


# Transform Employee Experience & Drive Employee Engagement with Microsoft Viva Connections

Discover how Microsoft Viva helps organizations build meaningful connections by enabling employees to easily discover relevant communications, communities and tools.

## Why LTM?

With an extensive Microsoft Collaboration practice, LTM can help you envision your desired state - one that brings people, data, and applications together in a single customized dashboard in Viva Connections. Our team will work with you to understand your priorities, challenges, and culture to design a solution that meet your needs.



Get started today with  
**Microsoft Viva Connections**

- Build meaningful connections via accessible communities and empower employees to contribute ideas/feedback
- Evolve your intranet into a central hub with easily accessible content and targeted updates powered by Microsoft Teams
- Plan for a customized employee dashboard providing quick and easy access to company resources from any device

## How LTM can help you in your journey:

Available services depending on your needs and readiness



4 Weeks

### Assessment for Viva Connections

- Assessment of existing Intranet and plan to leverage the latest components of the **Microsoft 365 Modern Intranet** experience for Viva Connections integration: Modern Portals, Home Sites, etc.
- **Plan to create beautiful, dynamic employee experiences** that are accessible across PC and mobile devices.
- **Define** and **review** business challenges and objectives for improving employee experience
  - Current M365 & Microsoft Teams Adoption
  - Current API Strategy
- **Identifying** Pain Points and Define Use Cases and Scenarios based on the customer's pain points
- Industry driven use cases



4- 8 Weeks

### Plan & Design to enable your content and LoB Apps for Viva Connections

- Propose **recommendations**
  - Taxonomy & Content Restructuring
  - Define / Refine API Strategy
- **Leverage** the power of Adaptive Card Extensions (ACE) to **enable critical LOB Apps**, processes and information for Connections-driven employee experiences.
- Identify opportunities to **connect employees in all roles, including frontline workers**, to content and experiences.
- Identify and **build community-driven content and collaboration** leveraging Viva Engage Communities and Microsoft Teams.
- **Plan for a pilot** of Viva Connections with a group of business users



3 – 6 Months

### Implement Connections-driven collaboration across your organization

- **Prioritize** customer's top employee experience use cases and scenarios
- **Deploy and scale Viva Connections** to every employee in your organization, on any device.
- **Build an employee dashboard** to streamline visibility into key metrics and employee resources.
- Streamline news publishing process to have content stay fresh
- Showcase news and information to the right people with **audience targeting**.
- Explore possibilities with **leadership connection** site deployment
- **Drive adoption** and change management initiatives to realize the value of your

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## Services Overview

### Viva Connections & Feeds

- Identify and Prioritize Use cases that results in High Value Adaptive Card in Viva Connection Dashboards
- Guide Customers to a Weekly Usage Mindset to analyze Employee Engagement with the new Intranet
- Build frequent and engaging posts and ensure it is part of the Organization Feed and keep the content at fresh to make the employee more engage within the company culture
- Prioritize user experience based on the usage like Mobile/ Desktop for both FLW and IW

### Setup

- Review and assign licenses
- **Modern SharePoint Configuration** including
  - SharePoint Home Site,
  - Audience Targeting
  - Site Navigation
- **Viva Connections configuration** in Teams Admin Center

### Industry Focused Solutions

- Leverage ISV cards to increase value propositions and reduce the cost/time for building integration
- Build Industry focused High value engagement Cards on these specific use case scenario's
  - Employee engagement and recognition
  - Onboarding and training
  - Inventory management:
  - Quality Controls
  - Safety training and resources
  - Real-time production insights

### Adoption & Change Management

- Implement advanced Site Analytics capability with tracking important Events in the Site
- Create a dynamic Dashboards in Power BI to view Customer adoption metrics
- Plan additional feature rollout based on adoption metrics analysis

## Put Knowledge to work with Microsoft Viva Topics

Discover Microsoft Viva Topics to harness collective knowledge and expertise within your organization to foster easy reach to right information and create an ever-growing corporate knowledge base.

### Why LTM?

LTM can help you envision your desired state - one that encourages greater information growth within your organization by bringing knowledge to users seamlessly and connecting knowledge to subject matter experts. Our team will work with you to understand your priorities, challenges, and culture to design a solution that meet your needs by:

- ❑ Focusing on **building a practice** of information collaboration and knowledge management
- ❑ **Fostering connection** between teams and information with community of experts at core
- ❑ **Coaching knowledge managers and topic contributors** to easily access and curate content for corporate knowledge base

Get started today with  
**Microsoft Viva Topics**

- Improve business productivity such as speed-up time to onboard new employees
- Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge
- Reduce duplication of effort by making knowledge available in the flow of work
- Find information easier and people quicker
- Prevent knowledge loss due to employees retiring or leaving for competitor

### How LTM can help you in your journey:



4-8 Weeks

#### Plan for Implementing Viva Topics in your Organization

- **Define** and **review** business challenges and objectives for improving knowledge culture and help build curation model
- **Identify and prioritize** Viva Topics scenarios and Knowledge management metrics, high priority topics and source sites to mine for topics
- **Identifying Pain Points** and **Define Use Cases and Scenarios** based on the customer's pain points
- Plan awareness and role enablement activity and Early Adoption program (EAP)
- **Setup** and configure tenant, permissions, topic identification and help kick start topic curation



3-8 Months

#### Implement Knowledge Management & AI Content Discovery Solution

- **Launch** awareness campaign and KM role enablement activity
- **Implement** EAP and monitor via reporting to review impact of EAP program
- **Reporting** of impact via business value, usage, internal success stories
- **Identify** improvement with feature requests and update launch plans



2-6 Months

#### Measure Viva Topics Adoption for Content Discovery & Search

- **Expand** management of topics across independent business units
- **Develop** broader crowd-sourcing plan for topics and prioritization for curation activities for e.g., impressions and quality scores
- **Drive adoption** and change management initiatives to realize the value of your investment in Viva Topics



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## Services Overview



### Plan

- Identify and prioritize **topics usage scenarios**, **topic source sites** and **flag sensitive content**
- Discover **topics features** to implement and select **topics curation models**
- Define **Knowledge management metrics**, plan awareness and **KM role enablement activities**
- Build **early adoption program (EAP) Plan**

### Onboard Extended Team

- Identify and **board knowledge managers**, **champions** and **topic contributors**

### Setup

- Review and assign licenses
- Assist with **tenant configuration** with knowledge network, and choose **site exclusions**
- Setting **permissions and controls**
- Start **topic identification** and **curate high priority topics**



### Implement

#### Comms & KM role enablement

- Launch awareness campaign and KM role enablement activity

#### Early adoption program (EAP) roll-out and management

- Review and manage **pre-EAP** and **post-EAP** surveys
- Monitor, report and review **impact of topics implementation**



### Measure

#### Preparation

- Review and update **launch plans**

#### Expand

- Expand to **new scenarios**, **stakeholders**, **users** and **sources**
- Set up **operations model**
- Drive adoption of **Viva Topics**

# Connect, Engage & Empower your Web Applications to have Microsoft Teams capabilities using Azure Communication Services

Discover how Azure Communication Services can seamlessly connect with clients, patients, or customers and provide capability for Virtual appointments which combine **video calling, chat, and SMS** in a customizable, ready-to-deploy solution and deliver reliable enterprise-grade calling, chat, and messaging capabilities from a global, low-latency network that automatically scales to meet your demands.

## Why LTM?

LTM has extensive expertise in Microsoft Azure cloud solutions, including Azure Communication Services which can help you transform your communication processes and improve customer engagement while reducing costs and increasing efficiency. Our team of experts can help you implement and integrate Azure Communication Services with your existing systems and applications, ensuring a seamless and secure transition to the cloud.



Get started today with **Azure Communication Services**

- Communication services for video, voice, chat, and SMS across applications, websites, and mobile platforms
- Streamlined development on a fully managed Azure platform with GitHub and Visual Studio tools
- Open-source SDKs to create engaging experiences, and seamless communication interoperability with Microsoft Teams

## How LTM can help you in your journey:



2-4 Weeks

### Plan for Implementing Azure Communication Services

- **Define** and **review** business challenges and objectives for integrating Azure Communication Services within the Web Application or Systems
- **Identify and prioritize** Azure Communication Services Business Case scenarios
- **Identifying** all the communication requirements, Non-Functional Requirements
- **Plan** for Security, Scalability & Cost Optimization of using the Azure Communication Services
- **Capture** additional integration requirement like PSTN Integration, Meeting Room Device Integration, SMS Integration etc.,



3-6 Months

### Design & Implement ACS based Solution

- **Setup** and Creation of Azure Resources for Azure Communication Services
- **Development** of Custom Solution using ACS SDK's
- **Integration** with other identified systems and applications
- System **Performance** and Security
- **Industry focused solutions**
  - Telemedicine applications for Healthcare
  - Video based Support applications for Problem resolution
  - Banking Application for Video based KYC, Product Introduction
  - Insurance customer connect applications for Product Demo



1-3 Months

### Measure Azure Communication Services Adoption

- **Drive adoption** and change management initiatives to realize the value of your investment in Azure Communication Services
- **Explore** feasibility with Microsoft Teams Interoperability related use cases

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