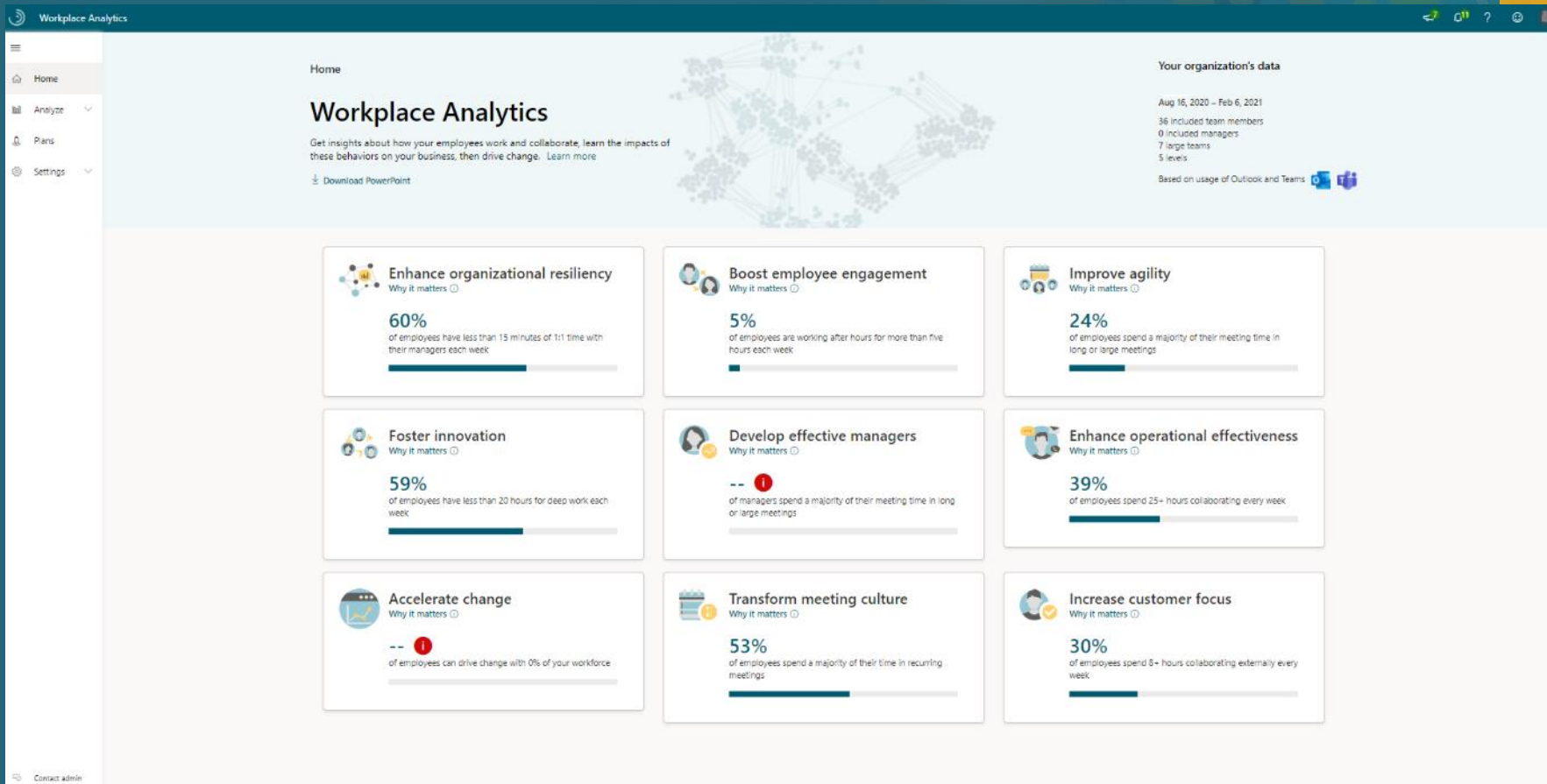


Viva Insights

Service Definition Document



Viva Insights



Suitable for all industries, Viva Insights is for organisations with an O365/M365 license profile, a minimum of Exchange Online P1 or P2, Exchange Kiosk and at least 100+ active users, however this is dependant on how you wish to slice your data.

“Workplace Analytics is a data-driven solution that reveals aggregated and deidentified insights about the way work gets done, empowering business leaders to explain and predict the impact of day-to-day actions on business outcomes, and then drive and measure change.”

Viva Insights

Description

Viva Insights unleashes your most powerful dataset using insights from everyday work in Microsoft 365 to identify collaboration patterns that impact organisational agility and productivity, workforce effectiveness, employee wellbeing and engagement, to enable flexible, data-driven transformations, better decision making, and support for modern ways of working.



Features

- Aggregated behavioural data from everyday work in collaboration tools.
- Flexible privacy and compliance controls to help protect your data.
- Overlays organisational descriptors and business outcomes to reveal success patterns.
- Powerful insights to make better decisions and transform your organisation.
- Real-time behavioural analytics.
- Extensible platform that can extend functionality and insights.
- Turnkey/Solution Accelerator scenarios focusing on specific areas of transformation.
- Gain greater levels of organisational self-awareness.
- Customisable Dashboards to measure and monitor KPIs.
- Adoption, collaboration, effective management, organisational excellence, employee wellbeing and more.

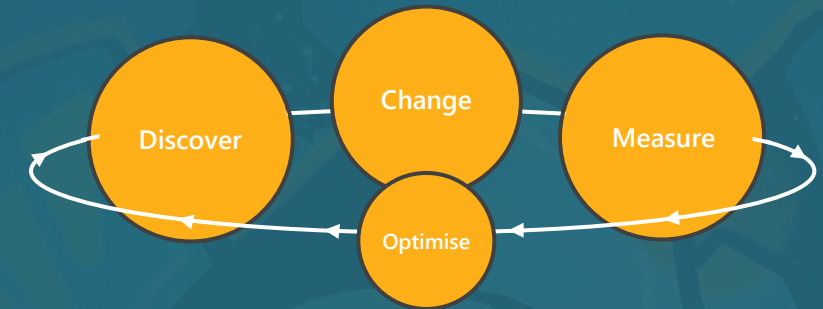
Benefits

- Create better managers, grow new leaders and improve employee engagement.
- Simplify processes, accelerate decision making, build a culture of innovation.
- Increase organisational productivity, wellbeing and collaboration.
- Build an effective, engaged and inspired workforce.
- Transform your culture with insights from everyday work.
- Develop effective teaming models and improve forecast accuracy.
- Delivers fluid, flexible, data-driven transformational change initiatives.
- Quantify the impact of employee actions on organisation outcomes.
- Promote better work habits and norms anchored on predicted outcomes.
- Value and benefit realisation through workplace intelligence of your Data.

How can it be delivered

Our common, best practice approach which can be used across any scenario is aligned to the 'Discover, Change, and Measure' method, and if part of a Managed Service, includes on-going support.

- Discovery - Identifies current baselines, which can be focussed on Networking, Technology Adoption, Sales Effectiveness, Collaboration Overload, Management Effectiveness, Organisational Change and more.
- Change - Plans are put in place to improve/change the scenario/area of focus and create metrics/KPIs to measure success against.
- Measure - We review metrics/KPIs and analyse these against the Discovery baseline(s) and success criteria.
- Optimise – If taken as part of a Managed Service, we provide on-going analysis and recommendations for continual improvement.



Advisory and Consulting:

Providing unprecedented data-driven insights and analytics, applying our experience and expertise to direct activities and strategy enabling you to unlock more value from and for your workforce.

- Uncover collaboration patterns that lead to higher productivity and more effective management.
- Reduce organisational complexity.
- Address wasteful collaboration and meeting cultures.
- Enhance process efficiency and effectiveness.
- Drive cultural transformations.
- Inform leadership excellence and development.

Deploy and customise:

Develop solutions that expand the impact of Workplace Analytics data, automate manual tasks, and uncover new insight to inform cultural change.

- Integrate new data sources to augment behavioural insights from Microsoft 365 applications.
- Visualise data with dashboards and reports from Power BI and other reporting tools.
- Develop new tools and solutions using Workplace Analytics data.
- Develop role specific dashboards in 'MyAnalytics' to guide efficiencies and re-enforce modern ways of working.

Change management, culture and coaching:

Use Workplace Analytics to set up, implement, and measure long-term change and transformation initiatives.

- Inform leadership initiatives and development.
- Enable departmental and organisational transformations.
- Drive diversity and inclusion efforts.
- Change meeting and collaboration behaviours.
- Develop executive dashboards and reporting systems.
- Create and validate effective workspace planning initiatives.

Insight, Use Cases, and Benefits

Insight:

- Companies that focus on culture are 5x more likely to succeed in their digital transformation. – [BCG, How to Drive a Digital Transformation](#)
- 50% of transformations fail because people's behaviour doesn't change. – [McKinsey Quarterly Transformation Executive Survey](#)
- Collaboration data and intelligent nudging can turn culture change from a soft to a hard science. – [Microsoft](#)
- Companies that advance their data collection and analysis capabilities will, in turn, have the foundation to understand the intricacies of their workforce and thus how best to encourage new actions to really improve productivity. – [Microsoft](#)
- Collaboration habits can make or break teamwork. When people run effective meetings, create time for focused work, and honour work/life boundaries, teams thrive. – [Microsoft](#)

Example Use Cases:

- Increase customer focus and create value - Unlock the power of networks to foster innovation and generate value for customers. Predictive insights help you maintain healthy client relationships and build brand advocacy.
- Cultivate success with an engaged and efficient workforce - Identify and promote the right skills and behaviours to meet organisational goals, develop careers, and grow new leaders. Break down silos and develop impactful networks to improve your bottom line.
- Use insights to rapidly learn, innovate, and adapt - Discover opportunities to optimise business processes and identify patterns that lead to success. Measure the impact on business outcomes throughout a continuous cycle of discovery and change.
- Balance productivity and wellbeing - Help people work smarter and achieve balance using flexible programs designed to help teams collaborate more effectively, preserve time for uninterrupted work, and disconnect at the end of the day.

Benefits:

- Get insights, advice and guidance from experienced business leaders and analysts with many years of experience supporting transformation programmes.
- Work with an Established Microsoft Gold Partner and Azure Expert MSP.
- We will identify and bring special funding initiatives to you.
- Leverage our strong Data & AI Practice.
- Increase knowledge and capabilities by exploiting our advanced skills in the extensibility of the Office 365 platform.
- Access to a large complimentary pool of partners.
- Learn from an organisation fluent in Knowledge management and flow.

Approach

An average engagement ranges from 23 – 35 days based on scenario, complexity and the scope of service you require.

The duration of the service can be an initial 2 months followed by 10 months or more of on-going support & improvement of your change initiatives, using your behavioural data.



About risual



UK-based business & technology services organisation, offering consultancy, managed services, training, education and apprenticeships for cloud technologies.



We deliver in partnership with our clients, through the principles of co-working, co-design and co-delivery.



Microsoft Gold Partner across 15 categories and an Azure Expert MSP, placing us in the top 0.05% of MS partners globally and are a Microsoft Fast Track Ready Partner for Azure.



15+ years transforming the workplace through the introduction, adoption and strategic management of Microsoft cloud technologies.



We have Microsoft advanced specialisation in Windows Server and SQL Server Migration to Azure validating our extensive capabilities in this solution area.



We're driven by a real purpose to introduce sustainable change and drive positive social impact, by increasing the opportunities available to young and disadvantaged people.



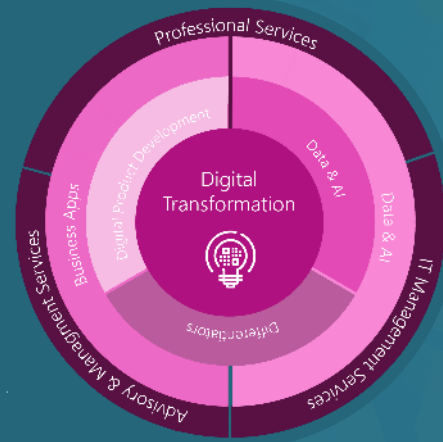
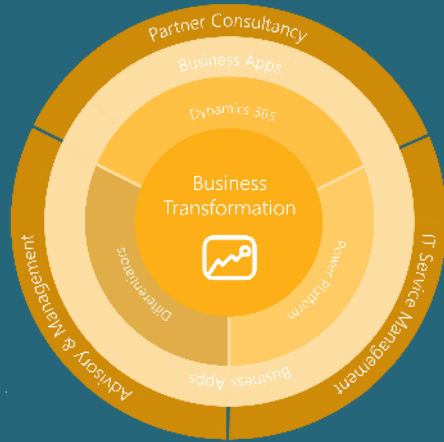
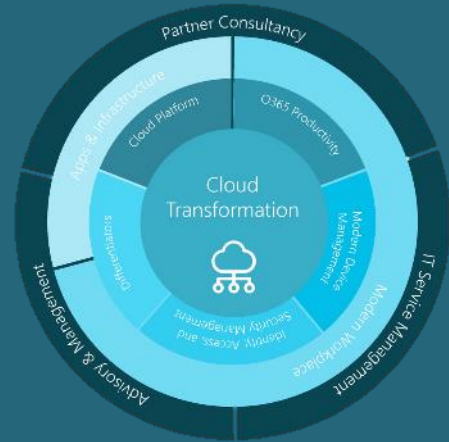
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(formerly CRB)
Disclosure and Barring Service



What we do

We are recognised by Microsoft as one of the only partners who deliver a range of services across all three Microsoft clouds; Azure, Dynamics 365, and Microsoft 365. Whilst we have hybrid cloud capabilities and skills with AWS and Oracle, our deep relationship with Microsoft has had a strategic influence on our organisation and the services we deliver since the day we were founded. We are experts in transformation and see transformation in three ways; Cloud, Business and Digital.



Cloud Transformation is about tools and technology, often IT-led it focuses on the platform with Azure, and Modern Workplace through Microsoft 365 services. Cloud Transformation is an enabler and in order to deliver real value, business transformation is required.

Business Transformation is about re-engineering internal services to better serve the business, focusing on business applications, processes and productivity, through Dynamics 365 and the Power Platform.

Digital Transformation relates to external interfaces with clients/citizens/students and enters the domain of disruptive innovation focusing on replacing or complimenting existing services through digital product development.

All three service portfolios span: business and technical consulting, managed services, training & adoption, apprenticeships, security, and data & AI.

We live by our values of **honesty, openness and trust**, and we embed these values into everything we do, from delivering new and exciting business and technology services/solutions, through to the charity work we regularly undertake within our communities.



advisory

assessment | strategy



consulting

plan | implement



services

optimise | support



skills

develop | adopt



solutions

sector | software

Onboarding & Offboarding

We recognise that all engagements are different, in terms of scope, size and complexity. risual is committed to delivering a standard onboarding process for all services delivered through the Digital Marketplace. Our experts will mobilise quickly and ensure the onboarding process is handled professionally and seamlessly to reduce disruption to your daily operations.



Delivering with the End in Mind: We focus on the overall business benefits you're seeking to achieve throughout any engagement with us. We ensure there is a complete understanding of the objectives, and how working in partnership, each party will contribute to achieving success.



Open and Honest Delivery: We share our culture with an open, honest and trustworthy approach to delivering each engagement, through strong governance and concise, regular reporting. This is a vital component of a successful partnership working to ensure the true value of planned activities is known. Our costs will be open and transparent within each planned component and our reports will ensure full status visibility.



Respect for People & Appreciative Inquiry: Essential to the success is the engagement of staff and service users. Our approach is designed in a way to encourage co-production and involvement, respectable challenge and the build up of strengths and good practice.



Understanding the Culture: Performance is a product of strategy and culture. We pay as much attention to culture as we do to strategy and the resulting performance of each engagement.

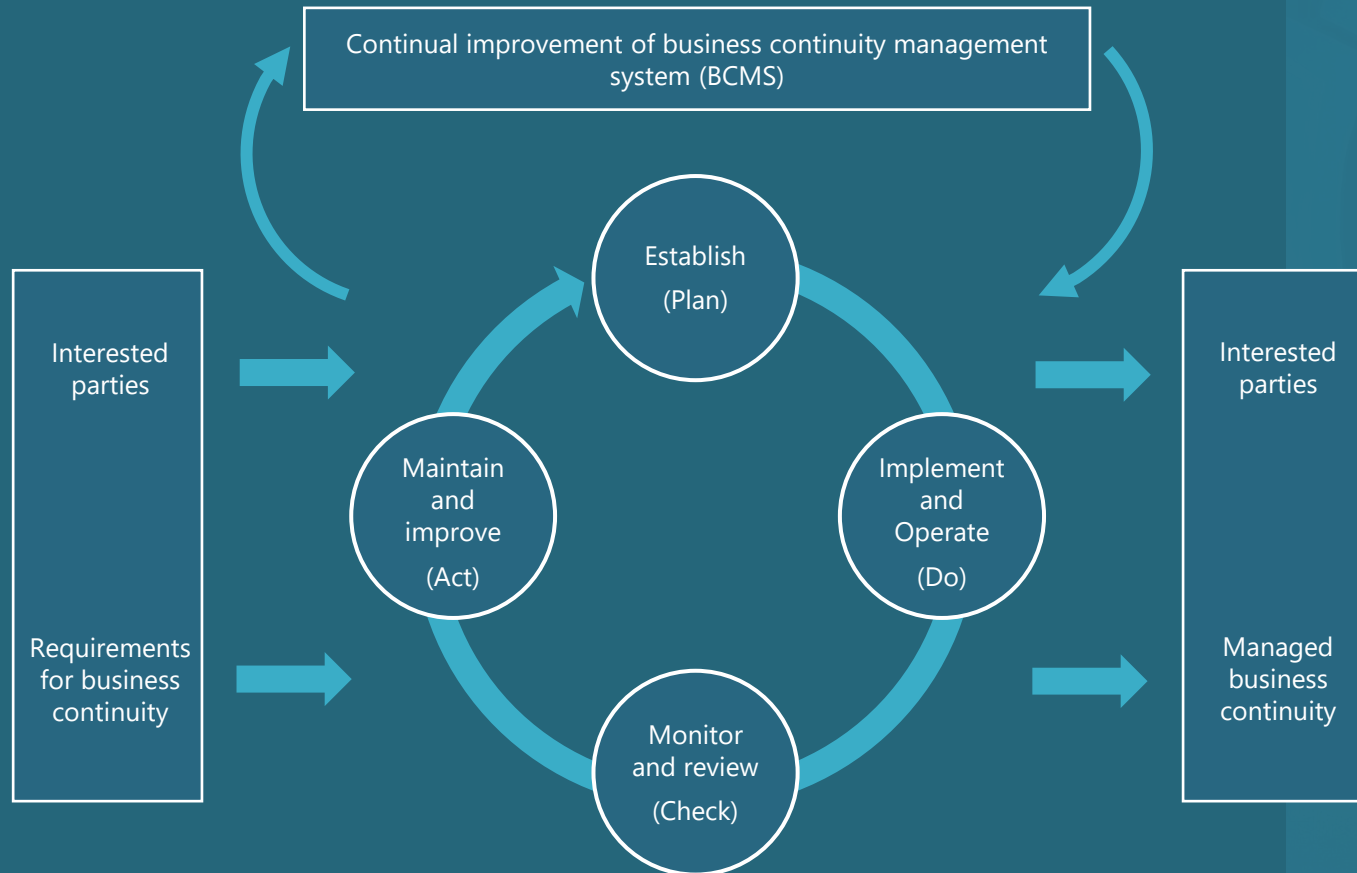


Understanding the Leadership: We work in partnership with leaders to understand the strategic vision and intent behind an engagement.

Creating the foundation for success in the modern digital age requires some level of human and capital investment, but the main requirements are time, tenacity and most importantly, leadership. Leadership is vital to ensure that continuous improvement of services delivers constant value and must be communicated across all areas. Through our core values of openness, honesty and trust, we will work with you to achieve your desired outcomes by connecting the people of both our organisations and any wider partnerships. This involves pragmatic communication and the build of a common culture, creating a community spirit of professionals all working toward the same vision.

Business Continuity and Disaster Recovery

A Business Continuity Plan (BCDR) can be provided for, or in accompaniment with, a risual service where required. risual follow best practice guidance laid out in ISO22301, and use the 'Plan, Do, Check, Act' model when responding to actual or perceived threats to Business Continuity.



Plan: Establish policy, objectives, targets, controls, processes and procedures relevant to improving business continuity in order to deliver results that align with overall policies and objectives.



Do: Implement and operate the business continuity policy, controls, processes and procedures.



Check: Monitor and review performance against policy and objectives, report the results to management for review, determine and authorise actions for remediation and improvement.



Act: Maintain and improve the BCMS by taking corrective action, based on the results of management review and reappraising the scope of the BCMS and business continuity policy and objectives.