



Enable your Firstline Workforce with Reply and Microsoft

Firstline Workers are the backbone of your business. Workers in customer-facing roles or functions have a direct impact on business growth and operations. But, because those services are sometimes routine, Firstline Workers, often those considered essential, may be overlooked during digital transformation efforts.

These people represent tremendous potential that you can unlock by enabling them to do their best work. Don't leave them behind! It's time to provide firstline employees with experiences that deliver back to the bottom line, with powerful and intuitive tools and devices that help every employee succeed and contribute to your success. Learn more.

Up to
\$19M
potential benefits
over 3 years*

Let Microsoft help you empower those who are first

Make sure your Firstline Workers have the tools they need. Take advantage of a universal hub for productivity and communication with Microsoft Teams and provide security and compliance across your organization.



Connect your workforce



Empower with devices



Digitize manual processes



Protect your organization

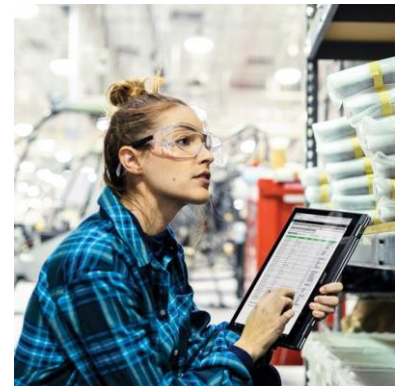


Accelerate onboarding

Reply has the expertise to move your organization ahead

Built on decades of knowledge and using the latest technologies such as Office 365, Dynamics and SharePoint, we aim to create digital platforms that enable our clients to foster meaningful, online engagements with both their employees and customers.

With our Firstline Worker Workshop for Microsoft Teams, we'll work with you to help maximize the impact of your Firstline Workers. We'll help you assess your Firstline Workforce needs, show you tools that can speed delivery of the outcomes you require, and develop a solution plan tailored for your organization.



Contact us to get started!



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*Estimates based on calculations from a Forrester Total Economic Impact™ study commissioned by Microsoft Corporation, May 2020 – Maximizing The Impact Of Firstline Workers With Microsoft 365

Getting more for your Firstline Workforce with our Teams custom solutions

You might have heard that at WM Reply, we hold our **Advanced Specialization in Adoption and Change Management** (we haven't been quiet about it). The reason for that is because we're pretty damn good at helping our clients to understand what they need to build the perfect digital workplace. That means having the right tools in place so that your employees, every single one of them, have easy and instant access to the tools they need to do their job efficiently – no matter their working location. **Teams is the platform that will bring everything you need into one space.**

- Custom Teams solutions designed with you to reach every employee in every location, on every device
- Integration with the Microsoft Power Platform and other business critical third party applications
- Full Adoption and Change Management to support your business end to end

Find out more about our projects [here](#).



Improve productivity. Reduce management costs. Empower your Firstline Workers.

Firstline Worker Workshop

Our **Firstline Worker Workshop** for Microsoft Teams shows scenarios and the art of the possible that transform how you connect your workforce, digitize manual processes, accelerate onboarding, and empower your Firstline Workers with purpose-built devices while protecting your business.

Designed as a three-phase engagement, together we'll work through various Firstline Worker challenges and painpoints to identify the top prioritized scenarios for your Firstline Workforce. After assessing needs, we'll develop solutions that are relevant to your unique business challenges and define an actionable roadmap.



Prepare

- Understand the opportunity for Firstline Workers
- Identify executive sponsors and business stakeholders
- Share information about your organization



Envision

- Envisioning the Art of the Possible
- Experience solutions first-hand
- Identify Firstline Worker challenges and painpoints




Design and Plan

- Deep dive on Firstline Worker challenges and map these to scenarios
- Develop a strategy
- Get a tailored success plan based on your scenarios

You'll walk away with a better understanding of challenges facing your Firstline Workers and a prioritized, actionable plan based on your specific use cases and desired business outcome.

Get in touch today!

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