



3 Month Frontline Worker Pilot Program

Pilot program for up to 1,000 users to leverage Microsoft 365 for Frontline Workers.

Rightpoint offers a Frontline Worker Pilot program (not including FLW licensing), helping Retail, Manufacturing, Healthcare and other Frontline Worker-oriented businesses begin to roll out the Microsoft 365 for Frontline Worker suite of tools and applications.

The 3 Month program would include Discovery and Deployment Planning services, including:

1. AI Enhanced FLW Research
2. AI Enhanced Persona Creation
3. User Journey Mapping
4. Content Strategy
5. AI Enhanced Analytics Strategy
6. Governance and Compliance Requirements
7. AI Enhanced Integration Strategy
8. Deployment Support



Additional Details regarding Rightpoint's Frontline Worker Experience Capabilities

Rightpoint is a premier Microsoft partner and leader in Employee Experience (EX), with a strong emphasis on transforming frontline worker engagement through human-centered design, Microsoft technologies, and AI-driven solutions.

Core Value Proposition

- Rightpoint bridges Customer Experience (CX) and Employee Experience (EX) by designing digital workplaces that are brand-driven, user-centric, and technically sustainable.
- Recognized by Microsoft and HFS Research for excellence in EX, including multiple Partner of the Year accolades.

Frontline Worker Solutions

- Tailored digital workplace strategies for frontline environments, including native mobile apps, Viva Connections, and Copilot Studio integrations.
- Solutions address heterogeneous tech environments (e.g., legacy SharePoint, Blue Yonder, Zebra devices) and identity management challenges (e.g., Okta, Airwatch).

Microsoft Ecosystem Integration

- Deep expertise across Microsoft Viva suite (Engage, Connections, Insights, Goals), SharePoint Premium, Azure OpenAI, and Copilot for M365.
- Emphasis on Copilot readiness: AI-ready people, content, and organizations.

Human-Centered Design Approach

- Uses personas, empathy maps, and user journeys to define needs.
- Applies iterative prototyping and user testing to refine solutions.
- Focuses on experience-led adoption to overcome change resistance.

Structured Engagement Model

- Phased approach: Foundational Understanding → Program Design → Activation → Measurement & Refinement.
- Multidisciplinary teams covering content, strategy, analytics, research, and technology.
- Scalable delivery models from POC to enterprise-wide rollouts.

Knowledge AI & Copilot Enablement

- Implements SharePoint Term Store, Syntex, Viva Answers, and Copilot Studio to enhance knowledge discovery and governance.
- Enables intelligent Q&A generation and integration with Microsoft Search and Copilot.