

isolutions

# Employee Experience

**A good customer experience is the be-all and end-all for success in any company. But this only happens when the employees are happy with their own company and can really identify with it.**



## Why Employee Experience?

According to a study by Jacob Morgan, companies that provide a good employee experience are:

**4.5x**

more often listed among the most innovative companies.

**6x**

more often listed among the best employers.

**4.4x**

more successful (Ø greater earnings).

**3.3x**

more profitable.

### Shifting from «have to» to «want to»

Jacob Morgan defines a good employee experience as a situation where employees genuinely enjoy going to work, instead of thinking they have to. The needs of employees have changed – particularly in the wake of the pandemic. A mix of working in the office, at home and remotely is becoming more commonplace.

Achieving a winning employee experience means considering **three environments**: the physical, the cultural and the technological.

### Physical environment

This is simply about how a workplace is designed. How is it furnished and decorated? Does it encourage people to invite friends and acquaintances to stop by? Does it offer flexibility? Are there different spaces provided for the different forms of work?

### Cultural environment

The focus here is on how we feel about the workplace. What is the atmosphere like? This less tangible environment is shaped by a wide range of issues: Are we treated fairly, do we feel valued? Do supervisors serve as mentors? Is there respect for diversity and inclusion? Do we get the opportunity to develop and grow? Do we feel part of the team?

### Technological environment

First up: Are the tools provided truly available to everyone? And: are they really aligned with the needs of employees? How do employee needs relate to business requirements? It can be quite helpful here for the IT department to bring HR in for technological discussions, and for HR department to seek help from IT for personnel issues.

**«To win in the marketplace you must first win in the workplace.»**

*Douc Conant*

## Figures do not lie

Studies are revealing new findings, and employees' demands are changing. This calls for solutions that truly result in a good employee experience.

**53%**

more employees now value their health and well-being more than their work than before the pandemic.

**125%**

higher productivity with inspired employees.

**20%**

productivity loss due to «organisational drags»

(processes and structures that impede employees from completing their tasks).

**14%**

of companies report that their digital workforce strategy and employee experience are fully integrated.

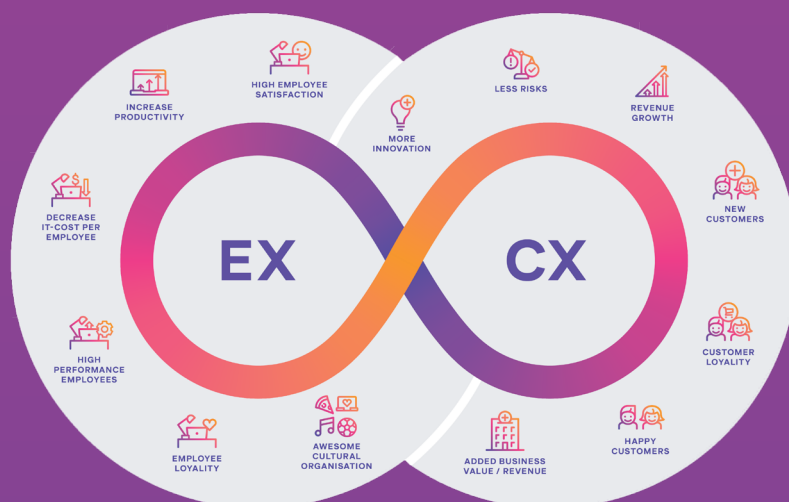
## The hybrid working paradox

Microsoft's Work Trend Index revealed that 73% of employees surveyed want to keep flexible remote working arrangements, while 67% want to spend more time with their teams.

**«If you don't create a great, rewarding place to work, they won't do great work.»**

*Ari Weinzwieg*

The solution to this hybrid work paradox is essentially to take this need for utmost flexibility seriously. And that means developing a culture that attaches real value to the current needs of employees; but more importantly, listening to them, taking their feedback seriously, and constantly re-adjusting.



There is a direct correlation between a good employee experience and improved company performance.

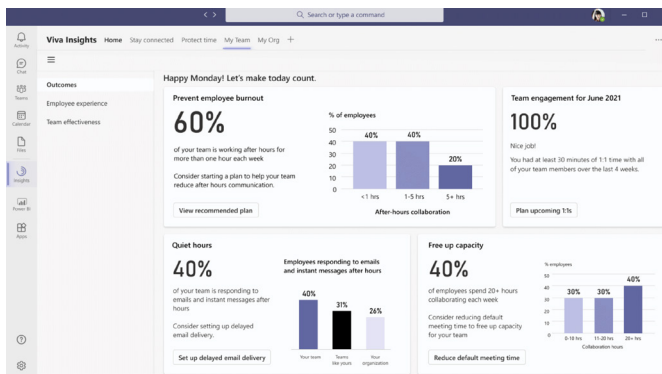
**Happy Employees  
= Happy Customers**

# Let's get specific: How does the employee experience succeed?

A good employee experience requires a culture of openness, trust and an open culture of error. Agile Arbeitsmethoden fördern Innovation und sprengen bestehende Silos. Agile working methods foster innovation and break down silos. Microsoft Teams allows open, centralized, collaborative editing of documents. Digital sharing spaces are easy to create, and they offer a whole new level of flexibility. Tasks within Teams facilitates task management and helps employees prioritize their own work properly.

«Microsoft Viva fördert eine starke Kultur mit engagierten Mitarbeitenden und inspirierenden Führungskräften.»

Lucas Badertscher



VIVA Insights Dashboard

## Culture and communication

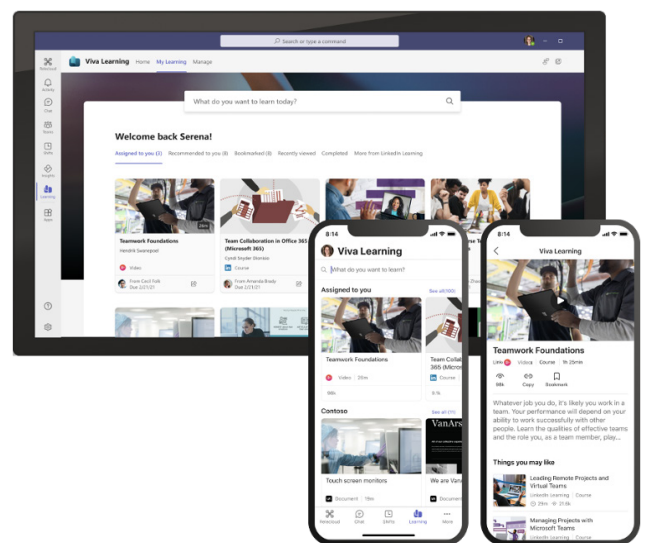
Everyone should be up to date at all times with ready access to relevant communications. The goal is to create a culture that has a strong sense of togetherness, where everyone can contribute their ideas and give feedback – and all of this results in constant improvement. Everyone knows and supports the mission, the vision and the strategic priorities.

**Viva Connections** helps you create transparent corporate communications that keep everyone engaged and informed, from official communiqués to personal success stories.

## Training and growth

Learning should actually be a normal part of everyone's day. Employees need easy access to learning content, and the motivation to discover, share and use it.

**Viva Learning** gives you the means to easily integrate learning into your day-to-day work – through personalized views of learning content from Microsoft as well as third-party providers such as LinkedIn Learning and existing LMS systems such as SAP Success Factors. You can share relevant, interesting content directly with team members, while managers can recommend potential learning content.



Viva Learning

## Knowledge and expertise

Knowledge is only useful if it is properly shared and permanently stored for generations to come. Many companies face the challenge of distributing knowledge held by the current generation of employees. What happens when they retire? Information needs to be easy to find in the interests of fast learning curves, networked working and innovative thinking.

With **Viva Topics**, you can compile knowledge based on the information you have and link it intelligently. Using AI, Viva Topics connects, manages, protects and delivers enterprise-wide knowledge and subject matter expertise. Frequently searched topics – in conversations, for instance – are automatically recognized and presented on topic pages.

## Productivity and wellbeing

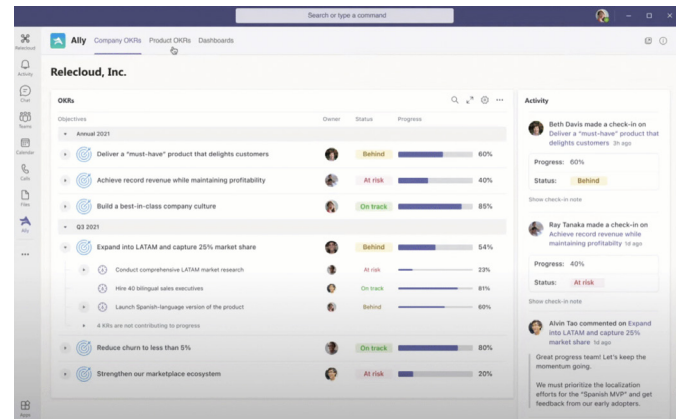
Personalized, usable **Insights** are designed to enable everyone – individually or as a team – to find a balance and develop better work habits. Too many meetings, not enough time for a certain colleague – does this sound familiar? Concrete suggestions for improvement can optimize business results.

**Viva Insights** promotes greater well-being and productivity through data-driven findings. That includes a personal dashboard for your own habits, insights for leaders about their work culture or even specific insights for managers that reveal work patterns that can lead to burnout and stress.

## Objectives and key results

OKR (objectives and key results) represent a management method that combines the goals of the company with those of teams and employees. These goals are set jointly each quarter. At the end of this period, the lessons learned are incorporated into the planning for the next quarter – a transparent management method which is particularly suited to agile companies.

With **Viva Goals**, Microsoft can soon bring the organization of OKRs to a new level – clear, direct and easy to manage. The direct connection between your own work and the company's success becomes even more visible.



Viva Goals

# With Microsoft Teams and Viva to a really good employee experience.

Microsoft Teams and Viva provide the ideal basis for interconnected and focused working, learning and success in the workplace – which in turn provides the perfect basis for a truly positive employee experience.

# Want to talk? We are happy to advise you.



## Contact

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## isolutions

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shope in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

## Locations

### **Bern**

Schanzenstrasse 4c  
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### **Zürich**

The Circle 38  
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