IBM
Strategy
Consulting

IBM Employee experience transformation

Market Insights

The driving force for any business is its people

Employee engagement

86% of top-performing companies say that digital training programs boosted employee engagement and performance.[1]

Employee satisfaction

94% of employees say they would stay at a company longer if it invested in their learning and development.[2]

Employee retention

Highly engaged employees are 12x less likely to leave their company than those who are not engaged.[3]

Profitability

Organizations with highly engaged employees have 21% greater profitability.[4]

The employee experience impacts business success

Employee engagement
Only 15% of employees worldwide are engaged since the shift to hybrid 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]

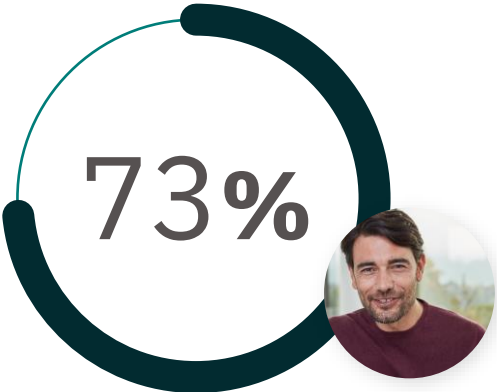Connection

Insight

Purpose

Growth

Need for an Employee Experience Platform (EXP)

Employee Experience Platform can help organizations create a thriving culture with engaged employees and inspiring leaders


Communications
Announcements, News, Events

Growth & Development
Learning & Coaching
Recruiting, On-boarding & Career
Talent & Performance Development

Company Resources
Employee Portals and Apps
Workplace Services (pay, benefits, IT, legal, compliance)

Wellbeing
Physical, Mental, Emotional, Financial

Insights
Analytics, Nudges, Surveys
Feedback, Sentiment

Employee

Communities
Diversity & Inclusion
Interest groups
Team cohesion

Knowledge
People & Experts
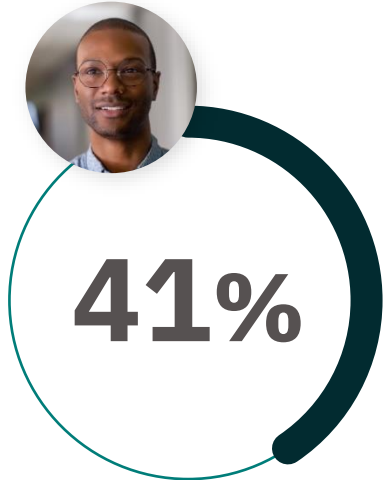Documents & Content
Projects

Hybrid work: a durable trend

73%

of employees want flexible remote work options to stay[1]

80%

of leaders say they plan to make major changes to their flexible work policies[1]
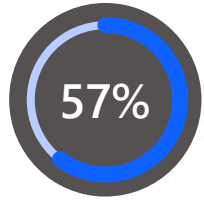
67%
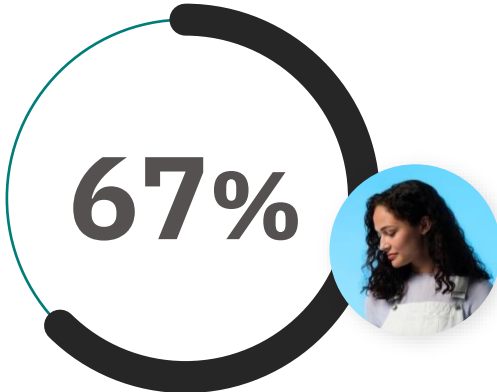
of employees want more in-person work or collaboration post-pandemic[1]

41%

of employees say they are considering other roles or companies coming out of the pandemic[2]

# Hybrid work flexibility remains top priority for today's workforce

57%

Hybrid work is inevitable

57% of remote employees say they are likely to consider shifting to a hybrid work model in the year ahead[1]
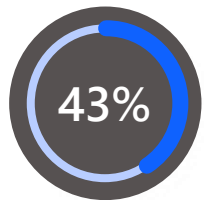
54%
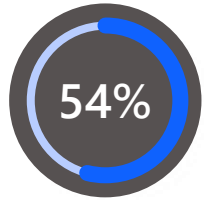
Flexible work environments

54% of leaders say their company is investing in tech and space to redesign meeting rooms to make them more hybrid friendly in the coming year[1]
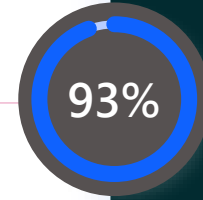
52%
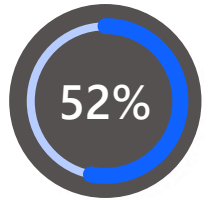
Collaboration is evolving

52% of employees are open to using digital immersive spaces in the metaverse for meetings or team gatherings in the next year[1]
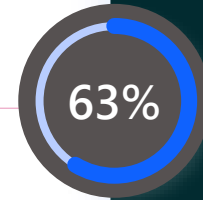
43%

Staying connected is harder

43% of remote attendees say they don't feel included in meetings[1]
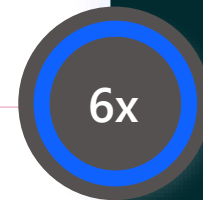
93%

Configuration

93% of today's meeting rooms are equipped with only minimal technology to support information sharing

63%

Usability

63% of workers would use video conferencing more if their huddle rooms were better equipped

6x

Investment

By 2025, the number of video conferencing devices, will be six times as high[2]

1. Microsoft Work Trend Index Report.
2. State of the Global Video Conferencing Device Market, Forecast to 2025. Frost & Sullivan. 2021.
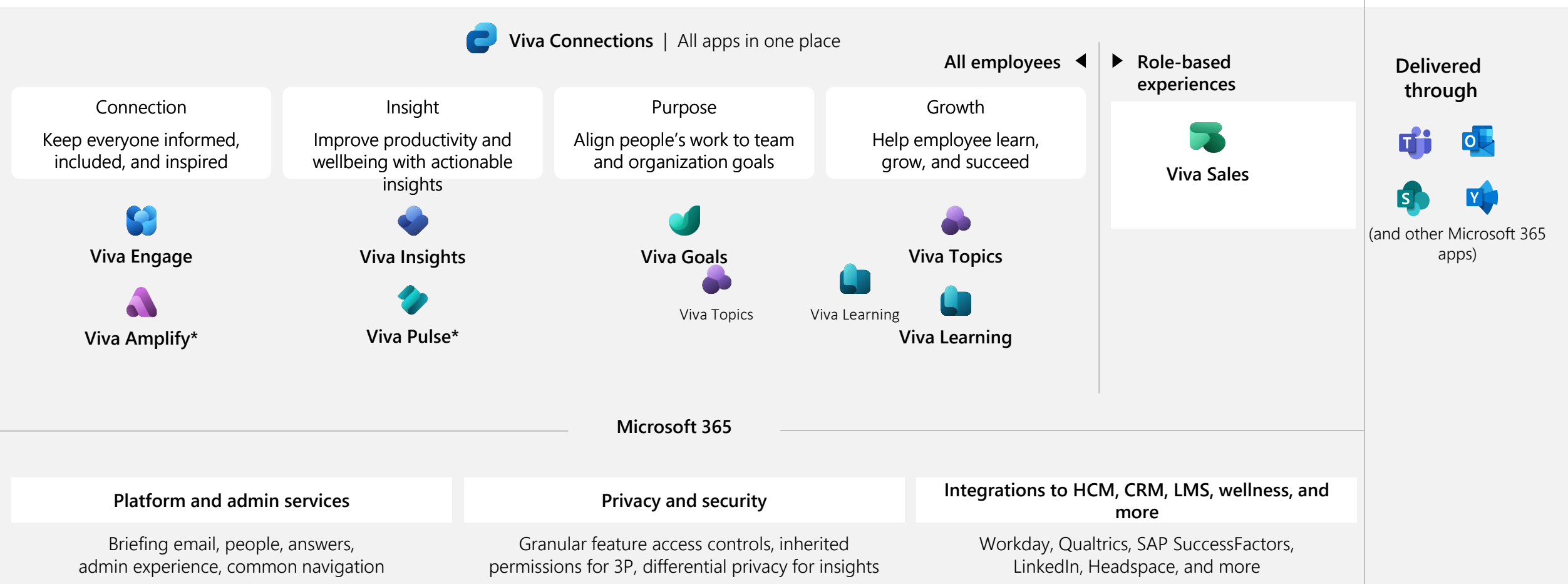3. The Collaborative Enterprise: How enterprises are adapting to support the modern meeting. Wainhouse Research. 2015.
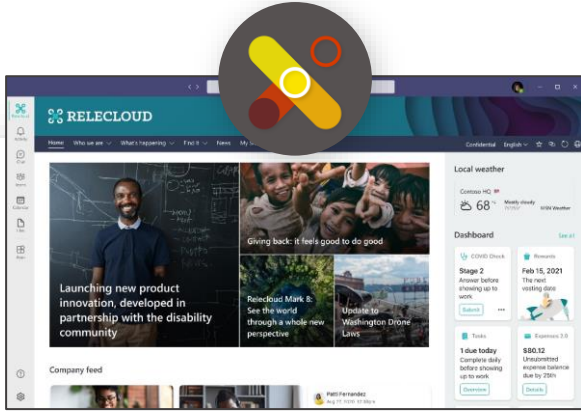
Employee Experience transformation with Microsoft Viva and Teams – Product Capabilities

Microsoft Viva – Microsoft's employee experience platform

The integrated employee experience platform that empowers people and teams to be their best

Viva Connections | All apps in one place

All employees ◀ ▶ **Role-based experiences**

Delivered through

Connection
Keep everyone informed, included, and inspired

Viva Engage

Viva Amplify*

Insight
Improve productivity and wellbeing with actionable insights

Viva Insights

Viva Pulse*

Purpose
Align people's work to team and organization goals

Viva Goals

Viva Topics

Growth
Help employee learn, grow, and succeed

Viva Topics

Viva Learning

Viva Learning

Viva Sales

(and other Microsoft 365 apps)

Microsoft 365

Platform and admin services
Briefing email, people, answers, admin experience, common navigation

Privacy and security
Granular feature access controls, inherited permissions for 3P, differential privacy for insights

Integrations to HCM, CRM, LMS, wellness, and more
Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more

Microsoft Viva

Employee Experience Platform for the Digital Era

Viva Connections
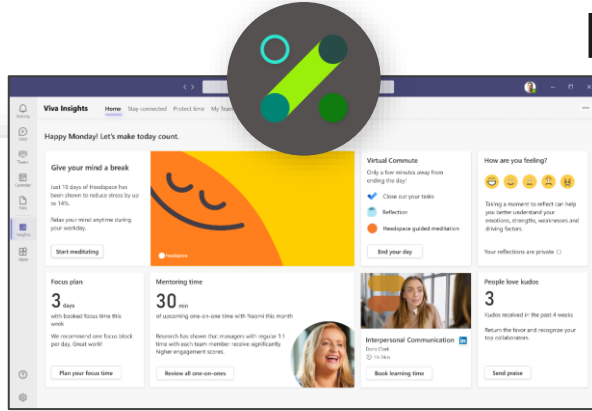
Viva Insights

Viva Topics
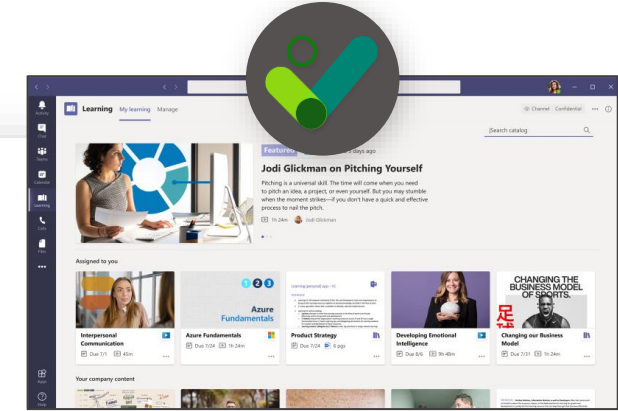
Viva Learning

Viva Platform and Ecosystem

Microsoft 365

ERP HCM LMS Content Apps CRM Wellness Many more...

Microsoft Teams
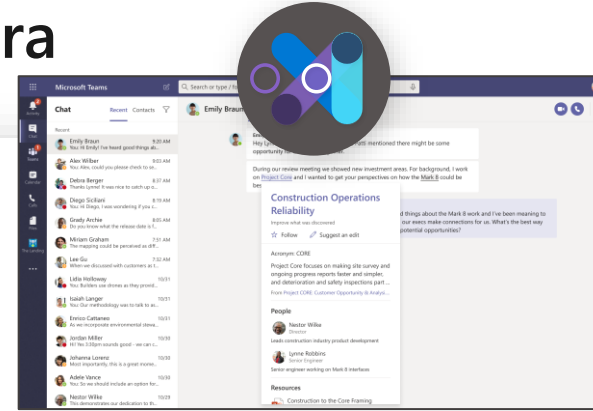
Come together to get work done

- Stay connected
- Collaborate seamlessly
- Simplify work

Microsoft Teams Rooms

Inclusive

Foster inclusive and interactive meetings for everyone, regardless of where they are.

Easy to use for all

Deliver consistent Teams experiences designed to make collaboration easy and hassle-free.

Flexible

Turn any shared space into a Teams room with a wide selection of devices to fit every need.

Microsoft 12

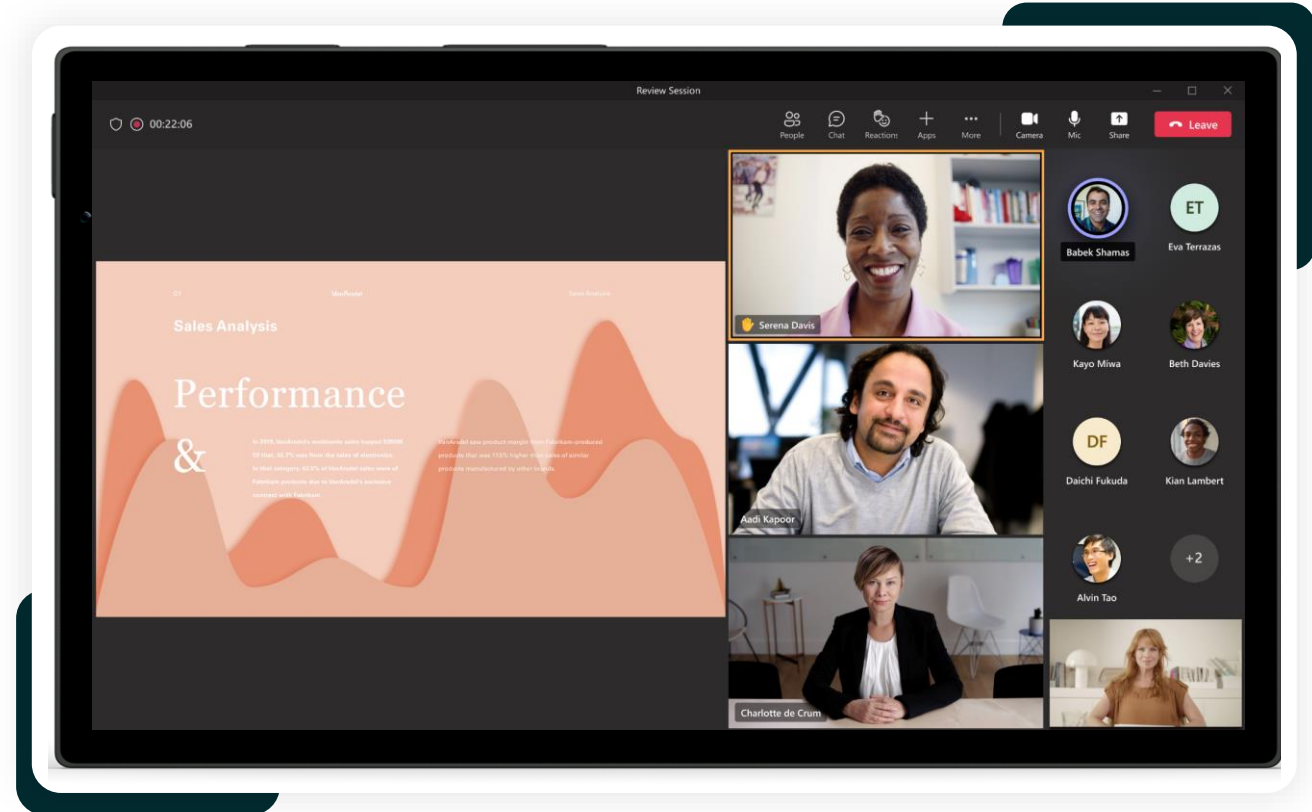# Apps (Microsoft & 3rd party) help you get the most out of Teams
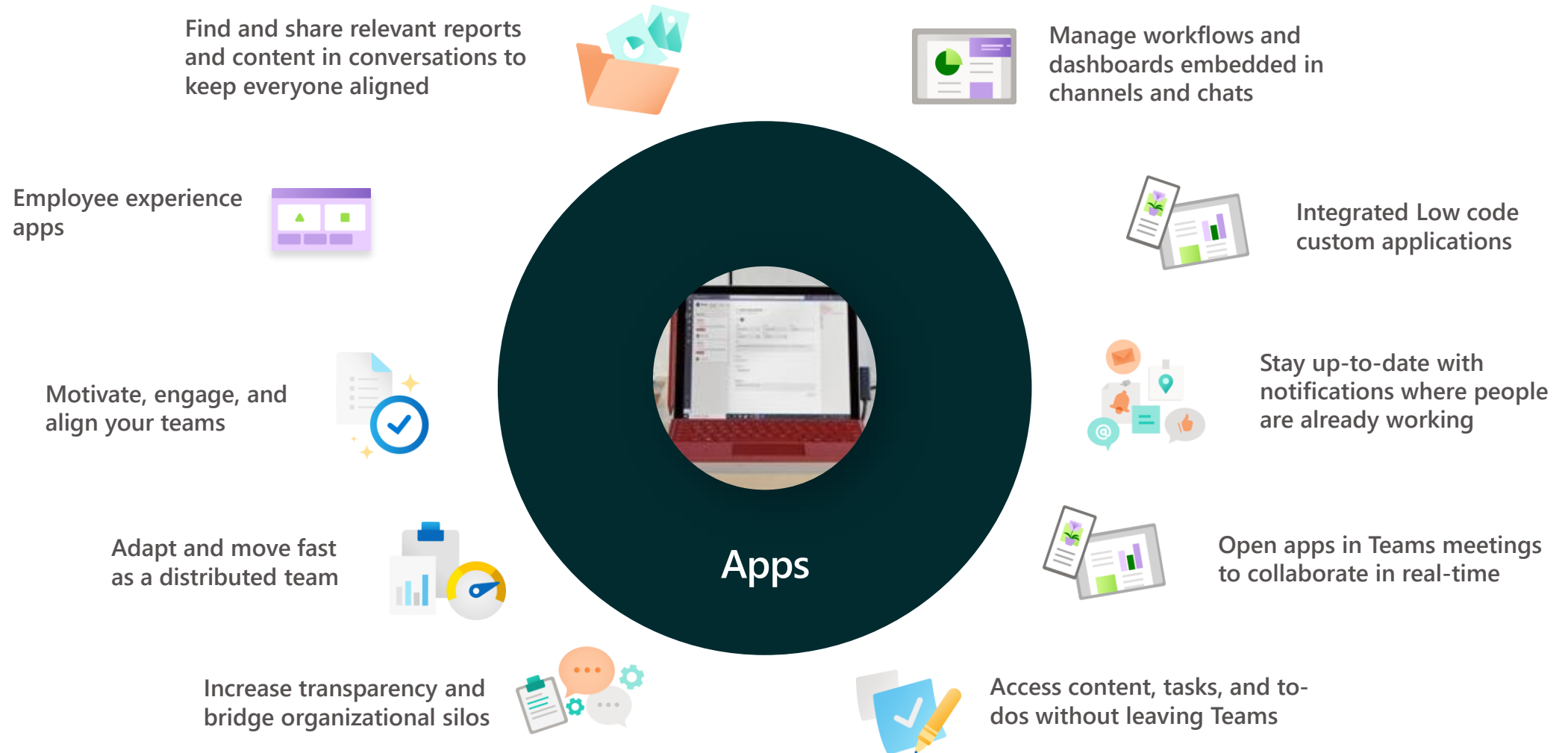
Find and share relevant reports and content in conversations to keep everyone aligned

Manage workflows and dashboards embedded in channels and chats

Employee experience apps

Integrated Low code custom applications

Motivate, engage, and align your teams

Stay up-to-date with notifications where people are already working

Apps

Adapt and move fast as a distributed team

Open apps in Teams meetings to collaborate in real-time

Increase transparency and bridge organizational silos

Access content, tasks, and to-dos without leaving Teams

IBM Employee Experience Offering

IBM Employee Experience- Overview

IBM Employee Experience Offering powered by Microsoft Viva and Teams help the organizations to transform employee experience and enhance productivity, create thriving culture with engaged employees and inspiring leaders, and improve business outcomes with personalized insights and recommended actions.

Our team will work with you to understand your priorities, challenges, and culture to design a solution to:

- Solve high-value business challenges around employee performance, engagement, and productivity

- Fastrack Viva and Teams implementation which improves efficiency and increases employee satisfaction.

- Provide tailored strategy to address identified challenges and opportunities, fitting into your broader digital roadmap.

- Provide guidance for enhancing adoption

Transforming Employee Experience

Client Needs

- Partner with an SI to identify a solution for addressing their challenges related to Employee experience transformation

- Partner with an SI to execute a holistic employee experience that drives both employee and organizational outcomes.

- Implement a solution that is simple, personalized , seamless, consistent and empowering for employees.

- Gain competitive advantage by providing engaging experiences to employees who in turn deliver customer experiences.

- Understand and mitigate risks associated with transformation

How IBM can help

- Apply IBM's vast global expertise, experience and knowledge of Microsoft technologies to help you perform Employee experience transformation

- Use IBM Garage jumpstart approach to identify the key personas, challenges and envision your desired future state

- Provide consultancy services to implement high impact use cases (MVPs) to transform and engage employees in a frictionless, curated experience

- Accelerate the adoption of MS Viva and MS Teams by providing a tailored adoption journey

Delivery Phases (3 months*)

EXHIBIT
1 WEEK

- Introduce MS Viva and MS Teams and showcase their key capabilities and Value propositions

DISCOVERY
2 WEEKS

- Conduct Garage jumpstart workshops to understand the key personas, key challenges and expected business outcomes

- Identification and prioritization of use cases to be developed across MS Teams and MS Viva

- Finalize 2 MVPs to be developed for pilot

- Use case (MVPs) elaboration

MVP BUILD
6-8* WEEKS

- Configure default configurations for MS Teams and MS Viva

- Implementation of identified use cases (MVP)

- Showcase employee experience transformation using MS Viva and Teams

- Acceptance testing with an identified group of end users.

TRANSITION
1 WEEK

- Document best practices

- Provide Training Sessions

- Share a tailored adoption journey for MS Viva and Teams

Ongoing

Operate & scale using IBM Garage methodology across new use cases for Employee experience transformation

Phase 1: Exhibit

Showcase the key capabilities of Microsoft teams and Microsoft Viva and help enable the clients explore the benefits of an integrated employee experience.

We would take the key stakeholders through envisioning the art of the possible through demos.

Understand the opportunities within the organization and the key business scenarios which can be addressed by MS Teams and MS Viva

IBM Differentiator
Preconfigured demos for MS Teams and MS Viva to help the client visualize the "To-Be" application

Phase 2: Discovery

IBM Team will conduct IBM Garage jumpstart workshops to understand the key personas, key challenges and expected business outcomes.

IBM Garage jumpstart brings together your key stakeholders to begin envisioning your desired future state (North Star), identify current challenges against that North Star, and determine key enablers – Technology, Data, People, Process

Inputs:

- Best in Class Intelligent Workflow Designs

- Design & Enabler Accelerators

- Industry Leading POVs

Outputs:

- North Star vision and recommendations

- High-level prioritized view of areas with highest business value

- Identification of use cases for MVP development

- Business case inputs

Phase 3: MVP Build

IBM Team will develop the use cases defined in the Discovery Phase using IBM Garage Methodology

Speed to Value

IBM Garage is a proven approach for faster speed to value. We prioritise the project backlogs based on user impact, business value and technical feasibility to help deliver Phase 1 in 6 months and co create the solution with you.

## User Needs focused

Our approach is user centric. We put the users' needs at the heart of our way of working. We interact with the end users regularly and this helps us to create experiences which are simple and can be easily adopted by users.

Agile and Nimble

We champion delivering value incrementally, endorsing a continuous feedback loop with end users, learning and course correcting as we go
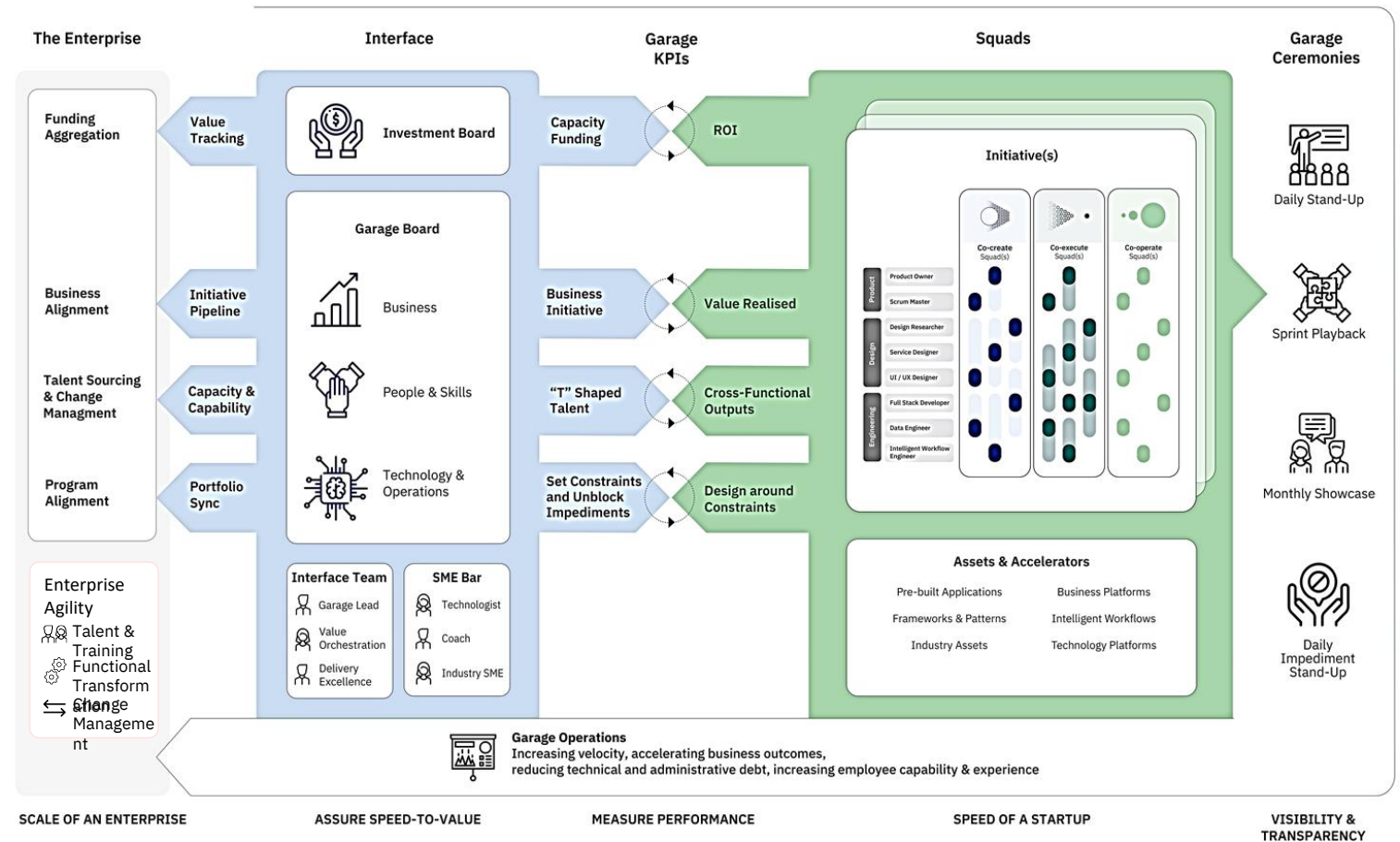
Phase 4: Transition

IBM Team will showcase how the key persona pain points identified in the discovery phase has been addressed by the implemented use cases and provide a tailored roadmap for Employee experience transformation for enhancing engagement with employees and empowering the organization.

Key Activities:

Build upon client's newfound knowledge and pair it with unique business challenges to identify next set of use cases.

Prioritized, actionable plan based on use cases and desired business outcomes
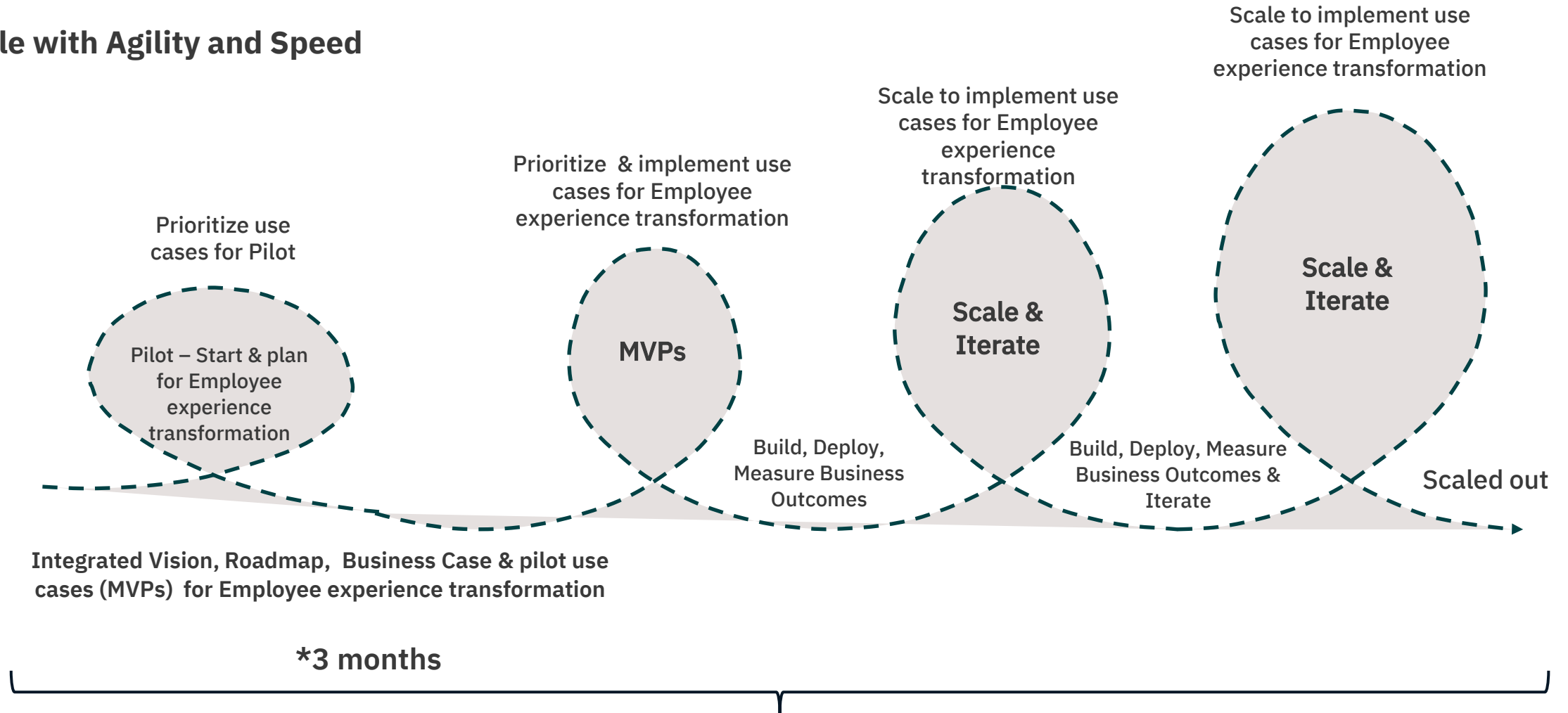
Document best practices that provides guidance to help create and implement the business and technology strategies necessary for the client to succeed with Microsoft Viva and Teams

Operate & Scale

Scale with Agility and Speed

Scale to implement use
cases for Employee
experience transformation

Scale to implement use
cases for Employee
experience
transformation

Prioritize & implement use
cases for Employee
experience transformation

Prioritize use
cases for Pilot

**Scale &
Iterate**

**Scale &
Iterate**

MVPs

Pilot – Start & plan
for Employee
experience
transformation

Build, Deploy,
Measure Business
Outcomes

Build, Deploy, Measure
Business Outcomes &
Iterate

Scaled out

Integrated Vision, Roadmap, Business Case & pilot use
cases (MVPs) for Employee experience transformation

*3 months

*Depending upon scope & complexity

Co-create across
stakeholders to
define vision.

Co-execute using
a fast, scalable,
iterative approach

Co-operate scales your
solution & team's capabilities.

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