

Building Contextual Experiences with Viva

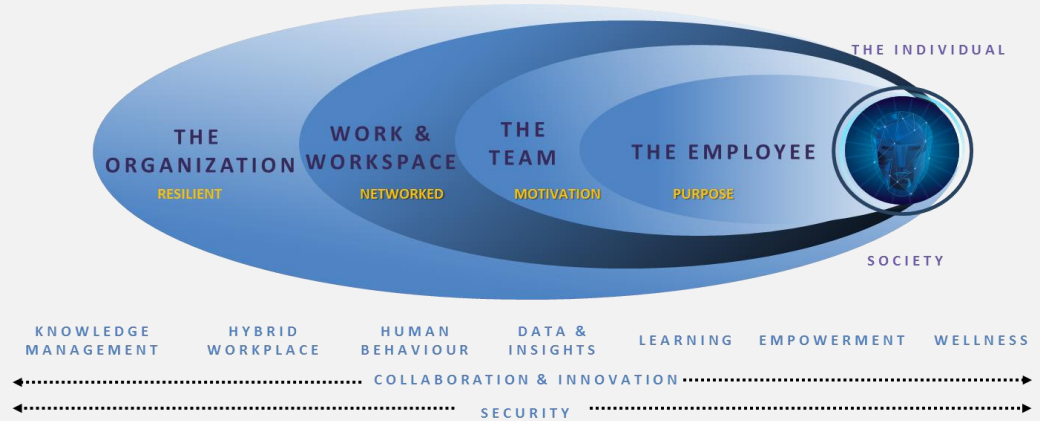
Future Experiences at the intersection of the individual, the workplace and the communities

THE POST PANDEMIC RESET

A most remarkable outcome of the pandemic has been the **shift in context of the individual** (also known as the employee), the workplace and society. The morphing of work and social role identities and competing personas have led to a **reset in the notion of value**, including redefine what is meant by deeply meaningful experiences. **Holistic experiences would be centered around the “individual” as a whole.**

With the physical workplace being replaced by digital experiences, **intangible assets** such as Health and wellbeing, Preservation of Knowledge, Relationships, Learning, Flexibility, Autonomy, Purpose, Trust, Psychological Safety, sustained Curiosity and focused Attention, amongst others, constitute holistic experiences and **have become critical drivers of strategic value as well as levers for the acquisition and retention of talent.**

AN INTEGRATED, SYSTEMS THINKING APPROACH



ADVISORY SERVICES DESIGNED TO SERVE THE FUTURE ORGANIZATION

TCS – Viva Consulting Offering, addresses the workplace challenges, that of increased cognitive overload, fragmented attention, purposeful connections, continuous learning, insights over data and the preservation of knowledge. Viva’s integrated employee experience platform Which serves as the single source of truth positively impacts productivity, sustained focus, wellbeing, learning, analytics and shared knowledge.

TCS’s contextual knowledge, design thinking and human capital consulting capability, holistic future experiences framework as well as VAST (Viva Adoption Scoring Tool) provides its clients with the depth and breadth of perspective and solutions tailored to suit their context, post pandemic.

Envision, Understand

- Listen, Engage, Contextualize
- Review **holistic experience model** focus areas across **empowerment, engagement and productivity**
- Leverage our **Future of Experience, 21 Elements** framework to measure and assess maturity
- **Evaluate fitment** with TCS’ crafted modern employee apps

Unlock, “Art of the Possible”

- Embrace the opportunity to rethink EX across **People, Places and Processes** to shift to Hybrid work
- **Discovery workshops to co create** contextual EX journey using Viva
- **Readiness assessment with TCS’ VAST suite** (33+ HR functions, 50+ use cases)
- Identify **MVP use cases** using Viva, M365 platform & extensibility framework

Embark on EX journey

- Agree on **direction of travel**
- **Business case and ROI** for EX transformation journey
- High level Business value realization roadmap with Viva components
- Management of Change based on our behavioral nudge and adoption framework

Microsoft 365 as an EXPERIENCE HUB



Networks & Collaboration

Highly engaged employees have 21% greater profitability
Shrinking networks are endangering innovation.



Hybrid Work

Bridging the physical and digital workplace.



Knowledge Preservation

Leaders must look for ways to foster the social capital, cross-team collaboration, and idea-sharing that’s been driving workplace innovation for decades.



Wellbeing

Digital overload is real and climbing.
Collaborative activity analysis is critical for wellbeing and work patterns.



Continuous Learning & Mastery

The need to upskill and reskill is real and ongoing given the pace of emerging technologies, newer skill sets.

CASE STUDY - CENTER FOR EXCELLENCE AND ADVANCEMENT FOR FRONTLINE WORKERS

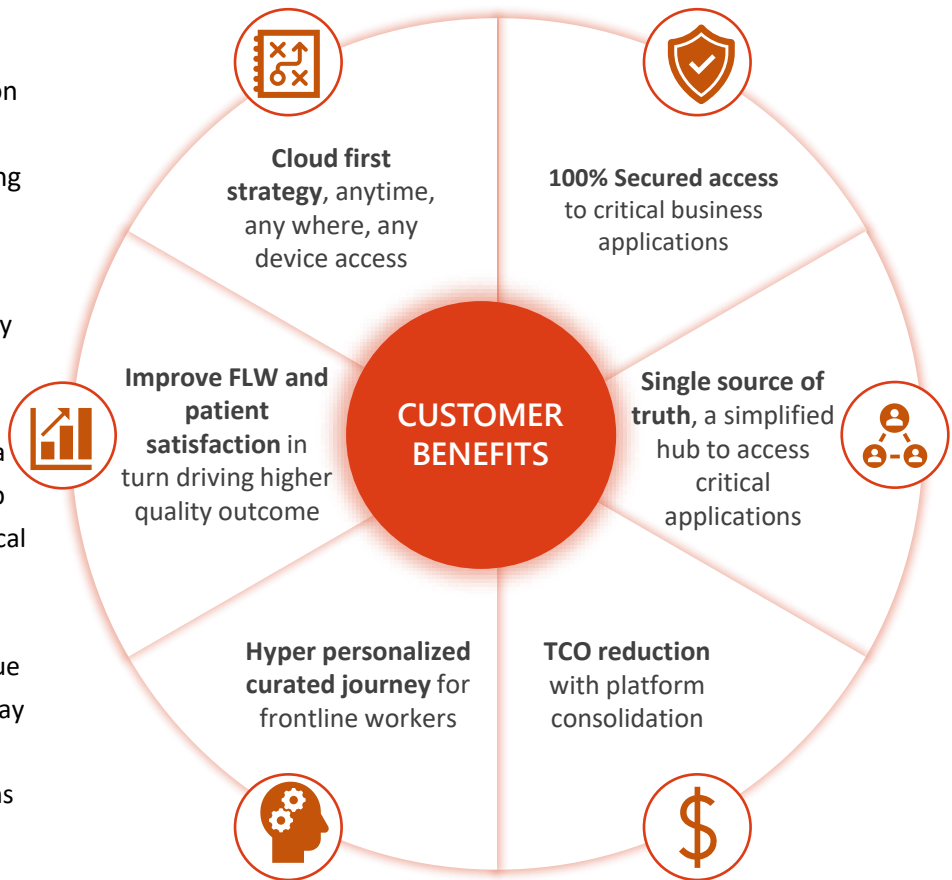
A provider of home health care, hospice and related services in the United States

BUSINESS CHALLENGE

- Post Pandemic **cognitive overload** on ways of working for the nursing staff, impacting productivity, retention and talent acquisition
- **Multiple sources of information**, communication and documentation
- **Optimize efficiencies**, accelerate decision making and streamline productivity

SOLUTION

- An interactive, friction free and intuitive technology hub for the clinical staff as a dedicated space to connect, collaborate, learn and share information
- Build a **rapid functional prototype** that illustrates a value to embark on the journey for Experience Hub
- **Envision workshop** to priorities use cases and critical events with 'a day in the life of' persona-based approach
- **Rapid functional prototype** that illustrates the value of embarking on the Experience Hub journey by way of Microsoft Viva's platform modules
 - **Digital Hub** enablement with Viva Connections
 - Curated **Knowledge experience** through Viva Topics
 - **Self Service Chatbot** using Power Virtual Agent
 - Effective **Employee onboarding** with Teams App
- **Implementation roadmap** with business outcomes



About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 500,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22.2 billion in the fiscal year ended March 31, 2021 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com and follow TCS news at @TCS.

Building on Belief

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