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Microsoft Enable Frontline Workshop
modern work tools for frontline workers

INTEGRATED SOLUTIONS | Digital Solutions Partner

Customer Situation

Challenges

Improving communication and teamwork area using **Microsoft 365** including practical use of **Teams**, **SharePoint**, *OneDrive*, **Yammer** and other modern services.

Improving business process automation - thanks to *Power Automate.*

Introduction to creation of your own solutions - thanks to *Power Apps*.

Improve practical knowledge and skills in the field of security including *Identity & Access Management* and Information Protection.

Gaining practical knowledge and skills in the field of *Endpoint Management*

Gaining practical knowledge and skills in the field of change management in organization.
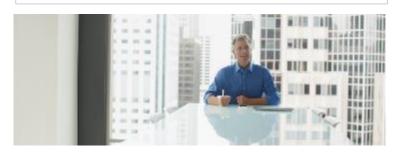
Ideal Solution

Provide the services to transform an inefficient work environment to a solution based on modern services and a centralized hub for effective teamwork regardless of current external conditions.

Ability to expand team awareness and competence based on new technologies of *Microsoft 365* services.

Changing the way tasks are performed by streamlining and automating manual business processes.

Implementing highly effective environmental and identity security solutions while maintaining user experience.

Use of the latest standards in change management during the entire deployment phase.

Desired Outcomes

The Enable Frontline Workshop will give you a complete understanding of how Microsoft services offer to support frontline workers. The workshop will show how with *Teams* to connect all teams and groups of employees, regardless of where they work. Thanks to *Power Platform* tools participants will learn how to automate business processes, create their own scripts and functionality extensions or data visualization in interactive forms of presentation.

The workshop will help in the proper deployment of services and contribute to the improvement current processes. It will also help to optimize the costs of maintaining the working environment and build the awareness of Frontline users about the safety of the environment and identity and method of safe and effective remote work. After completing the workshop, the trainer will provide recommendations and action plan and along with the determination of individual stages of its deployment.

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The Enable Frontline workshop is dedicated to everyone who plans to support their frontline employees with the latest services while ensuring high protection of their own organization's and their customers data.

Prepare

- Kick-off meeting – understand the opportunity for Frontline workers.
- Identify executive sponsors and business stakeholders.
- Pre-engagement questionnaire.

Envision

- Drive intent through envisioning the Art of the Possible
- Conduct Customer Immersion Experience
- Identify frontline worker challenges and pillars

Design and Plan

- Deep dive on Frontline worker challenges and map to scenarios
- Define high-level plan
- As a new project - work with customer to drive pilot or proof of concept

The Enable Frontline workshop is designed primarily for decision makers in three industries: retail, healthcare and manufacturing. However, there is nothing to stop the Enable Frontline workshop from being tailored to the needs of any organization, regardless of size or nature of work.

Customer Success Story

Microsoft Cloud

One of the largest construction companies in Poland.

• Delivered Q4 2020

• Construction/Poland

Customer challenge – The Customer wanted the workshop to outline a strategy for transformation in the area of frontline workers. He expected support in developing a plan and defining subsequent stages of its deployment. The change was dictated by the current market situation and the need to adapt work service to the new challenges faced by frontline employees. The Customer wanted to base the transformation on modern services with a central point providing connection to all employees of the company regardless of where they do their work. They also counted on modern solutions that will significantly affect the security of the work environment, identity and Information Protection, taking into account the aspect of remote work, which is increasingly common in everyday tasks.

Solution - During the conducted workshops the customer received a wide range of practical knowledge supported by scenarios tailored specifically to their expectations. The main point of the workshop was *Teams* as a center of teamwork and it was joined by other services such as *Yammer*, *OneDrive* or *SharePoint* to ensure trouble-free work with files. The workshop also touched upon more advanced recommendations in the area of environment, information and user identity security. The next area was process automation using *Power Automate* was also discussed, as the possibility of building your own solutions with the *Power Apps* environment. Special attention was paid to the elements of threats in remote work and the final summary was made by creating a list of recommendations and a report in the form of Road Map with the subsequent stages of implementation of changes.

Win Results

The workshop included practical examples of the use of specific *Microsoft 365* services and services from the Frontline Workers area based on appropriately selected scenarios of their use.

Thanks to the workshops, the Customer *increased the efficiency by 30%* and the involvement of Frontline Worker employees in their daily work, and greatly increased the safety of the work environment.

Thanks to the workshop, Frontline Worker employees effectively increased their competence in relation to modern services.

After the workshop, the Customer decided to implement *Microsoft 365* for a pilot group of Frontline Worker employees in conjunction with Change Management strategy according to *PROSCI* methodology.