

# Frontline Workers at the heart of your organisation



With the use of **Microsoft 365 for Frontline Workers**, your organisation can be more efficient and engaged, delivering a better experience for employees and customers alike. Our assessment workshop will help you map your path to better process, more effective services, and happier people and customers.

- 1** Our engagement approach looks at how your Frontline Workers actually work today, understanding their challenges and issues, and mapping opportunities for improvement into technology and process change plans.
- 2** We link our understanding of your Frontline Workforce with a deep knowledge of how your central operations function, and the relationships between both layers of organisational processes and working practices.
- 3** Taking this knowledge, we then help you to identify an approach to delivering new capabilities to your Frontline Workers and engage them in better ways of working founded upon the deployment of Microsoft technology.
- 4** From here we will deliver a recommendations report and plan, combined with a technology licensing alignment matrix, that will form the basis of next steps and our onward engagement – helping you to deliver on the opportunities we have helped you to identify



Partner with us to gain our expertise and experience



Create a plan based on iterative improvement



Get support and advisory services to establish Frontline Worker capabilities



Meet your business objectives and build better operations



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