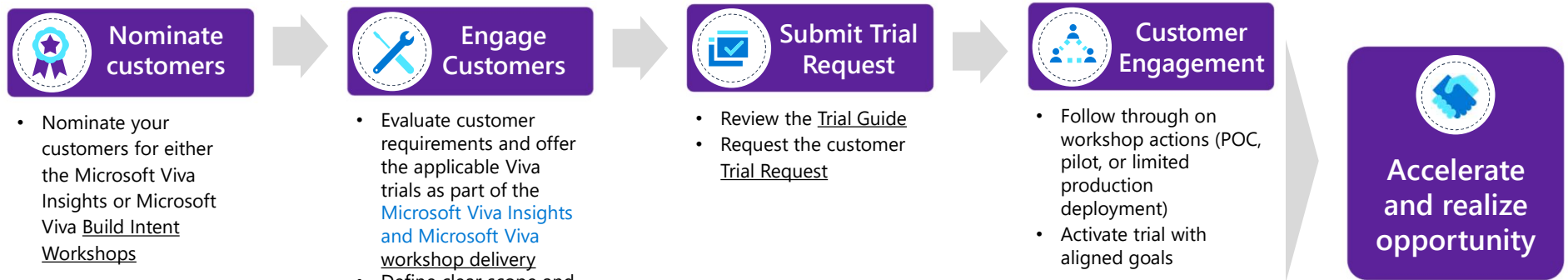
Nominate customers
- Nominate your customers for either the Microsoft Viva Insights or Microsoft Viva Build Intent Workshops

Engage Customers
- Evaluate customer requirements and offer the applicable Viva trials as part of the Microsoft Viva Insights and Microsoft Viva workshop delivery
- Define clear scope and success criteria

Submit Trial Request
- Review the Trial Guide
- Request the customer Trial Request

Customer Engagement
- Follow through on workshop actions (POC, pilot, or limited production deployment)
- Activate trial with aligned goals

Accelerate and realize opportunity

MCI workshop	Available trial(s)	Terms
Microsoft Viva Insights	Viva Insights	Seats: 50 / Length 60 days
Microsoft Viva	Viva Learning	Seats: 50 / Length 60 days

Resources:
- Partner Led Customer Trial Guide for Modern Work

Note:
- Applicable only Microsoft Viva Insights or Microsoft Viva workshops
- Workshops approved or completed in FY22 are also eligible for these trials

Can be used for:
- **Product evaluation purposes for your customers**. Allow the customer to experience the product within their own environment as Business/Technical **Trial** or, **Proof of Concept (POC)** purposes.

Can NOT be used for:
- Addressing licensing gaps of paid subscriptions, Employee Personal use, Resell or transfer to any third party, or direct revenue-generating activities such as hosting a customer's applications or development of custom solutions for a specific client outside of POC purposes.

Explore more

Put knowledge and expertise to work with Microsoft Viva Topics

Stay connected, from the top floor to the shop floor with Microsoft Viva Connections

Make learning easy and helpful with Microsoft Viva Learning

Foster a culture where people thrive with Microsoft Viva Insights

Learn more about Microsoft Teams apps and workflows

Start building custom apps with all the tools and information you need from the Microsoft Teams Dev Center

Learn more on using apps in Microsoft Teams

Microsoft 365

Thank you.

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Questions and answers

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