Slalom Microsoft Center of Excellence (MCoE) VIVA Offering

April 2025

Contents
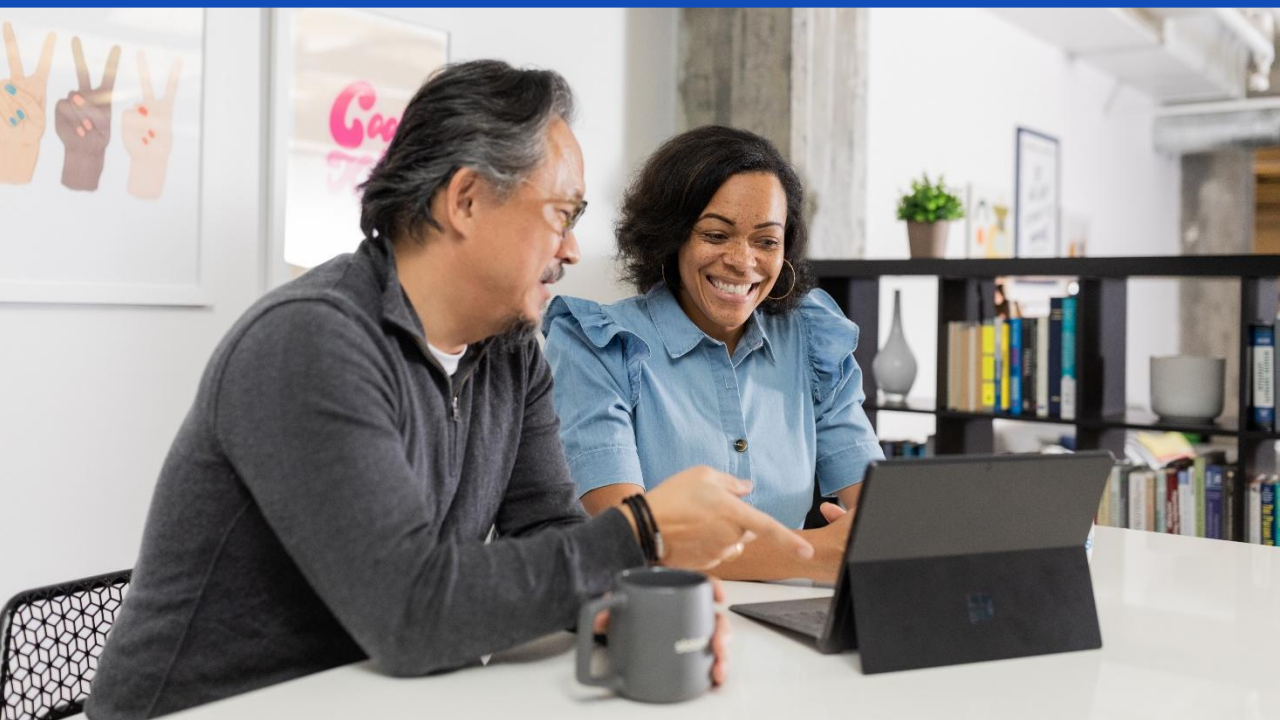
Introduction to Slalom

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VISION: Our just cause

A world in which each person has the opportunity to love their life and work.

PURPOSE: Our why
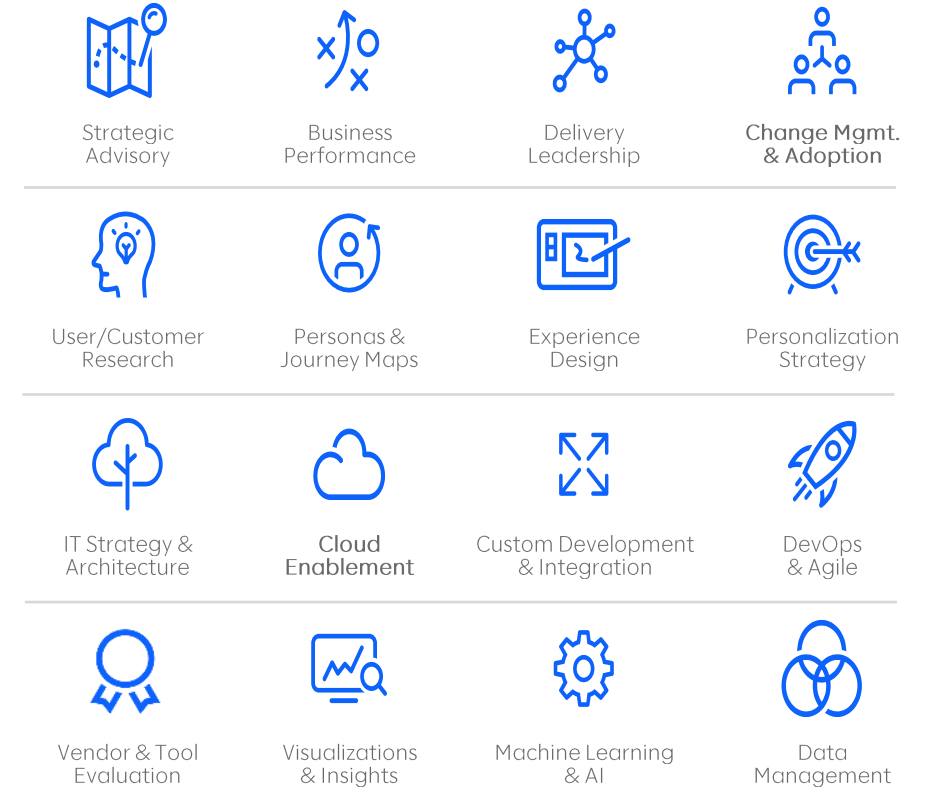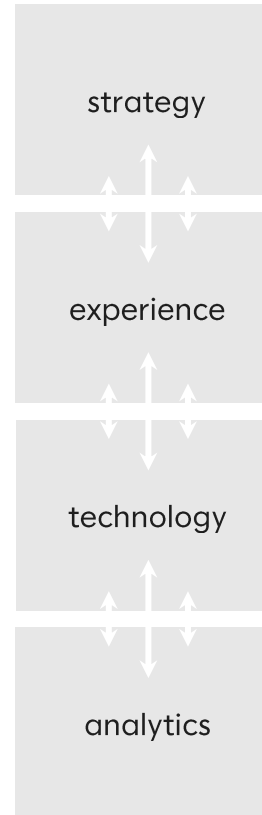
We help people and organizations dream bigger, move faster, and build better tomorrows for all.

Slalom is a modern consulting firm focused on strategy, technology, and business transformation.

Slalom takes pride in holistically working with our partners through their digitization & modernization journey – covering all aspects from initial business strategy through to gaining insights through analytics.

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strategy				
	Strategic Advisory	Business Performance	Delivery Leadership	Change Mgmt. & Adoption

experience				
	User/Customer Research	Personas & Journey Maps	Experience Design	Personalization Strategy

technology				
	IT Strategy & Architecture	Cloud Enablement	Custom Development & Integration	DevOps & Agile

analytics				
	Vendor & Tool Evaluation	Visualizations & Insights	Machine Learning & AI	Data Management

Microsoft + Slalom

1,400+
certifications

50
Microsoft Partner Awards

350+
Microsoft clients served in 2021

- Modern Work and Employee Experience
- Business Apps
- Application Development

- Cloud Platform and Productivity
- Data Platform and Analytics
- Cloud CRM

Microsoft Gold competencies across ten Microsoft solutions areas

Gold
Microsoft Partner

Microsoft

What is an Employee Experience Platform (EXP)

What is an employee experience platform (EXP)

A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders

Purpose & Alignment
Mission, Goals & Outcomes
Achievements & Recognition

Growth & Development
Learning & Coaching
Onboarding, Lifecycle Moments
Talent Mobility

Culture & Communications
News, Events, Company Resources, Communities

Wellbeing & Engagement
Physical, Mental, Financial Nudges, Feedback & Sentiment

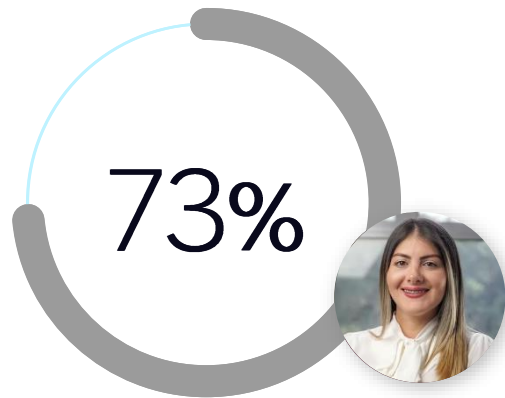**Employee**

Knowledge & Expertise
People & Experts Documents & Content

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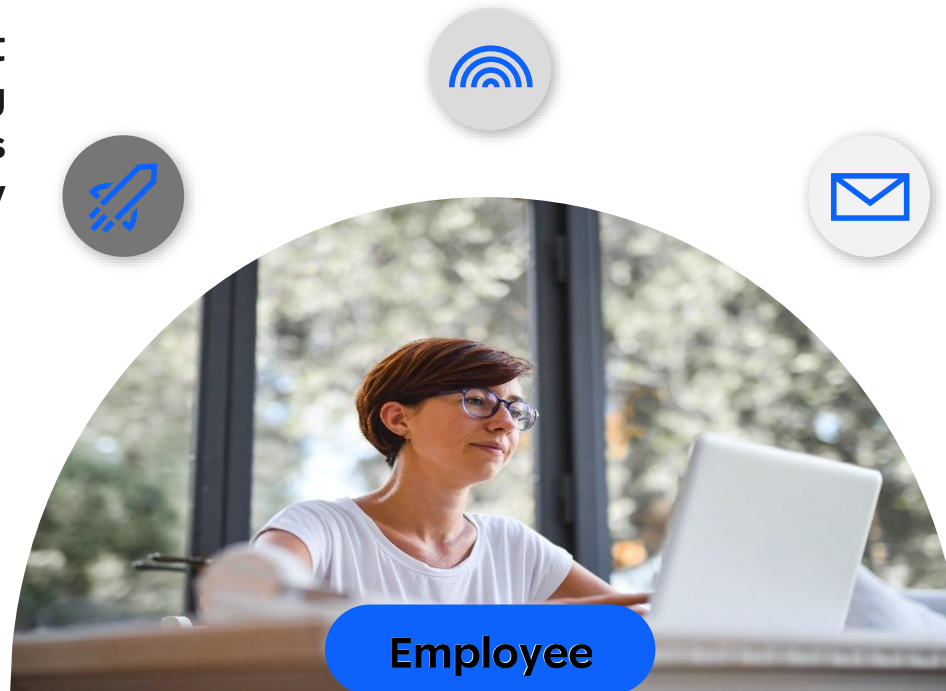
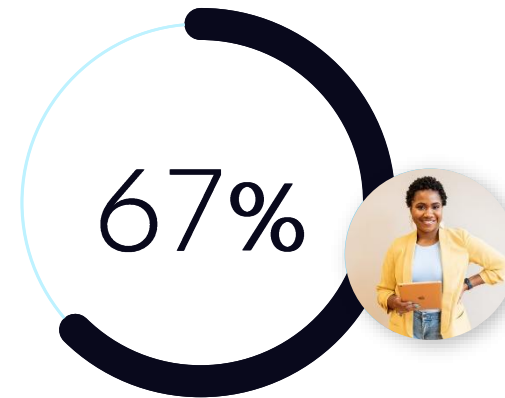# Future of Work Trends and Driving Forces
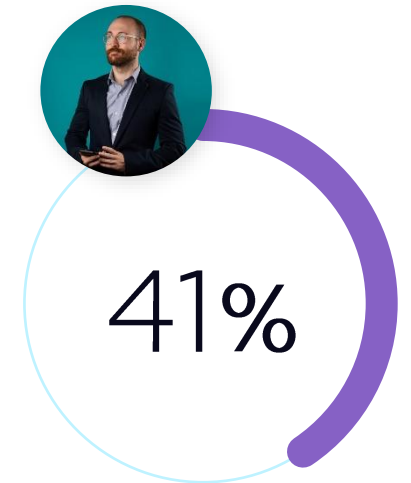
Future of work: a durable trend

73%

of employees want flexible remote work options to stay[1]

80%

of leaders say they plan to make major changes to their flexible work policies[1]

67%

of employees want more in-person work or collaboration post-pandemic[1]

41%

of employees say they are considering other roles or companies coming out of the pandemic[2]

[1]Microsoft Work Trend Index: 2021 Annual Report [2]The Great Reshuffle...

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The driving force for any business is its people

Employee engagement

86% of top-performing companies say that digital training programs boosted employee engagement and performance.[1]

Employee satisfaction

94% of employees say they would stay at a company longer if it invested in their learning and development.[2]

Employee retention

Highly engaged employees are **12x** less likely to leave their company than those who are not engaged.[3]

Profitability

Organizations with highly engaged employees have **21%** greater profitability.[4]

[1]PwC's Global Digital IQ survey. [2]LinkedIn Learning 2020 Workplace Learning Report. [3]Glint. [4]Gallup.

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Empower your hybrid work with ETHOS
Digital HQ enabled by Microsoft

The stakes are high. Top talent needs remote flexibility. Leaders want to maintain connections among employees and customers. The result? Many organizations have been slow to align on a vision for the Future of Work (FoW). Companies need to evolve and simplify their work roadmap quickly. They also need to provide different ways for their company to work digitally—no matter where they are. Slalom's Future of Work perspective, paired with Microsoft solutions, helps organizations of all sizes achieve their goals in hybrid work environments.

REIMAGINE YOUR WORKPLACE: SLALOM ETHOS MODEL
ETHOS guides organizations as they move toward hybrid work.

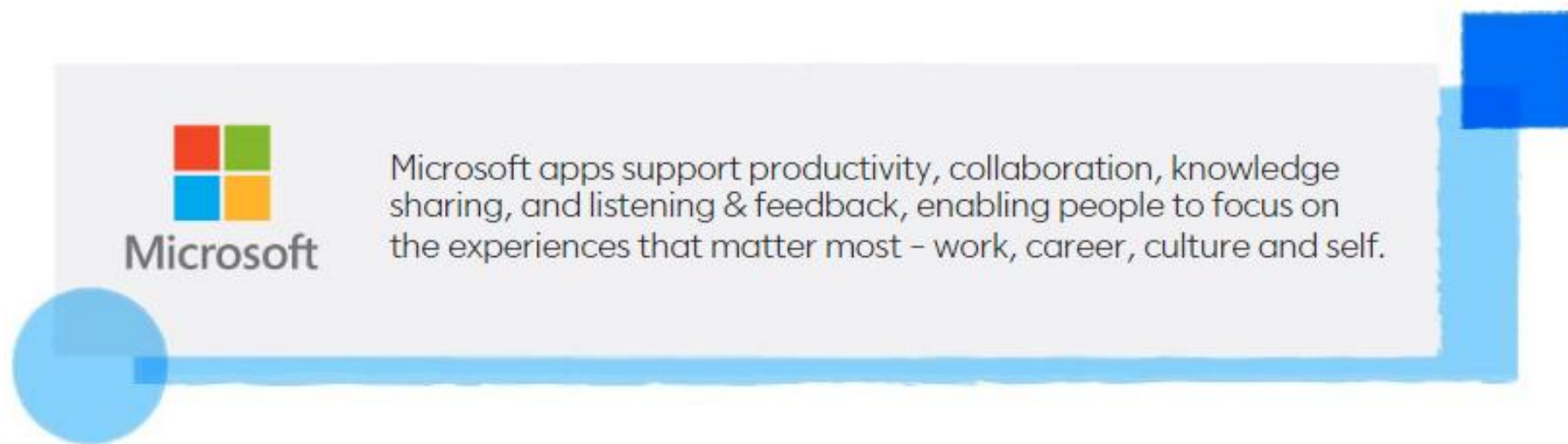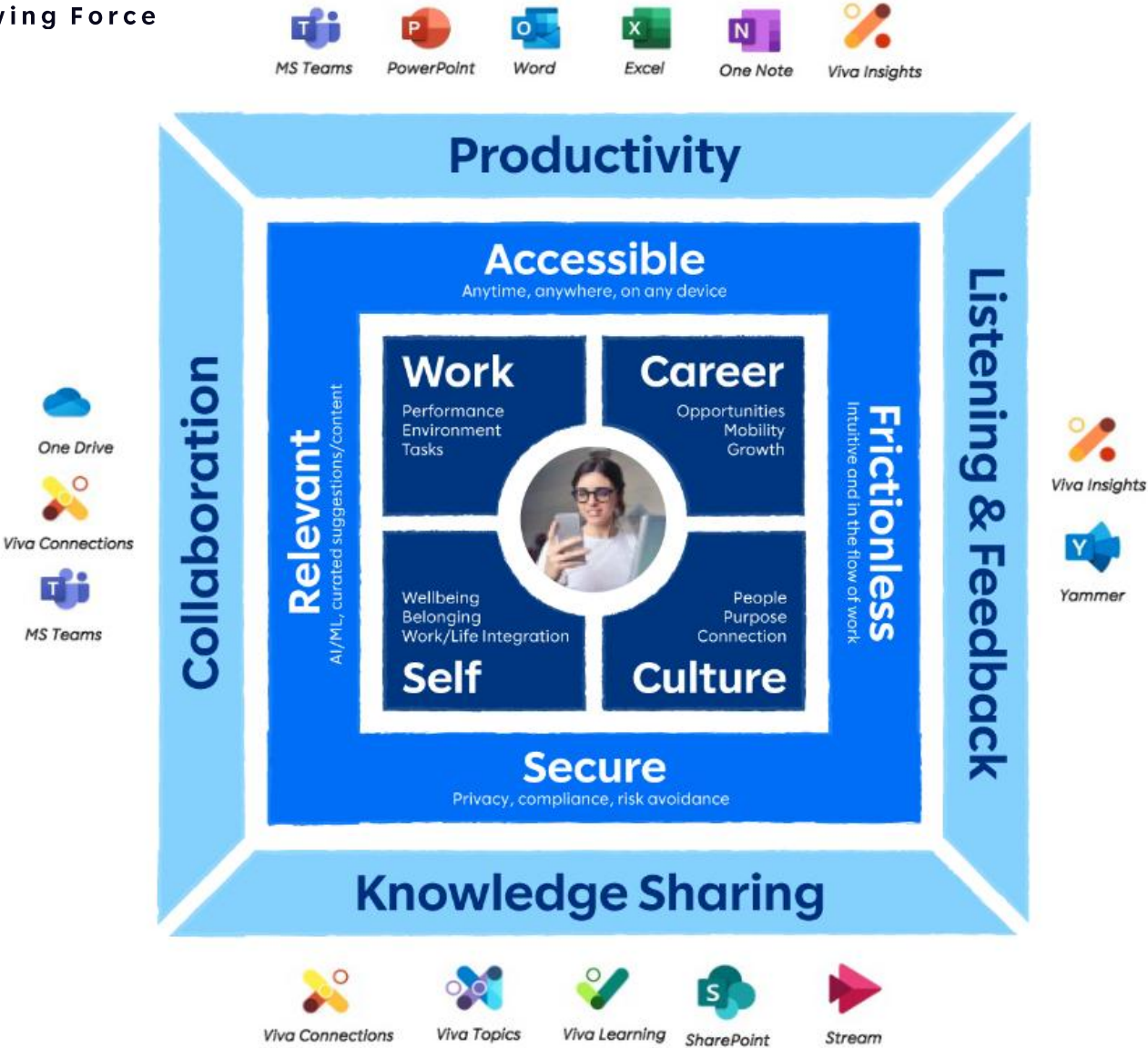| E	T	H	O	S
Engagement	**Talent**	**Health**	**Operations**	**Systems**
Connect your employees, teams, and customers.	Create strategies that retain and attract top employees.	Ensure the safety and well-being of your employees.	Rethink broken work processes and procedures.	Identify which systems need to change or be adopted.

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MICROSOFT PUTS THE "S" IN ETHOS

With Microsoft you have access to a system that can empower your employees to do their best work—anytime, anywhere. When you have a clear vision, the right tools and technology help you realize your goal.

Microsoft

Microsoft apps support productivity, collaboration, knowledge sharing, and listening & feedback, enabling people to focus on the experiences that matter most - work, career, culture and self.

Microsoft VIVA –
For the Future of Work Era

01. Introduction to
Slalom

02. What is an EXP

03. Future of Work
Trends and Driving
Forces

04. Microsoft VIVA -
For future of work
Era

05. Slalom Offering

06. Appendix

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Microsoft Viva: employee experience platform for the future of work era

Microsoft Viva suite

Includes all premium subscription capabilities

Viva Connections	**Viva Insights**	**Viva Topics**	**Viva Learning**	**Ally.io**
Culture and communications	Productivity and wellbeing	Knowledge and expertise	Skilling and growth	Objectives and key results

Delivered through

(and other Microsoft 365 apps)

Extensible with

Partners • APIs

Managed in

Microsoft 365 admin center

Coming in 2025

to the Microsoft Viva suite[4]

Slalom Offering

Slalom Offering

Drive Employee Engagement with Viva Connections

Discover how Microsoft Viva helps organizations build meaningful connections by enabling employees to easily discover relevant communications, communities and tools. Slalom can help you envision your desired state - one that brings people, data, and applications together in a single customized dashboard. Our team will work with you to understand your priorities, challenges, and culture to design a solution that meet your needs.

Get started today with Microsoft Viva Connections
- Build meaningful connections via accessible communities and empower employees to contribute ideas/feedback
- Evolve your intranet into a central hub with easily accessible content and targeted updates powered by Microsoft Teams
- Plan for a customized employee dashboard providing quick and easy access to company resources from any device

How Slalom can help you in your journey:

Available services depending on your needs and readiness

Evolve and Prepare your Intranet for Viva Connections

- Migrate and leverage the latest components of the Microsoft 365 Modern Intranet experience for Viva Connections integration: Modern Portals, Home Sites, etc.
- Create beautiful, dynamic employee experiences that are accessible across PC and mobile devices
- Understand your current communication platforms, and plan change strategies to transition employees

Enable your content and LoB Apps for Viva Connections

- Leverage the power of Adaptive Card Extensions (ACE) to enable critical LOB Apps, processes and information for Connections-driven employee experiences
- Identify opportunities to connect employees in all roles, including frontline workers, to content and experiences
- Identify and build community-driven content and collaboration leveraging Yammer Communities and Microsoft Teams
- Plan for a pilot of Viva Connections with a group of business users

Enable Connections-driven collaboration across your organization

- Deploy and scale Viva Connections to every employee in your organization, on any device, leveraging the change strategy to bring employees along the journey
- Build an employee dashboard to streamline visibility into key metrics and employee resources
- Showcase news and information to the right people with audience targeting
- Explore possibilities with leadership connection site deployment
- Drive adoption initiatives to realize the value of your investment in Viva Connections

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Enhance Employee Experience with Microsoft Viva Insights

Discover Microsoft Viva Insights helps employees and business thrive with data-driven, privacy-protected insights and recommendations to improve productivity and wellbeing. Our team will work with you to understand your priorities, challenges, and culture to design a solution that meet your needs by leveraging data-driven, privacy-protected insights, which help you understand the impact of work on your people and your organization, take actionable recommendations to drive employee experience transformation.

Get started today with Microsoft Viva Insights

- Analyst Essentials:
  - Empowered analyst capable of delivering insights using Viva Insights
- Ways of working assessment:
  - Discover your organization's collaboration patterns
  - Get analyses and actionable insights across 3 common business outcomes
  - Identify the biggest opportunity areas, and how to tackle them
- Viva Insights 360 Diagnostic:
  - Uncover insights through deep-dive analytics to solve high-value business challenges around employee performance, engagement, and productivity

How Slalom can help you in your journey:

Available services depending on your needs and readiness

Training – Viva Insights Academy

- Prepare employees for upcoming training and new services through a communication plan
- 2-day analyst training + up to 8 "office hours" over 4 weeks to help your analysts get up to speed on Viva Insights
- Mix and match modules with content covering all Viva Insights topics and potential analyses
- 2-day analyst training +
- 8 office hours over 4 weeks (suggested)

Services – Ways of working assessment

- Our Viva Insights experts will help you onboard Viva Insights, structure your organizational data file, and assign Viva Insights licenses
- Help you set up templates, glean insights from the data and communicate effectively with an executive-ready PowerPoint deck
- Understand how change will impact your employees, and build adoption tactics to drive adoption and change management initiative to realize the value of your investment in Viva Insights
- 1 month (Suggested)

Services – 360 Diagnostic

- Uncover insights through deep-dive analytics that build on top of pre-built queries and templates to solve high-value business challenges, including employee performance, engagement, and productivity
- Analyze multiple data sources (e.g., CRM, performance management, engagement surveys)
- Drive adoption and change management initiative to realize the value of your investment in Viva Insights
- 8-12 weeks (suggested)

Put Knowledge to work with Viva Topics

Discover Microsoft Viva Topics to harness collective knowledge and expertise within your organization to foster easy reach to right information and create an ever-growing corporate knowledge base. Slalom can help you envision your desired state - one that encourages greater information growth within your organization by bringing knowledge to users seamlessly and connecting knowledge to subject matter experts.

Get started today with Microsoft Viva Topics

- Improve business productivity such as speed-up time to onboard new employees
- Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge
- Reduce duplication of effort by making knowledge available in the flow of work
- Find information easier and people quicker
- Prevent knowledge loss due to employees retiring or leaving for competitor

How Slalom can help you in your journey:

Available services depending on your needs and readiness

Plan

- **Identify and prioritize** Viva Topics scenarios and knowledge management (KM) metrics, high priority topics and source sites to mine for topics
- **Assess knowledge culture** to understand current state, and plan change management initiatives based on this information
- Help build curation model
- **Plan awareness and role enablement** activity and Early Adoption program (EAP)
- **Setup and configure** tenant, permissions, topic identification and help kick start topic curation

Implement

- **Launch** awareness communication campaign and KM role enablement activity
- **Implement** EAP and monitor via reporting to review impact of EAP program
- **Reporting of impact** via business value, usage, internal success stories
- **Identify** improvement with feature requests and update launch plans

Measure

- **Expand** management of topics across independent business units
- **Develop** broader crowd-sourcing plan for topics and prioritization for curation activities for e.g., impressions and quality scores
- **Drive adoption** and change management initiative to realize the value of your investment in Viva Topics

Slalom Offering

Make learning a natural part of your day with Viva Learning

Discover how Microsoft Viva Learning helps organizations drive upskilling and growth with a center for Learning in Teams and Microsoft 365. Empower employees to make learning a natural part of the day by bringing learning into the flow of work within the tools and platforms they already use. Discover, share, recommend, and track learning across a variety of sources with Viva Learning. Slalom will help you create a center for learning in Teams where people can discover, share, and track learning from libraries across an organization (LinkedIn Learning, MS Learn, a company's own content, and 3rd party providers) to empower employees to make learning a natural part of their day.

Get started today with Microsoft Viva Learning

- Integrate learning into the tools and platforms where users already spend their time with Microsoft Teams and Microsoft 365
- Bring together learning content and tools from different sources in one central hub
- Find the right content and discover new skills with personalized recommendations and search

How Slalom can help you in your journey:

Available services depending on your needs and readiness

Deployment

- Understand the learning needs of your organization and what the current learning culture is at your organization
- Configure learning sources and systems of record by connecting the learning content providers and management systems
- Configure SharePoint as a source to connect to your custom-built and User Generated Content (UGC), leveraging Viva Learning's SharePoint connectors

Adoption and Managed Services

- Create awareness and generate buy in to foster a learning culture
- Drive trainings and guidance for leaders and managers on fostering a learning culture and maximize investment
- Set up a governance process to review UGC and approve for inclusion in the organization's learning library
- Ensure fresh content is featured in Viva Learning by managing your content services and targeting the right groups within the organization

Strategic Consulting

- Provide guidance and develop a leadership toolkit to enable the leadership team to reinforce learning as a value add as you engage your employees
- Advise on how to rationalize existing learning investments by identifying the key content sources that have the most impact on employee learning
- Focus on impact and sustainability for long term success through employee surveys and measurements of success

Anatomy of the offer: Building blocks

Focus on developing the services and IP required to deliver on the core pillars of the Employee Experience sales play. A modular approach will allow flexibility to address the customer needs while still offering a holistic solution.

	Good Begin with Deployment and Adoption	**Better** Address advanced scenarios with specialized consulting expertise	**Best** Extend and Customize - Build apps, integrations, and custom solutions
Viva Connections	• Help formulate corporate communications strategy • Migrate to modern SharePoint sites and deploy Viva Connections app • Drive adoption of Yammer for employee engagement and communities	• Audience targeted content • Dynamic Groups for security	• Reusable adaptive cards • Connectors to expose line of business system data
Viva Topics	• Create a topic center for topics to be generated by AI	• Enterprise Content and Knowledge Management strategy • Rationalize, migrate, manage, and protect content	• Connectors to expose line of business system data • Custom Topics pages and experiences
Viva Learning	• Create a learning hub by connecting learning platforms and content	• Human Resources strategy consulting • Skills development plan consulting service	• LMS and learning content connectors • Industry learning packages
Viva Insights	• Help users adopt better work habits with personal insights in Teams • Improve organizational wellbeing with manager and leader insights	• Business strategy and transformation services • Diagnose and remedy business performance challenges	• Industry strategy frameworks, templates, and dashboards

← Adoption & Change Management →

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Offer Ideation: Business value mapping

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	Viva Connections (Culture & Communication)	Viva Insights (Productivity & Wellbeing)	Viva Topics (Knowledge & Expertise)	Viva Learning (Skilling & Growth)
Buyers	CEO, CHRO, Corporate Communications Officer, Dept BDM	CEO, CHRO, Chief Insights Officer, Dept BDM	CEO, CHRO, CIO, Chief Knowledge Officer, Dept BDM	CEO, CHRO, Chief Learning Officer, Dept BDM
Challenges	Low employee engagement Lack of connection to company culture, mission, strategy	Employee burnout on the rise, intensified by pandemic Job demands increasing, including after-hours work	Too much time spent searching for experts or information Difficult to unlock "collective" organizational knowledge	Lack of essential skills in workforce is barrier to growth Not enough dedicated time to formal workplace learning (skills gap)
Customer KPI	Employee Engagement Employee Retention	Employee Productivity Employee Satisfaction Employee Wellbeing Manager/Leader Performance	Employee Productivity Onboarding Time Knowledge Retention	Learning & Development Hours Training Costs Onboarding Time Employee Retention
Customer empowerment	Encourage meaningful connections while fostering a culture of inclusion and aligning the entire organization around your vision, mission, and strategic priorities.	Help individuals, managers, and leaders gain personalized insights and actionable recommendations that help everyone in an organization thrive.	Empower employees to find answers, experts and connect with others in their organization and beyond.	Enable ability to discover, share, and recommend from various content sources, and enable business leaders to drive a culture of learning through empowered time management and coaching.
Use cases and scenarios	Share employee news Host town halls—companywide or a subset of an organization Drive leadership Q&A Build conversation & community Launch Communications campaigns Modernize employee-facing resources	Plan for Remote/ Future of Work strategy Help employees to protect time in the day for regular breaks, focused work, and learning Nurture employee wellbeing Drive employee empowerment and autonomy Develop effective managers Promote coaching and development Transform meeting culture	Accelerate employee onboarding Design and land knowledge mgmt programs Flatten the learning curve for new employees or new teams/projects Establish communities of experts./practice Optimize employee time by reducing search and effort to read and tag docs for reuse. Unlock collective knowledge	Launch Learning programs and enable employee upskilling Accelerate employee onboarding Establish growth and development communities Create learning paths Recommend skilling aligned to business needs Create dedicated time for learning
Differentiators	Customizable and extensible Built on current Microsoft 365 ecosystem	Powered by Microsoft Graph Glint integration 3rd party insights integration Advanced tools for custom analysis	Built on existing Microsoft 365 apps; powered by Microsoft Graph Advanced AI capabilities Graph-based content connectors	Teams integration 3rd party app integration Partner ecosystem/APIs
Other products	Teams, SharePoint	Glint	SharePoint Syntex, Search, Yammer	LinkedIn Learning

Microsoft Viva deployment prerequisites

Microsoft Viva is built on top of the Microsoft 365 suite you are already using today:

- The work being done with Employee Experience is helping to set up the right conditions to realize the full benefit of Microsoft Viva once all the modules are released. There is no indication any configuration will need to be re-done when the modules release.
- The more you use Microsoft 365, the richer the Microsoft Viva experience will be.
- Building the habit of engaging with employees is key to creating an optimal experience for employees.

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		Features from Microsoft 365	Experience without features
	Viva Connections	• Representative content to targeted audiences* must be either using **Modern SharePoint sites** and/or Yammer • Designate a Home Site as this drives configuration of the dashboard and resources navigation • Enable SharePoint App Bar and Global Navigation	• Empty shell without the content • Lose navigation without SharePoint App Bar
	Viva Insights	• Customer must have their mailboxes in Exchange Online	• No signals added to the graph
	Viva Topics	• Core sites need to be on **Modern SharePoint**; "core sites" means the entry points for people to get their information	• No underlining/highlighted topics visible in SharePoint
	Viva Learning	• Microsoft Teams usage across org a necessity • **SharePoint Online** usage as storage repository for learning content required for connection of custom customer content • Need to know where learning content lives today • Enable Exchange Online for recommend/manage features	• Missing learning content • Missing ability for custom organization-generated learning content • No recommendation/manage features

*Many customers do not have clean Azure AD groups or Microsoft 365 groups. Leveraging best practices to get this started for targeted groups is recommended.