Adopting the New Norm

How Microsoft Viva can help enterprises engage employees better in COVID aftermath

April 2022

NCS

Challenges of the New Normal
What are the key issues for the hybrid work environment

Lack of Communication

Low Productivity

Work life Balance

Onboarding Process

Employee Engagement
The importance of engagement of employees in the new norm

21% Organizations with highly engaged employees have 21% greater profitability

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

86% 86% of top-performing companies reported that digital training programs boosted employee engagement and performance

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

Adoption of the New Normal

Key focus areas for employers and organisations

Culture & Communication

Productivity & Wellbeing

Knowledge & Expertise

Skills & Growth

The Solution – Employee Experience Platform
How Microsoft Viva can address

Viva Connections
Unite people by serving as a communication platform.

Viva Topics
Uses AI to organize the content into topics from various sources

Culture & Communication

Knowledge & Expertise

Productivity & Wellbeing

Skills & Growth

Viva Insights
Provide statistics on the impact of work on people and business

Viva Learning
learning system, deliver learning through the flow of work

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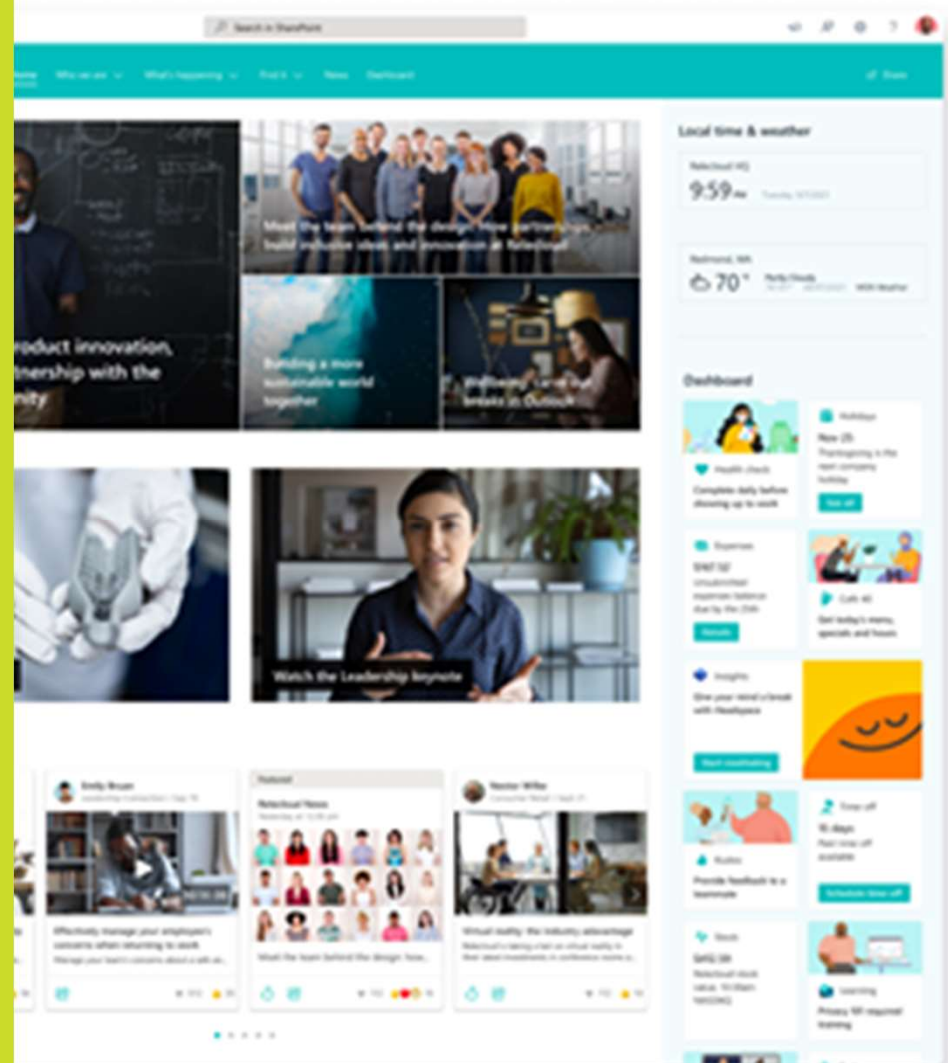
VIVA CONNECTIONS

Overview of Microsoft Viva Connections
Your gateway to a modern employee experience

- Viva Connections gives everyone a personalized destination to discover relevant news, conversations, and the tools they need to succeed.

- A branded app experience in Microsoft Teams that is optimized to enable experiences for information workers and frontline workers

- A gateway to employee experiences, with the ability for you to curate the content and tools you want to deliver through quick access to data and tasks, relevant news, communications, people, and resources

- Built on existing capabilities in Microsoft 365 like SharePoint, Teams, Yammer, and Stream

NCS Services for Microsoft Viva Connections (1 of 2)

Where NCS can help you in your journey to adopt Viva Connections

NCS can help customers in any stage of their Microsoft Viva Adoption journey, ensuring a successful implementation of the service regardless of their progress

| Onboarding Services		Customization Services	Added Package Functionalities	
Getting Started [2 Weeks]	**Planning Design and Deployment [4 Weeks]**	**Customization [4-6 Weeks]**	**Continuous Improvement**	**Operations and Management**
• Identify key business decision maker stakeholders. • Gather information about customer environment. • Research customer challenges and opportunities.	• Workshop – engage stakeholders to share overview and benefits of the Viva offering • Configure the module to the requirements of the organization • Perform user testing and training for usage of the Viva service	• Customization of functionality (bespoke or NCS Added Package Functionalities) • Integration to LOB applications • Plan for a **pilot of Viva Connections** with a group of business users • **Scale to organisation wide roll out** after successful pilot run	• Incident Reporting and Tracking – simplify the incident reporting process • Survey Tools – solicit for information at organizational level • Multi-channel Notifications – support critical communication activities to ensure max outreach. • Secure Web Chat – allow your employees to initiate secure webchats to external parties.	• Provide management of the service for onboarding and offboarding of staff • Ensure service health is monitored • Provide analysis of statistics and next steps to take

NCS Services for Microsoft Viva Connections (2 of 2)
How NCS can provide add-on services to your Microsoft Viva Connections

- **Getting the organisation onboard**
  - Assessment – provide in-depth analysis on your organisation employee engagement needs and goals
  - Planning – design implementation roadmap with your organization to ensure maximum adoption and usage
  - Setup – perform the deployment of Microsoft Viva in your organization IT environment

- **Building LOB Apps for Your Organisational Needs**
  - Integration – bring existing enterprise applications like ERPs and CRMs into Viva Connections
  - Customisation – create new workflows and/or functions to meet your organization needs
  - Managed Services – operate maintain your customized functionality

- **Add-on Function**
  - Incident Reporting and Tracking – simplify the incident reporting process
  - Survey Tools – solicit for information at organizational level
  - Multi-channel Notifications – support critical communication activities to ensure max outreach.
  - Secure Web Chat – allow your employees to initiate secure webchats to external parties

Customisation Services for LOB Apps

Building your unique organisation requirements into Viva

Customisation
- Customise cards with new functionalities to give the right tools to your employees

- Minimise the need for employees to find the services required by bring the most pertinent ones up front
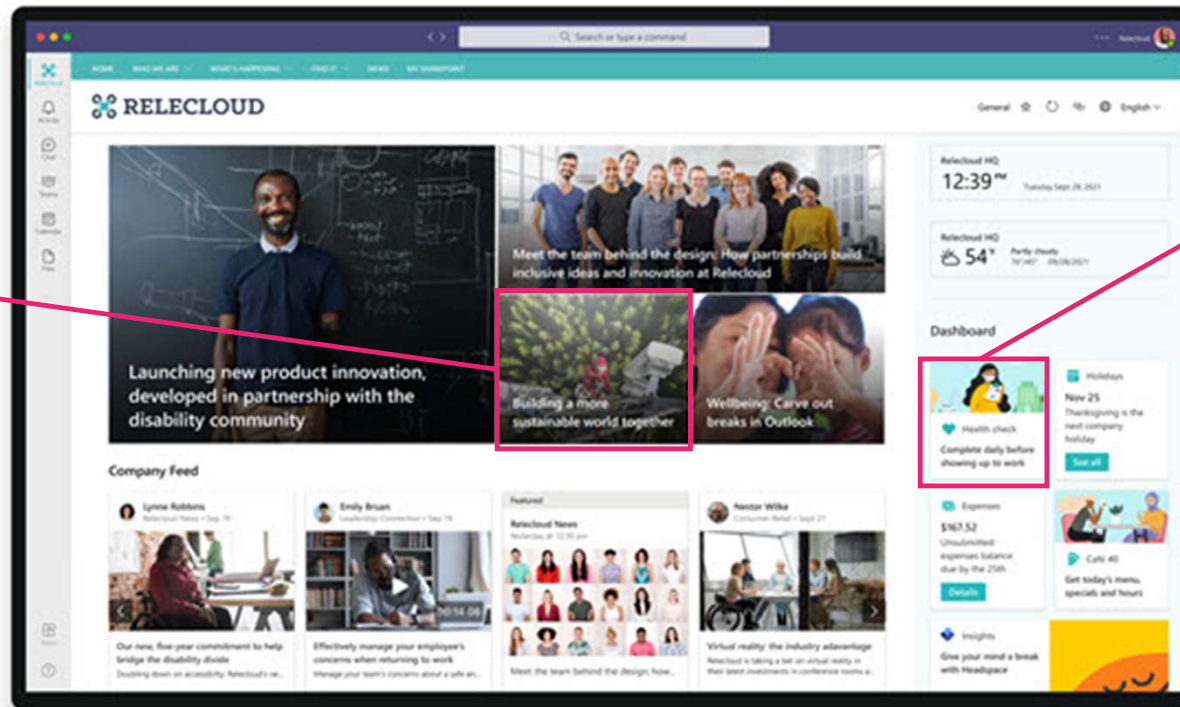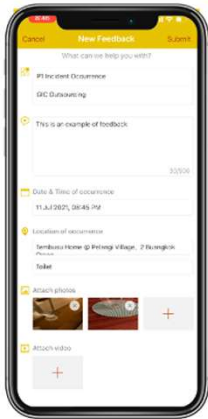
Integration
- Expose your existing enterprise applications through Viva Connections

- Create a truly one-stop shop for your employees to minimize operations anxiety

Managed Services
- Offload M365 operations and maintenance to NCS team of experience engineers and help desk staff

Add-on Functions at a Glance

Incident Reporting

- Employees can make use of this feature to report incidents and feedback

- The feedback can be directed to a group of stakeholders based on the subject

- Resolution can happen faster with the case going directly to the correct stakeholders

Survey Tool
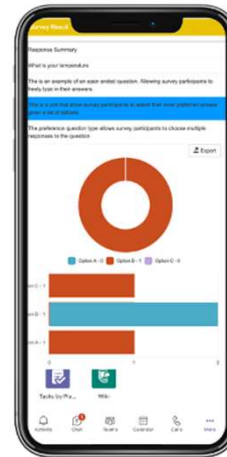
- Build multi-question type survey; above and beyond the base requirements

- Scheduled surveys and recurring surveys; above and beyond the base requirements

- Able to quickly build surveys on mobile devices to roll out surveys faster for easier structured collaboration

Secure Webchat
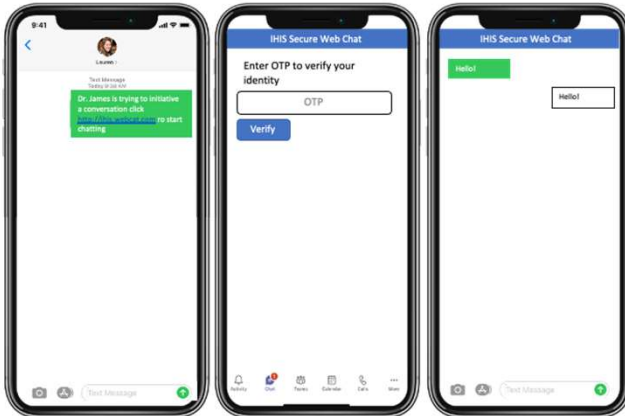
- This webchat is a feature build to enable users to communicate without Teams

- Webcat is non-persistent and can only be initiated by employees to improve security
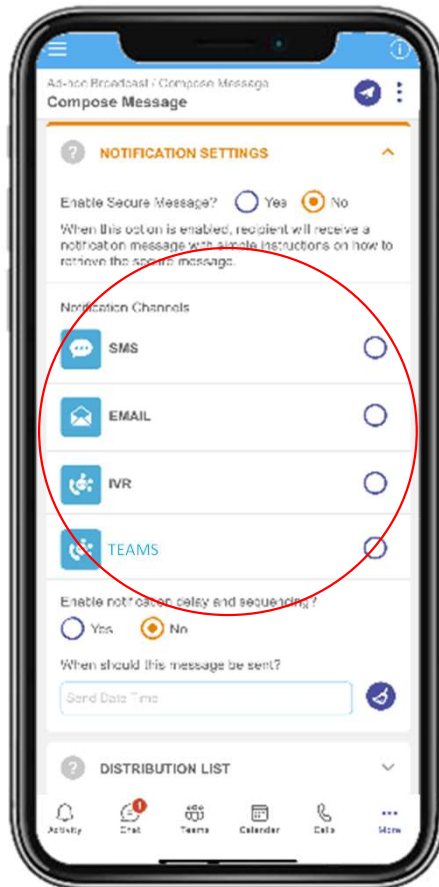
Multi-channel Communications
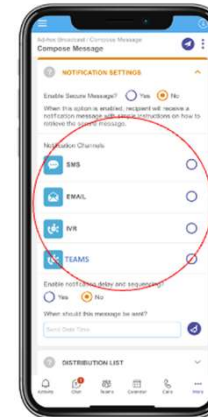
- Broadcast to to multiple channels (not only on Teams) ; above and beyond the base requirements

- Support for two-way comms for response; above and beyond the base requirements

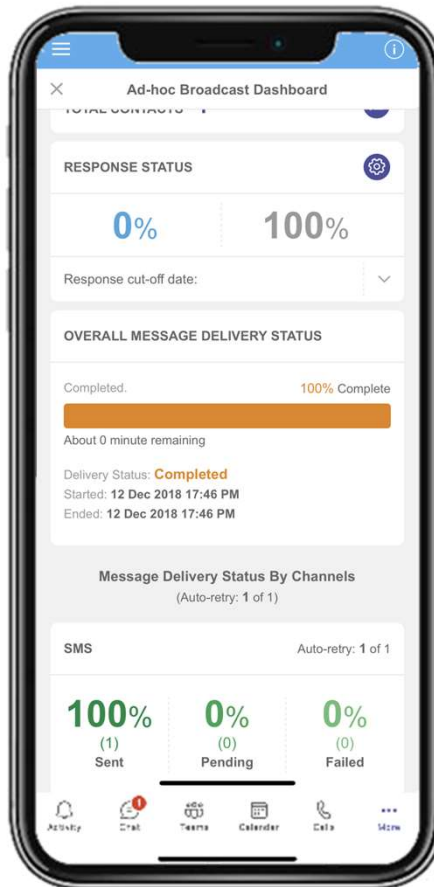- Dashboard on broadcast status ; above and beyond base requirements

Multi-channel Communications
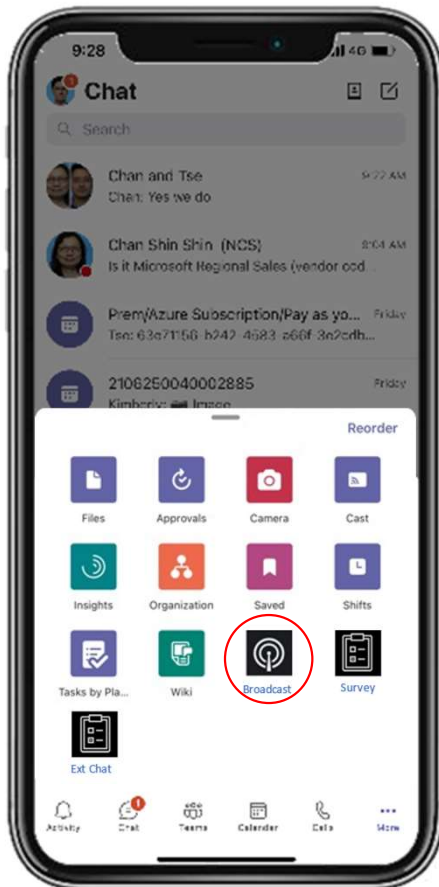
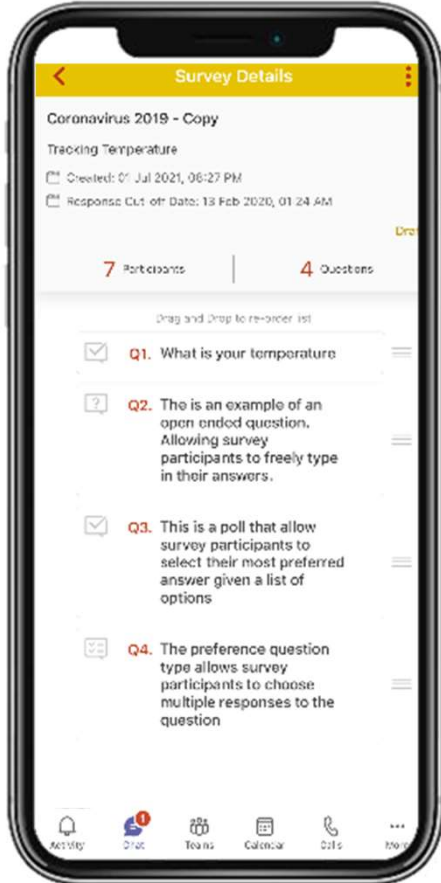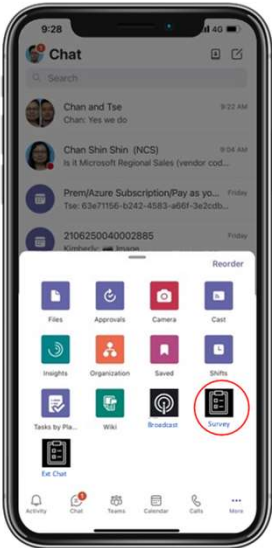1. New Apps are accessible through the More menu options

2. Other channels such as SMS, Email and IVR are also available as broadcast channels
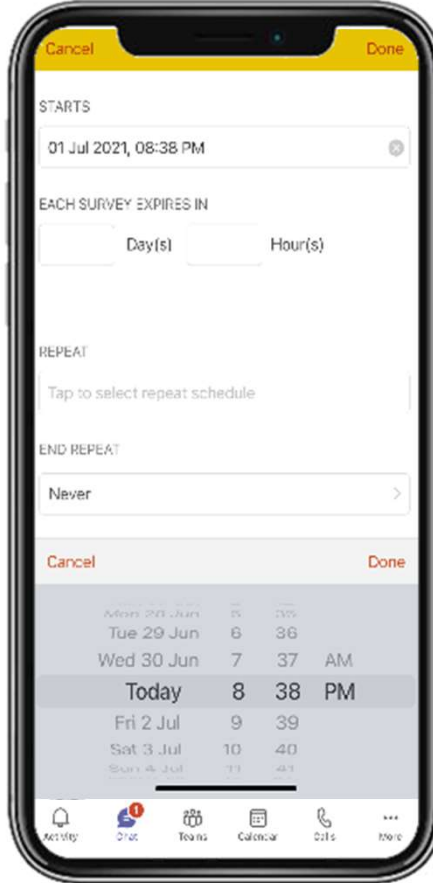
3. Broadcast and call tree operational status can be easily viewed through the dashboard

- Broadcast to to **multiple channels** (not only on Teams) ; above and beyond the base requirements

- Support for **two-way comms** for response; above and beyond the base requirements

- **Dashboard** on broadcast status ; above and beyond base requirements

- USE CASE:
  - Allows performing of call tree exercise like in contact tracing and emergency evacuation

  - Allows dissemination of important information like outbreak notifications
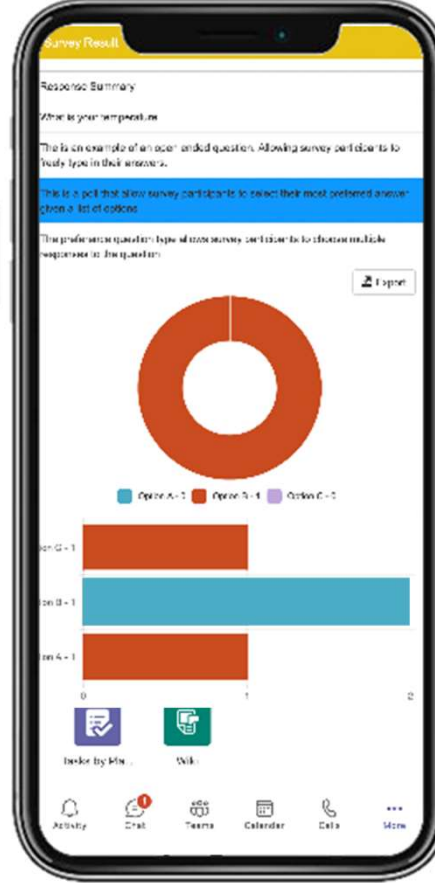
Survey Tool

- Build **multi-question type** survey; above and beyond the base requirements

- **Scheduled surveys and recurring surveys**; above and beyond the base requirements

- Able to quickly build surveys on mobile devices to roll out surveys faster for **easier structured collaboration**

- USE CASE: Users can schedule recurring surveys to ensure that frontline workers are up to date with safety procedures

1. Surveys with multi type questions are offered to enable ease of collection data

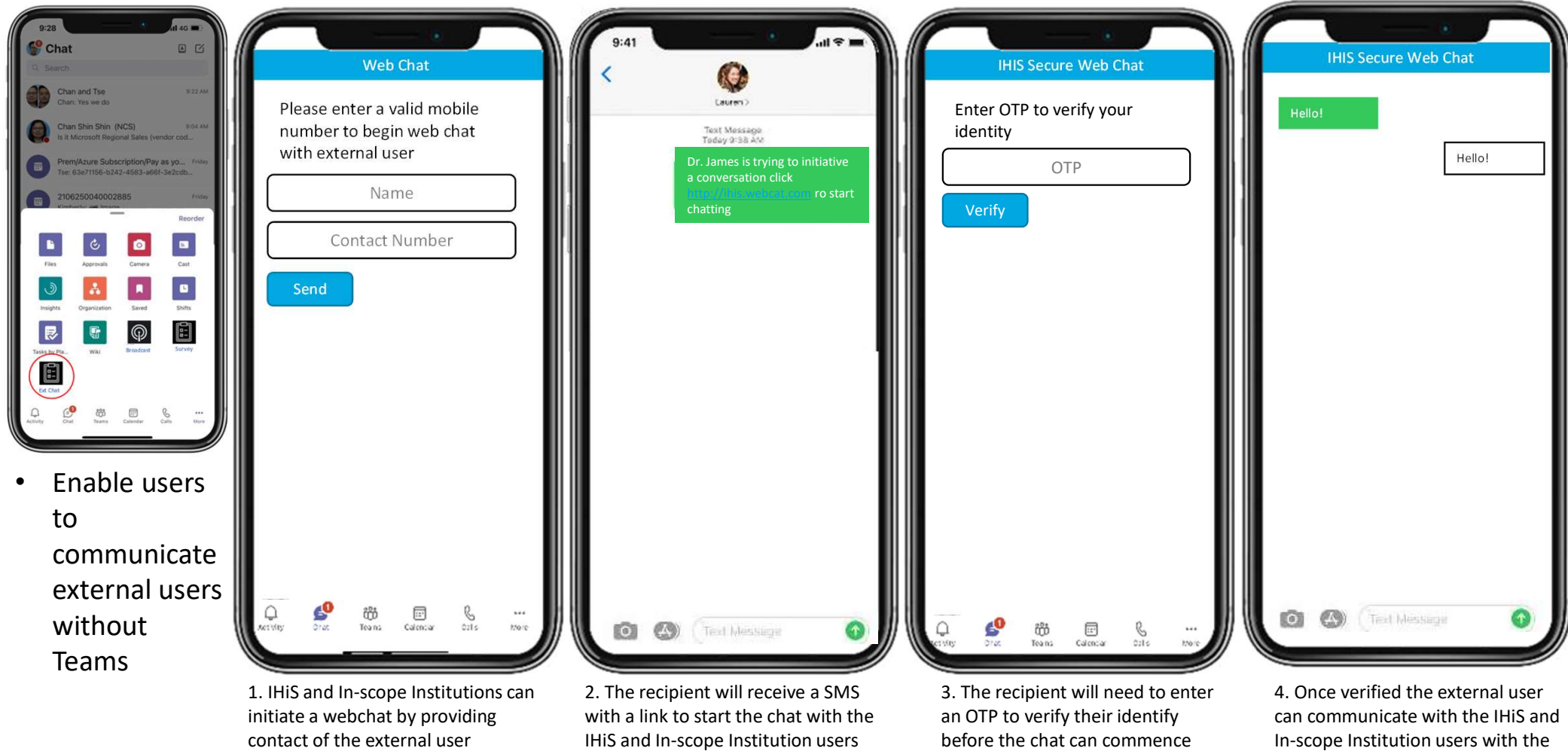2. Scheduled surveys can help to automate data collection on routine activities

3. Results of the data collection is visualized as dashboards and can be exported

Secure Web Chat

- Enable users to communicate external users without Teams
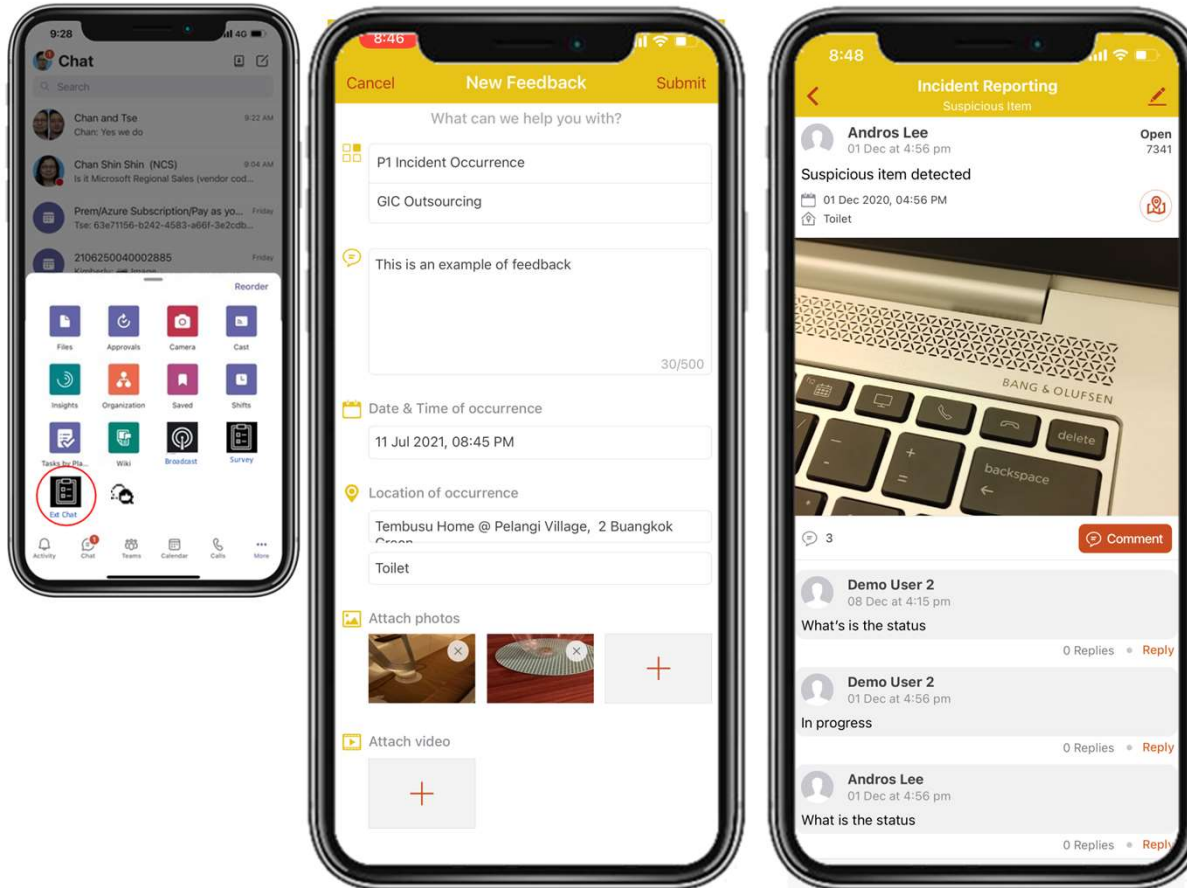
1. IHiS and In-scope Institutions can initiate a webchat by providing contact of the external user

2. The recipient will receive a SMS with a link to start the chat with the IHiS and In-scope Institution users

3. The recipient will need to enter an OTP to verify their identify before the chat can commence

4. Once verified the external user can communicate with the IHiS and In-scope Institution users with the webchat

Incident Reporting

- Employees can make use of this feature to report incidents and feedback

- The feedback can be directed to a group of stakeholders based on the subject

- Issues can be reported much quicker and resolution can happen faster with the case going directly to the correct stakeholders

- USE CASE:
  - Employees can report incidents in the organisation which can be quickly directed to the correct parties for rectification

Why work with NCS?

Benefits of NCS + Microsoft Viva Connections

Strengthened company culture and teamwork to common communications channels

Encourage open communications amongst employees and employers

Accelerated implementation of ready tools from NCS add-on to support business operations:

- Critical Events Management;
- Information Solicitation;
- Secure External Communications.

Enablement of employees through information and community discovery

Improved work efficiency with common landing point for all employee apps

How NCS gets your organization onto Microsoft Viva Connections
NCS Implementation Framework for Success

NCS Bizval™ Framework

NCS Bizval™ Methodologies

Business Transition Programme Management	Business Transition Programme Management (BTPM) comprises the underlying methodologies to ensure that programmes/projects are delivered successfully at optimal business value. They include Programme/Project Management and Business Transition Readiness Diagnostics.
Business Value Management	Business Value Management (BVM) defines the holistic approach for continually managing, measuring and delivering optimised value from stakeholders' perspective.
Process Re-engineering for Value	Process Re-engineering for Value (PRV) comprises methodologies for fundamentally changing the way organisations operate through process change.
Technology Transformation for Value	Technology Transformation for Value (TTV) comprises methodologies for ICT and Communications Engineering service delivery (including ICT Master Planning, Enterprise Architecture Design, Packaged Software Implementation, Application Development, Application Maintenance, Infocomm Infrastructure Implementation and IT Service Management).
Stakeholder Transition for Value	Stakeholder Transition for Value (STV) defines the approach for managing the people side of change in service delivery.
Facilities Innovation for Value	Facilities Innovation for Value (FIV) defines the approach to plan, provide and/or relocate physical buildings and facilities e.g. data centres, and installing and managing intelligent building facilities.
Policies & Law Definition and/or Compliance	Policies & Law Definition and/or Compliance (PLDC) defines the requirements for identifying the policies and law that need to be considered in a business change.

NCS Value Services

Visioning and Value Identification Services	• Strategic Planning / Visioning • Business Value Consulting
Process Re-engineering for Value Services	• Process Re-engineering / Improvement • Business Process Implementation • Business Process Outsourcing • ICT CMMI and ITIL Process Alignment
Technology Transformation for Value Services	Applications, Infrastructure and Communications Engineering • ICT Master Blueprint / Strategic Planning • Enterprise Architecture / Service Oriented Architecture • Application / Portal / Systems Integration, Maintenance and Outsourcing • Infrastructure Implementation, Management and Outsourcing • Communications Engineering Master Planning, Engineering Systems Integration and Maintenance
Stakeholder Transformation for Value Services	• Organisation Change Management / Stakeholder Transition Planning • ICT Competency Framework Development • ICT Governance
Facilities Innovation for Value Services	• Intelligent Building Blueprint, Integration and Maintenance • Data Centre Planning
Business Transition Programme Management	• Programme / Project Management • Business Transition Readiness Diagnostics • Quality Management

- NCS has delivered more than **2,000 large-scale business**, ICT and government transformation projects to our customers, who engage us in these projects because NCS delivers the business improvements and business value they seek.
- Domains include: Public Sector, Transportation, Telco & Utilities, Healthcare & Life Sciences, Manufacturing & Logistics, Financial Services & Insurance and Education