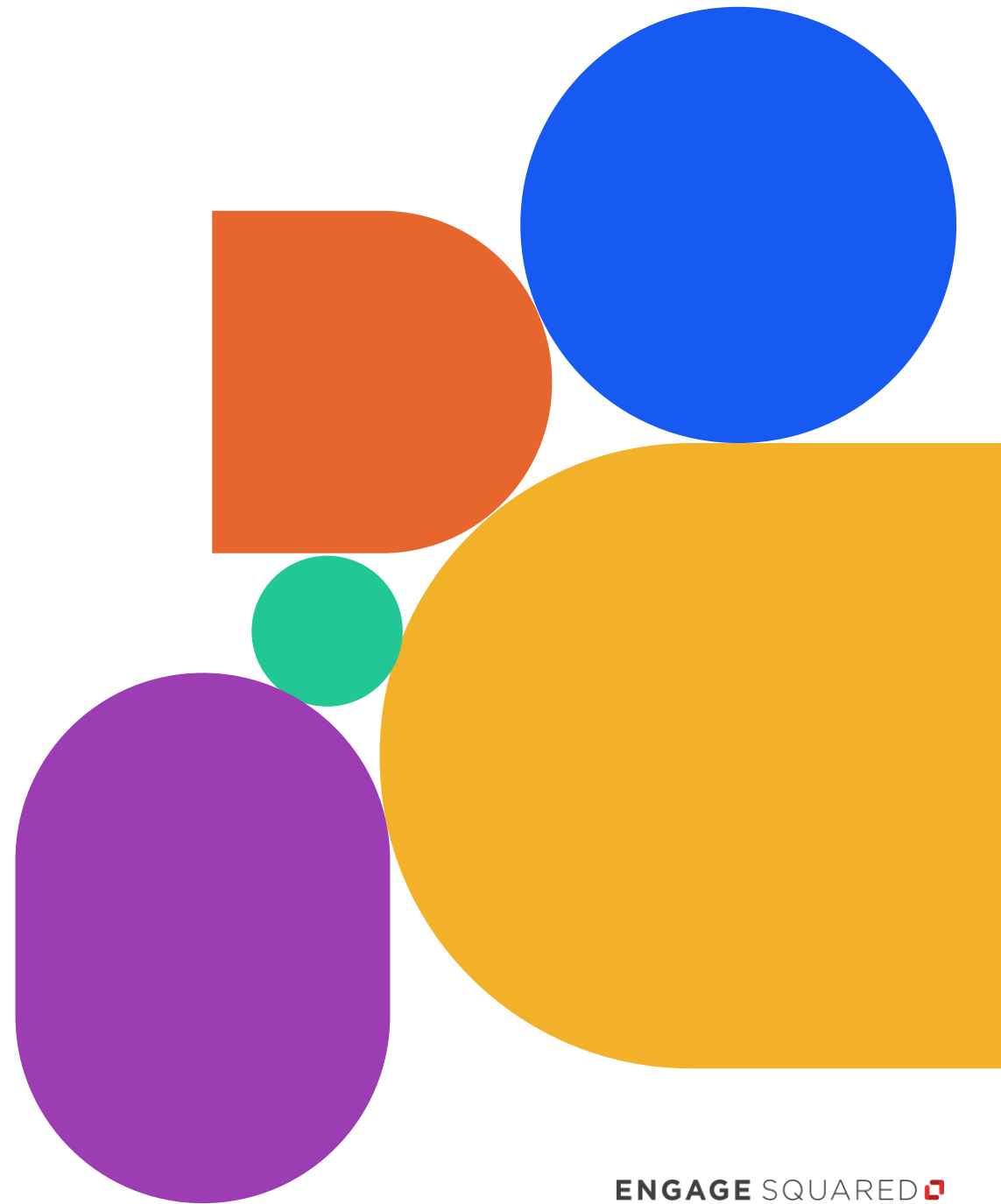


Offer overview

Microsoft Teams for Frontline Workers

With new capabilities available in M365, more businesses are turning to M365 to empower, engage and connect with their people.



About us

We are Engage Squared.

Specialists in <people> friendly technology.

Our mission is to make work better. We are one of a small number of technology consultancies in APAC that provide end-to-end support for our clients, helping to tackle issues ranging from employee experience, business process automation, compliance and records management, technology adoption and more.

From design, to technical build, our team of experts use their broad range of skills across project delivery, cloud strategy, user experience design, governance, agile development, change management, and security to help our clients get the most of technology.

We specialise in a range of technologies, and partner with leading providers such as Microsoft, ServiceNow, AvePoint, Glint, SWOOP Analytics and many others. We take partnerships seriously and were proud to be named the **2022 global winner of the Employee Experience Microsoft Partner of the Year award.**



2022 Partner of the Year Winner
Employee Experience Award
2021 Partner of the Year Winner
Australia



Gold Cloud Productivity
Gold Collaboration and Content
Gold Application Development
Gold Communications
Gold Project and Portfolio Management
Gold Datacentre
Gold Windows and Devices



CHANGE PRACTITIONER



Yammer
Adoption
Specialist



Microsoft Teams
Collaboration
Specialist

Engagement overview

Empower your frontline staff with the right technology

It's widely recognised that frontline staff are the backbone for many businesses. They're the face of your business, engaging with customers and representing your companies' values and brand. With new capabilities available in M365, more businesses are turning to M365 to empower, engage and connect with their people.

To help you on this journey, Engage Squared can partner with you to:

- Help you identify and map use cases for M365
- Develop a proof-of-concept solution for one priority use case (e.g. swapping shifts, connecting with colleagues, managing tasks)
- Deliver a targeted pilot change program with your frontline staff
- Deliver a broad-scale change program across all staff to bring the use case to life



Enhanced peer-to-peer and group communication

Enabling staff to chat directly with each other, eliminating the need for shadow IT.



Two-way leader communication

Helping leaders land messages directly in the palm of staff.



Integrated experience

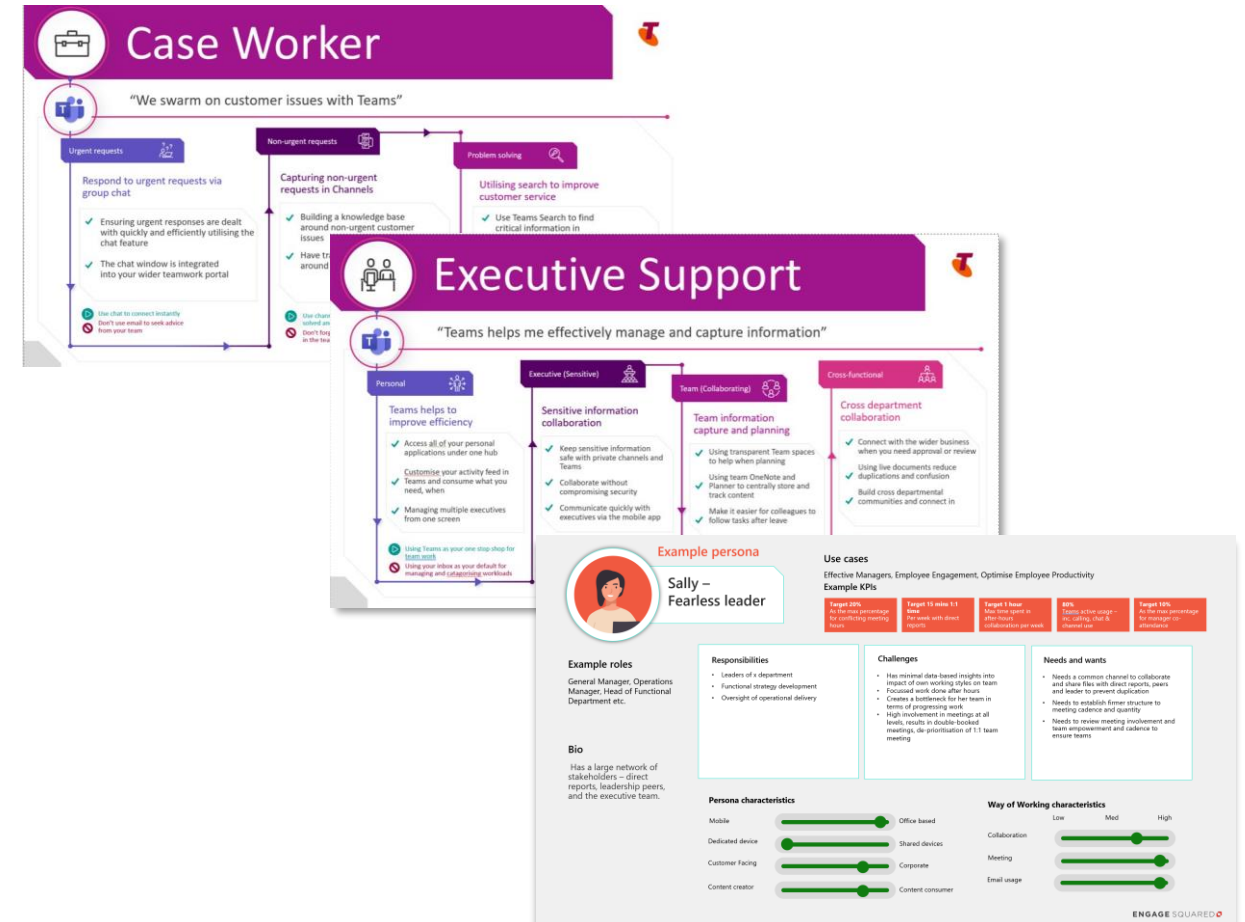
Paving the way for you to create tailored experiences by linking to other commonly used systems.

Part 1: Technical enablement and strategy

To ensure our activities are tightly aligned to your objectives, we'll do a small amount of discovery and planning to validate that your initial requirements are fit-for-purpose, review and configure your existing technical landscape, and design a change plan that speaks to the bigger picture within your organisation.

Key activities and deliverables include:

- Technical and business discovery workshops
- Use case identification and mapping
- Technical review and configuration recommendations
- Persona development
- Change impact assessment
- Technical testing
- Master change strategy
- Technical roadmap



Part 2: Proof-of-concept development

Using the insights from our discovery phase, we'll move into creation of a proof-of-concept for one priority use case. This use case will form the basis of the pilot and launch program.

Key deliverables

- **Hi-fidelity design mock-ups** - up to 10 screens as required for the user stories to support the scenario
- **Solution blueprint** – the solution blueprint will serve as a scoping technical architecture guide for how to build the solution components
- **Technical specification** – detailing the implementation approach (based on sequence and architectural diagrams in the Solution Blueprint). Technical feasibility of the solution will be further validated, and any perceived risks documented
- **Solution package** – a release package containing all artefacts necessary to install the solution into your environment
- **Deployment guide** - outlining instructions on how to deploy the solution package into your environment

Individual store member access Teams and Communities via BYOD mobile



View personal activity feed

Chat 1:1 or in groups

Access relevant Team spaces

Access pinned 3rd party apps

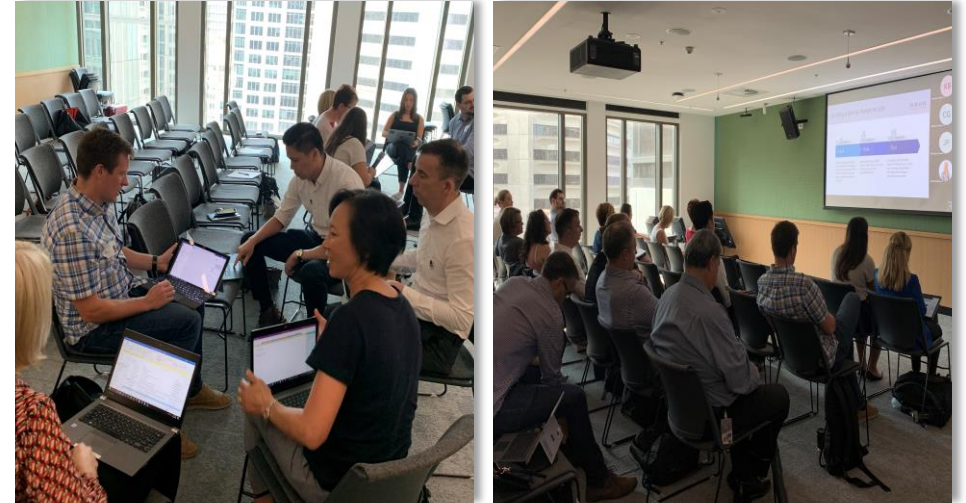
Check out Communities & more!

Part 3: Pilot program

Once the solution is ready, we'll move into launching our pilot campaign, supporting staff to test and adopt new ways of working.

Key activities

- **Champions recruitment and activation** including facilitation of a kick-off session for champions and relevant training
- **Implementing change activities outlined in the strategy** leveraging the change management plan developed in part 1, we will support the delivery of activities including:
 - Creating t-minus, launch and t-plus communications
 - Delivering scenario-based training to end-users
 - Launching self-serve training collateral
 - Facilitating champion check in sessions throughout the 'change campaign' to capture feedback and answer any questions
- **Collecting** feedback and lessons learnt from the pilot – insights will be used to refine the solution and develop a change strategy to support broad-scale launch program



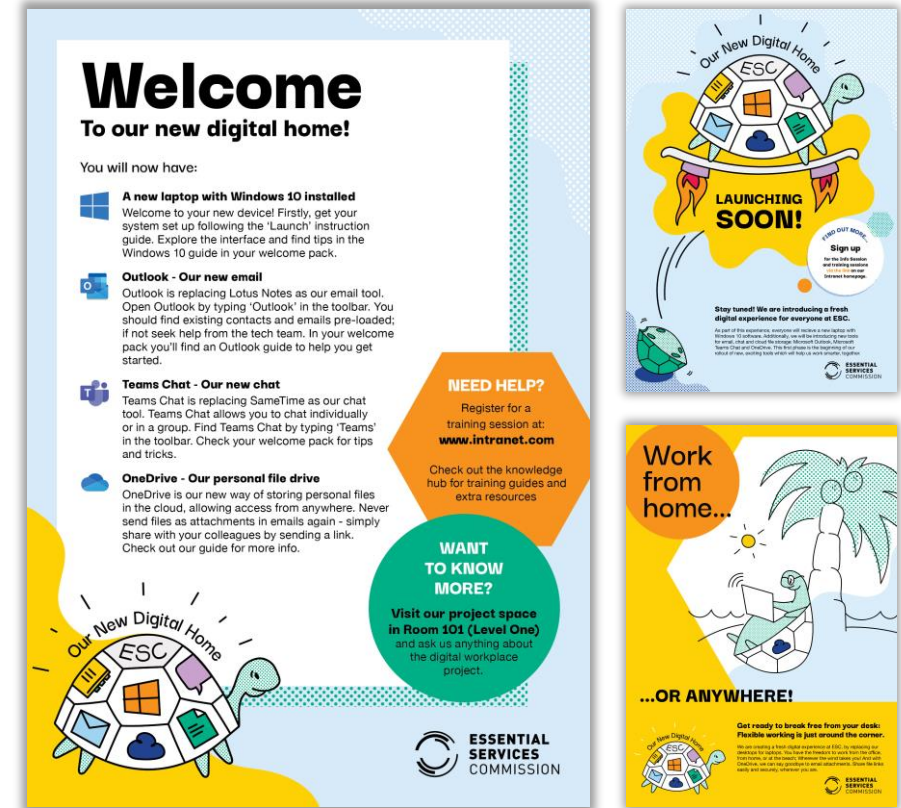
Champions activation day at Westpac

Part 4: Broad-scale change program

Using lessons learnt from our pilot program, we'll move into delivery of a broad-scale change campaign, implementing the activities outlined in our change strategy.

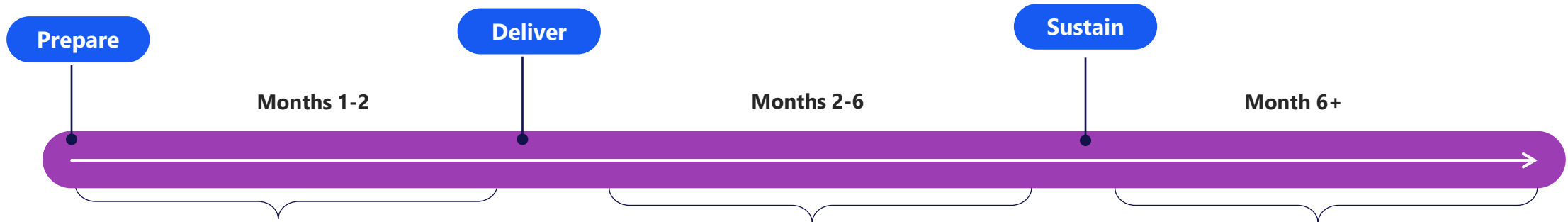
Activities can include

- Delivery of a communications campaign
- Hosting excitement/showcase days
- Delivery of scenario-based training (in-person & virtual)
- Creating self-serve training collateral
- Providing floorwalking support
- Continued champion's engagement
- Adoption measurement and reporting



Example awareness collateral, created for Essential Services Commission

High-level project pathway



Prepare

During the **prepare** phase we will get a better understanding of your current state and technology and people landscape, to help articulate the change strategy, tailor business scenario training and create a plan to launch a global adoption campaign.

Deliver

The **deliver** phase is where we bring the change strategy to life, delivering both the pilot program and broader launch campaign for your staff, capturing lessons learnt and helping to transition key activities to BAU.

Sustain

Sustaining change is equally, if not more important as the first two phases. Ensuring the ESV have embedded the change to ways of working will ensure return on investment and continued productivity benefit ongoing.

NOTE: A detailed project plan and timings will be provided as part of our project kick off activities.

Investment overview

Activities:

- Project kick off
- Environment review and planning workshops
- Provide technical documentation
- Deployment and user acceptance testing
- Delivery of 1 x admin handover session
- Creation of 1 x user guide

~15 days

Effort spread over 6 weeks

From
\$25,000
AUD ex GST



About us



2,000,000+
people use an intranet
built by us



150+
Digital Workplace
transformations



70
Our intranets are
used in 70 countries



6,000,000
Records migrated



Melbourne
Sydney

Brisbane
Perth

Canberra
Auckland

Wellington
Minsk

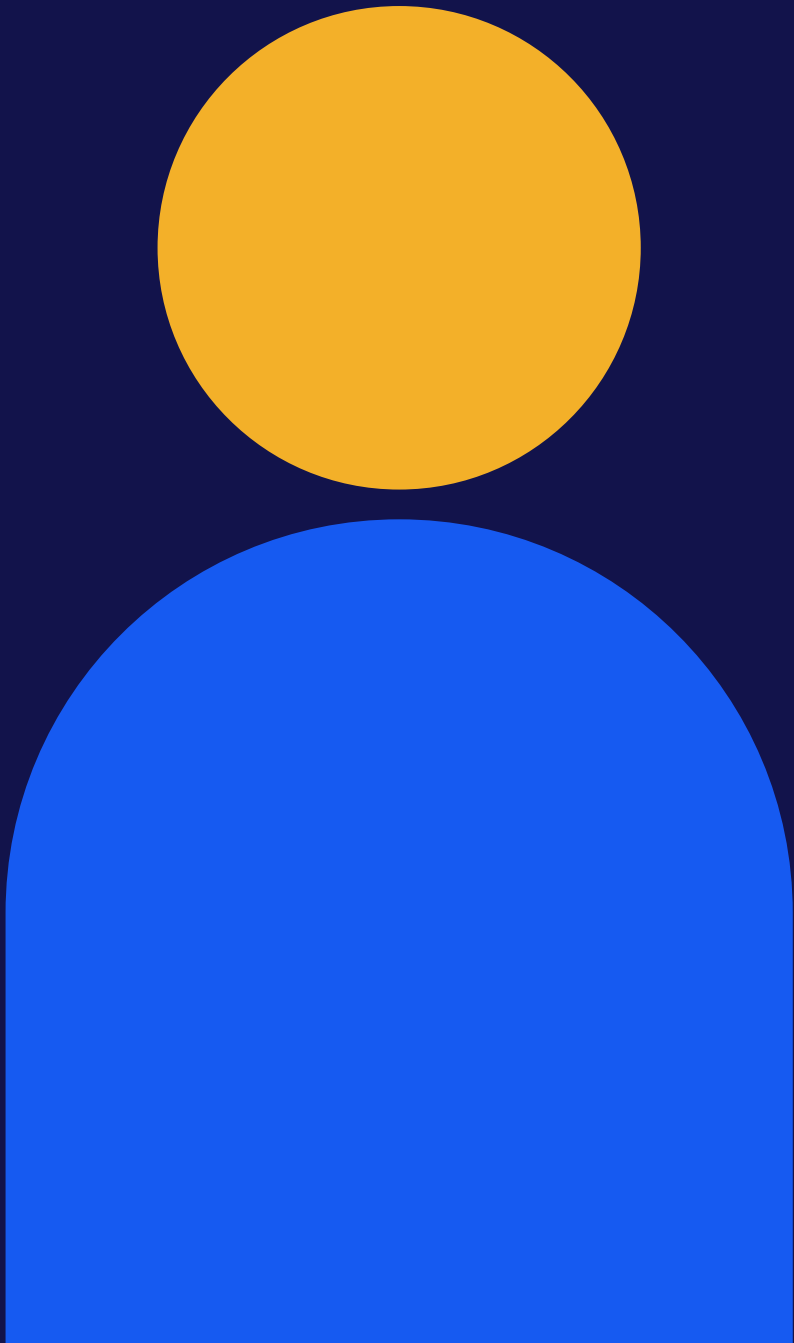


Get in touch

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<people>
friendly
technology

ENGAGE SQUARED 