

Our modular service map helps clients shape their **modern workplace** transformation programme and assure thorough implementation of customized tools and technology



Microsoft 365 Modern Workplace Maturity Assessment



Is your company ready to join a digital workplace experience?

What steps need to be taken and what dependencies are crucial for making your digital workplace project successful?



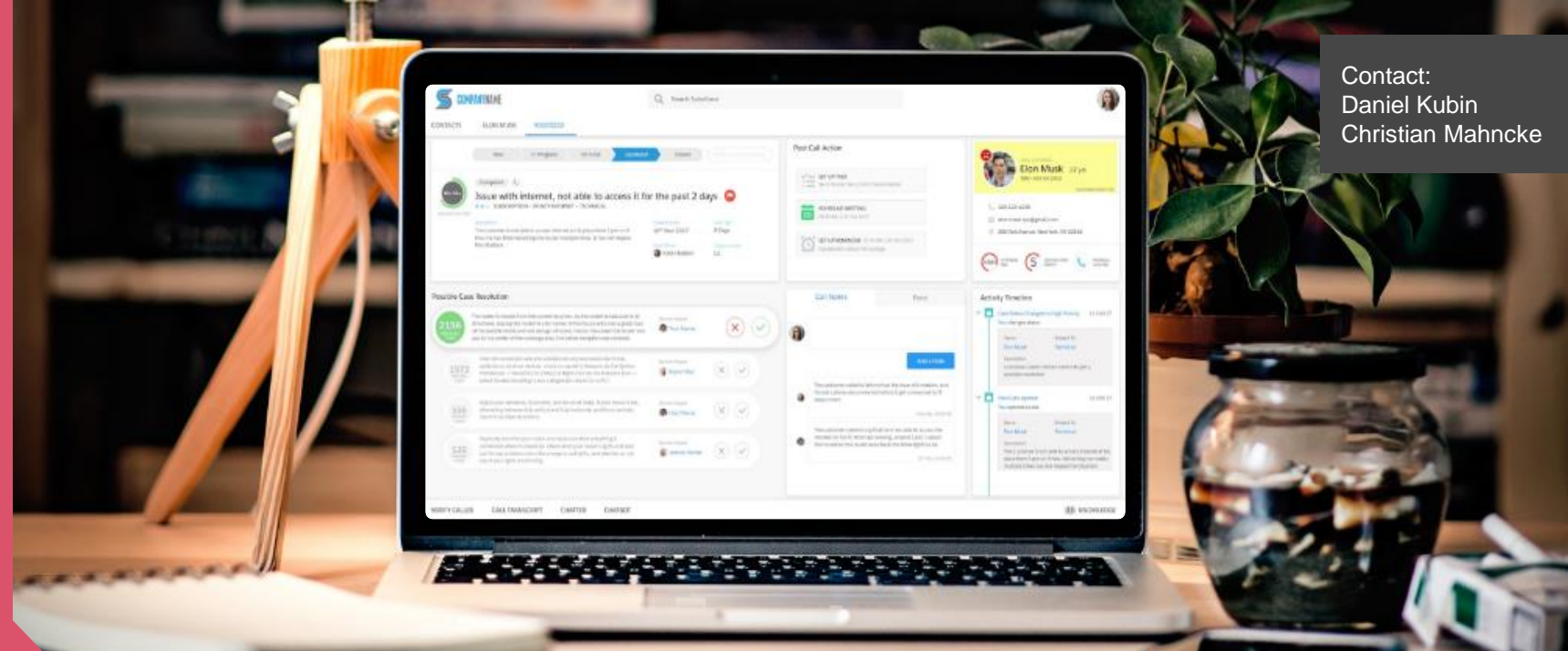
Assessment



Evaluation



Reframe



Contact:
Daniel Kubin
Christian Mahncke

Assess the state of your modern work transformation and get recommendations to increase your success

Challenge

Covid-19 accelerated ongoing or planned workplace transformation projects.

Companies had to immediately switch from physical to virtual workplaces.

This led to challenges with performance of the deployed technology.

Companies also started a rapid adoption of cloud services, which led to challenges with regulatory compliance, data security and employees productivity.

Perspective

We provide a comprehensive approach that encompasses technical dependencies, governance, security and organizational requirements in an end-to-end manner.

It is all about preparing your organization for modern work on three levels: toolset, skillset and mindset!

Payoff

Increased probability of success – alignment of business objectives with legal requirements

Identification of current state and health of your modern workplace project and recommendations for adjustments

Microsoft 365 Roll-Out Programme Management



Run your digital workplace projects efficiently, as integral part of a business transformation, focusing on clearly defined success criteria.



Programme Management Office
Oversight of the purpose and status of the projects



Risk Management
Assessment, evaluation and risk mitigation



Architecture Management
Define integrated target architecture



Change & Communication Management
Managing change and defining communication guidelines.



O365 Reorganization
Implementation of a new organizational model for O365



Contact:
Daniel Kubin
Christian Mahncke

Navigate through complex, multi-layered projects and dependencies

Challenge

Digital workplace projects require a whole organization to interact and build a solution that accounts for regulations, business and technological requirements.

Aligning different workstreams, managing stakeholders and being aware which decisions can block or affect other projects is critical for success.

Perspective

Together with the client we assemble a multi-disciplinary team to refine the business agenda and required capabilities.

To deliver the future experience we define and implement a roadmap with technology fully aligned with employee experience.

Payoff

Increased efficiency, reduction of costs and achievement of company's digital workplace objectives as a result of structured, coordinated and customised programme management execution

Microsoft 365 / Azure Regulatory Compliance and Data Privacy Management



Manage data security & privacy
confidently to capitalize on the use of
technology

Key areas of focus:

- CH E-DSG
- EU GDPR
- FINMA Regulations
- Critical Infrastructure Protection
- Foreign Regulations



Contact:
Lorena Rota
Vincent Colonna

Solid foundations for digital workplace design

Challenge

Compliance with laws & regulations is situated in the legal department. This creates a challenge for the IT department implementing systems.

Globally operating companies are often uncertain whether implementation of new systems complies with data privacy & security laws and regulations in all the countries and industries they are active.

Depending on cases, companies may face fines up to 4 % of the total worldwide annual turnover for data breaches.

Perspective

Our expert team with legal and IT experience collects information necessary to understand your status quo to develop scenario and gap analysis for your digital workplace journey making sure that security and data privacy aspects are properly addressed.

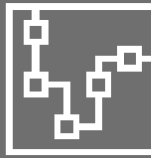
We support you throughout your digital workplace journey in compliance with the security and privacy standards, laws and regulations that govern your company.

Payoff

Accelerated implementation of your digital workplace project through secure and compliant design based on legal understanding your business and technical requirements.

Reduction of implementation costs of your cloud project

Microsoft 365 Modern Workplace Solution Design



Microsoft 365 offers powerful services and vast variety of customization options. Yet, settings should be as unique as your company while understanding your business, your IT landscape & your legal requirements

Key features:

- Supporting with global tenant setup and multi-geo capabilities
- Multi-Geo architecture design
- Endpoint consideration
- Network recommendations
- Creation of BYOD strategy
- Retention Policies



Contact:
Daniel Kubin
Martin Eggimann

Connect the dots and partner up to translate legal requirements into technical settings of your solution

Challenge

We see companies adopting Microsoft 365 with implementation partners or themselves, but is the design compliant with the regulatory requirements that the company faces in its industry and the countries it operates in? How is the trade off between user experience and technical lock-down calculated?

Perspective

Implementation design and consideration requires a partner who is fluent on four levels: business, IT, Microsoft 365 and legal requirements.

We can support you with cross-functional expertise to help you to define or review and improve your solution.

Payoff

Improve solution setup

Increase security through independent third party checks

Get an independent opinion on your solution design & setup

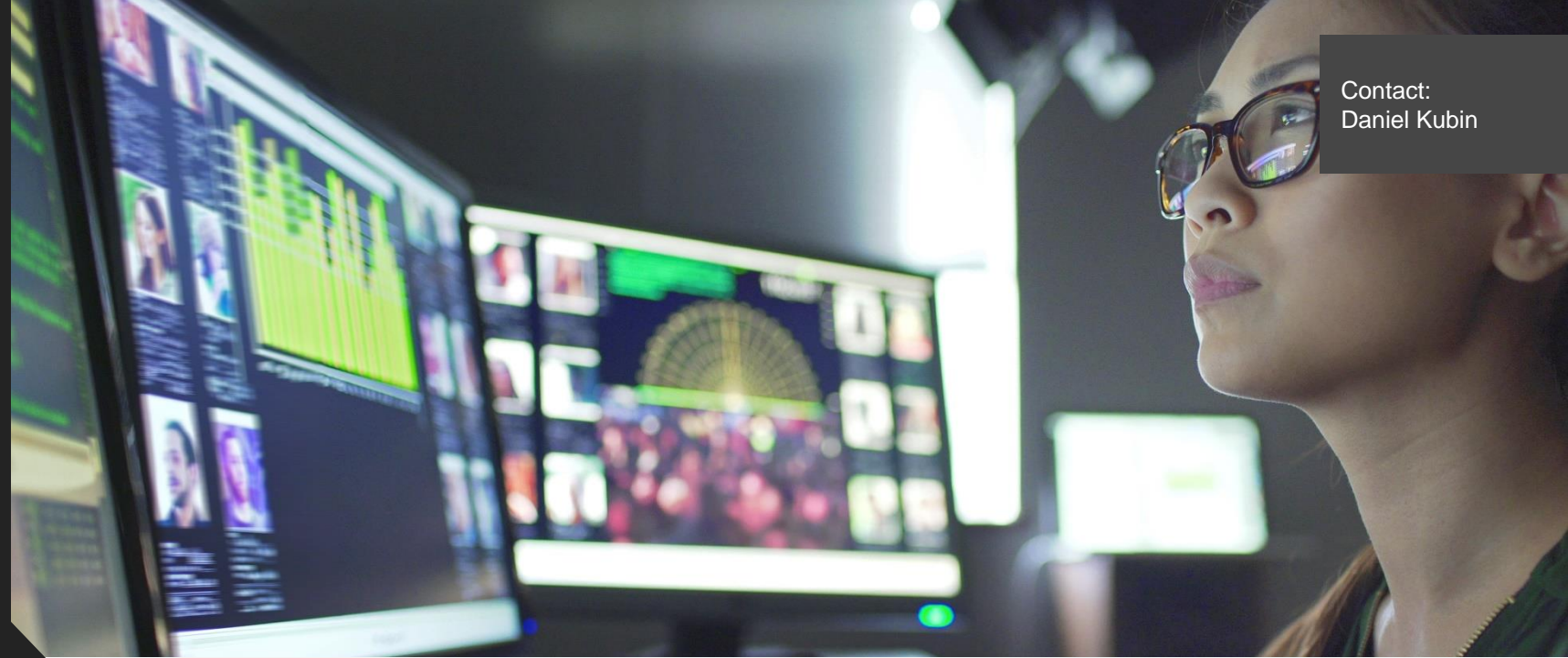
Microsoft / Azure Onboarding / Enablement Technology Risk Management



Improved visibility at the enterprise level about the need for a standardized cloud governance approach. Either based on NIST, CSA or PwC's own Framework

Areas of focus:

- Vendor due diligence
- Contingency planning
- Risk Assessments
- Operational handbooks
- Third Party risk management



Contact:
Daniel Kubin

Secure implementation of your digital workplace

Challenge

Technology not only needs to be understood, but the risk of deploying a new technology needs to be recognized within the eco-system of your company.

Comprehensive documentation, showing that risk is pro-actively managed, is necessary and needs to be demonstrated towards auditors and regulators.

Perspective

Following our Technology Risk Framework approach we help you navigate along a set of requirements in the form of controls to be evaluated for your chosen cloud provider.

We document how risk, compliance and legal issues have been addressed and managed when developing, buying and deploying technology.

Payoff

Fulfill your regulatory requirements in an organized and structured manner

Provide everyone with a common ground to take informed decisions

Provides a documentation of the risk considerations, consultations and approvals for using new technology

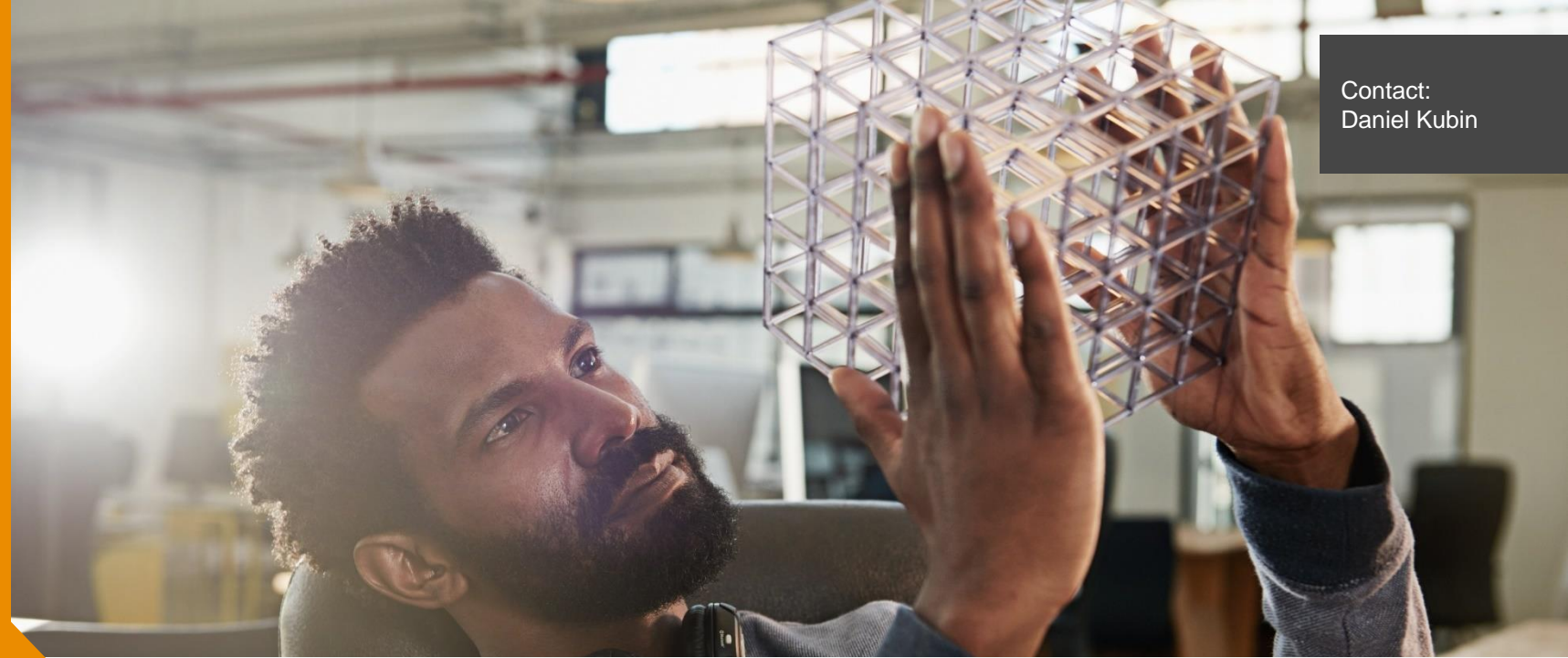
Microsoft 365 Service Management Design



The age of infrastructure & application life cycle of acquiring, managing, optimizing, supporting & decommissioning through central IT organizations comes to an end. Modern Service Management, this means new processes, new roles and new responsibilities.

Key features:

- Service Desk
- Normal Incident Management
- Monitoring
- Major Incident Management
- Evergreen Management (Change Management)
- Administration & Feature Management



Contact:
Daniel Kubin

Integrate new services into your IT portfolio which profoundly changing your IT service management

Challenge

In enterprise environments, services need to be integrated into existing IT portfolios and into existing IT operations strategies. Roles, responsibilities and activities need to be understood, mapped and allocated. However traditional IT departments are constructed to build solutions that are requested by business instead of consuming services, package services and provide services to consumers

Perspective

IT oversight requirements change when business acquires cloud services – having a partner to analyze status quo and developing a service map can help Commoditized IT infrastructure – new roles focusing on managing cloud services need to be established while “keeping the lights on” – build & design a sustainable service road map with an expert partner

Payoff

Cost reduction through actively managed outsourcing and scalability of services

Increased Agility for business to react to change trends and demands

Service Improvements for your users on a continuous basis

Employee satisfaction increases through improved experience of service

Microsoft 365 enablement Change Management & Communication



Make sure that transition to a digital workplace enables your staff to use the new applications efficiently with upskilling, targeted activities and measures

Getting a digital workplace right results in:

- 20%+ increase in employee job satisfaction
- 10%+ improvement in employee performance



Contact:
Jeremy Wikler

Upskill and empower your employees without leaving anyone behind

Challenge

Getting employees to take advantage of a digital workplace technology is painful – either because they don't know the full range of features, don't understand the relevance to their day-to-day tasks, or don't have the time to research and explore.
Low level of employees' engagement results in extra costs, frustration and productivity loss.

Perspective

Understand your user through an initial analysis of your user
Build a customized strategy to educate, upskill and train your employees
Utilize modern interactive customized training methods through video session, quizzes and interactive learning

Payoff

Increase adoption rate of new services
Increase employee satisfaction with new services
Develop staff capabilities
Upskill and future-proof your employees
Increase productivity
Allow for new forms of collaboration
Improved knowledge sharing and talent retention

Microsoft 365 Security Protect your Modern Workplace



Increasingly complex cyber-attacks and are pushing companies' cybersecurity capabilities to the limits. Traditional strategies to protect your environment need to be replaced

Key features:

- Zero Trust Approach
- Target Operating Model
- Tenant hardening
- Development of proactive monitoring measures

Swiss CEO's consider cyber risks the 3rd largest threat to their growth prospects while believing regulations will become more fractured and complex.



Contact:
Daniel Kubin
Martin Eggimann

Embrace the paradigm shift in cybersecurity and privacy

Challenge

Are your cybersecurity resources and capabilities stretched to the limit? Hardly surprising given the growing attack surface driven by the digital transformation and remote workforce giving rise to sophisticated cyber-attacks and the increasing complexity of data protection and regulations.

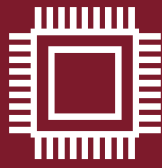
Perspective

Holistically assess your organization's security capabilities and maturity. Design a zero trust target architecture. We assess and analyze gaps to define a roadmap to achieve the desired future security state for your organization. We help to facilitate adoption of Microsoft 365 Enterprise cybersecurity capabilities with PwC's Cybersecurity Advisory offerings.

Payoff

Ensure appropriate data protection are in place and effective
Integrated solution with your collaboration platform increases visibility
Make cloud security part of your business strategy
Making cyber issues more visible and facilitating compliance with data protection requirements

Powerplatform Enable your workforce with digital “Power”



Managing workaround in workplaces caused by system limitations, and foster innovation across your organization.

Zero Enable your current workforce with the capabilities to become:

- Data analyst & scientists
- App developers
- Automation developers, and
- Chatbot developers



Contact:
Zack Tian

Democratize innovative workplaces with new cloud technologies through **Microsoft Power Platform**

Challenge

Today there are workarounds in many organizations' workplaces. Examples of such workarounds include:

- Spreadsheets containing important calculations / estimations
- Outside of the system workflows, e.g.: email request approvals
- Unscripted customer interactions, e.g.: customer email queries.

Many such “workarounds” are undocumented, unguided and unknown by the management.

Perspective

We enable your employees with Power Platform, which is a set of tools included within the Microsoft O365 package.

Employee build business solutions suit their needs.

The solutions will be secured and managed by PwC's governance and operating model meeting your organization's needs.

Payoff

No more unmanaged workarounds within your organization. All processes are auditable, accountable and automated where possible.

Innovative digital solutions developed directly by the users who are also the workforce of your organization.

Identify untapped potential for further digitization by having data from past manual workarounds.