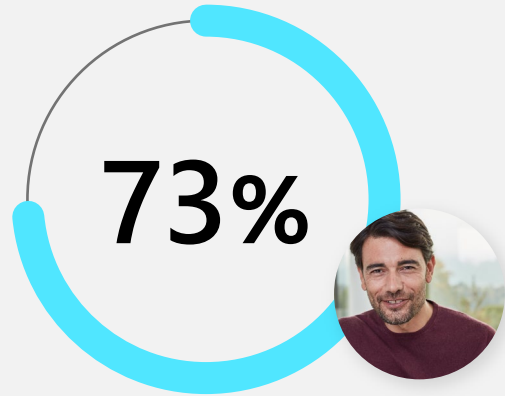Microsoft

# Growing Business by Transforming Knowledge using VIVA Topics and Connection
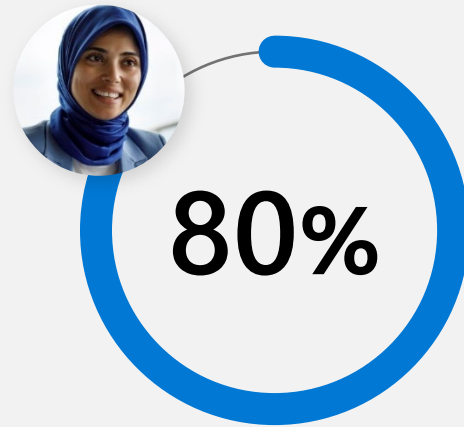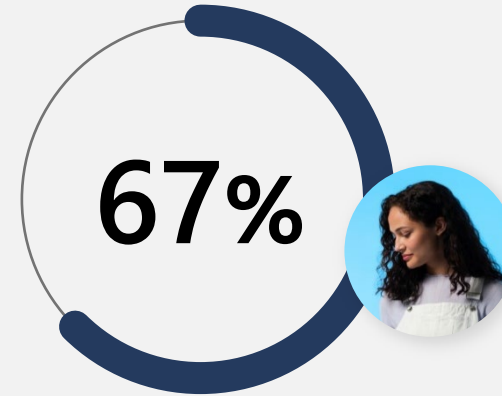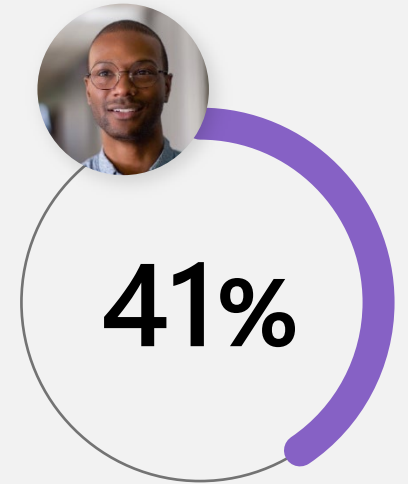
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# Hybrid work: a durable trend

**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]

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

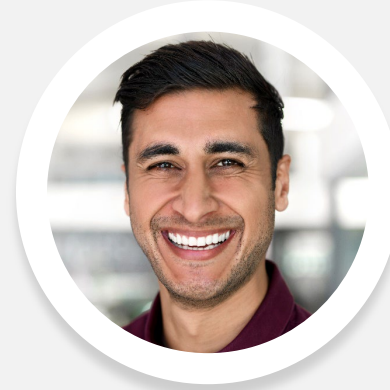# The driving force for any business is its people

**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]
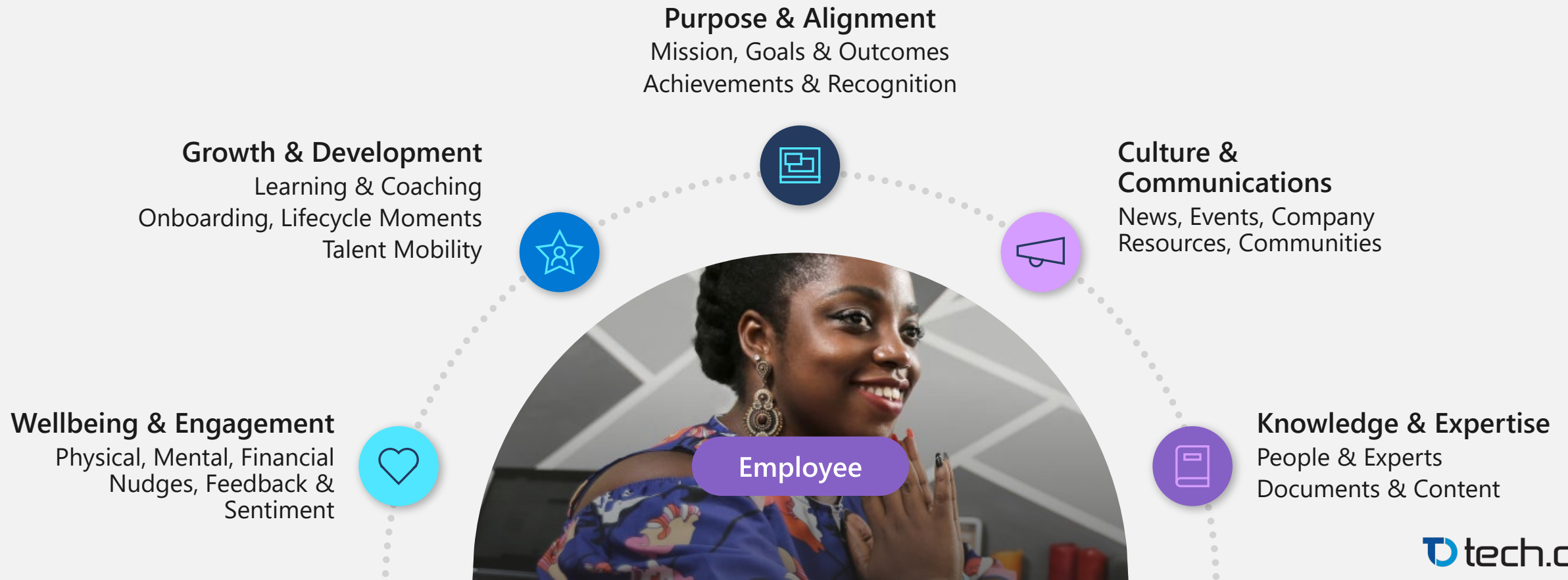
**Profitability**

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

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

# What is an employee experience platform (EXP)

**A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders**
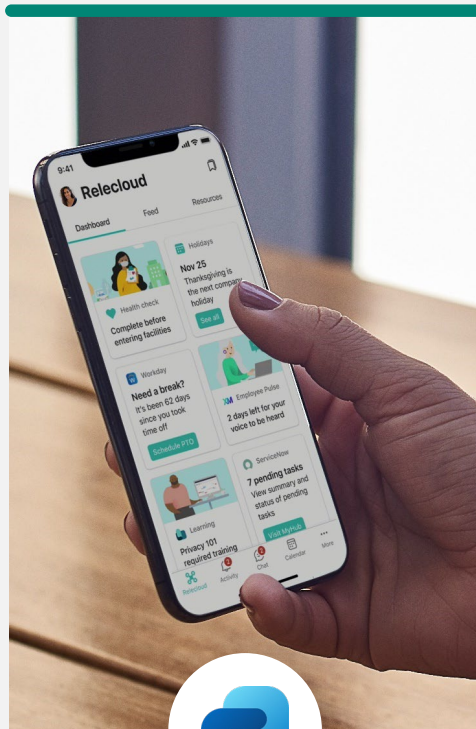
**Purpose & Alignment**
Mission, Goals & Outcomes
Achievements & Recognition

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

**Culture & Communications**
News, Events, Company
Resources, Communities

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

**Knowledge & Expertise**
People & Experts
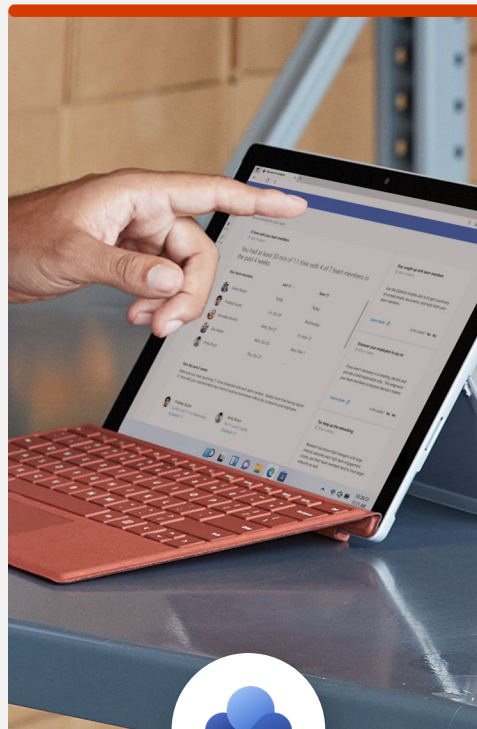Documents & Content

**Employee**

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Introducing Microsoft Viva

# Microsoft Viva: employee experience platform for the hybrid era
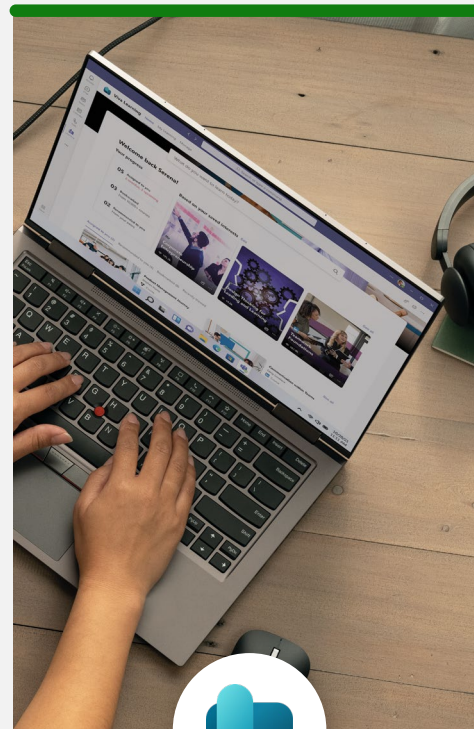
Coming soon!

**Viva Connections**

Culture and communications
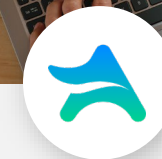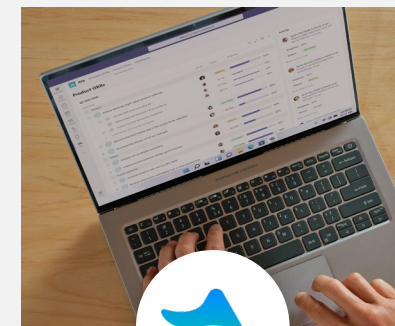
**Viva Insights**

Productivity and wellbeing

**Viva Topics**

Knowledge and expertise

**Viva Learning**

Skilling and growth

**Ally.io**

Objectives and key results

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# Viva Connections
## Culture and communications

### Keep everyone connected

Encourage meaningful connections across the organization by enabling employees to easily discover relevant communications and communities.

### Make it easy for people to contribute

Foster a culture of inclusion by empowering every employee to contribute ideas and share feedback.

### Unite and inspire your organization

Align the entire organization around your vision, mission, and strategic priorities.

Learn more about Viva Connections at aka.ms/vivaconnections
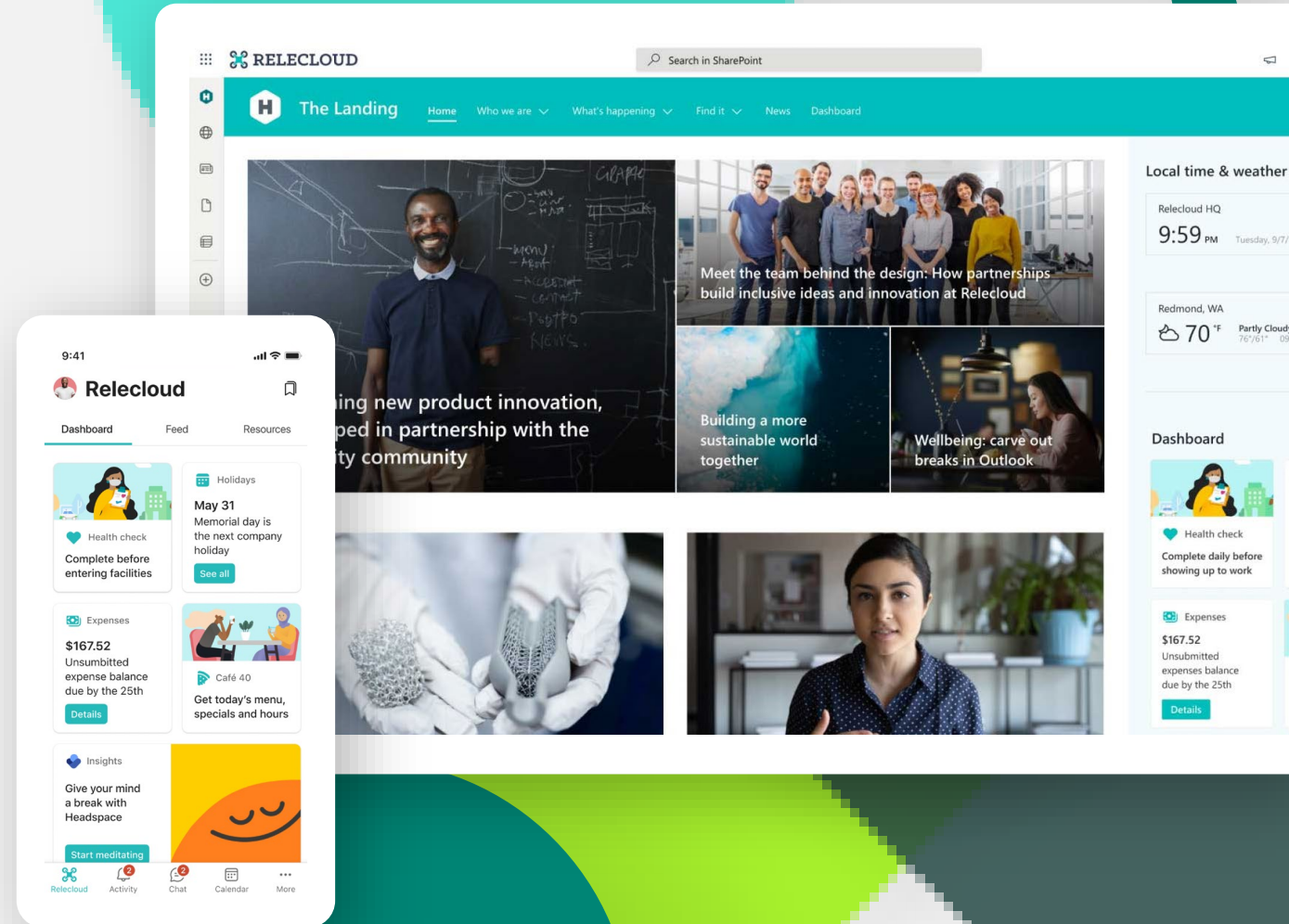
# Culture and communications

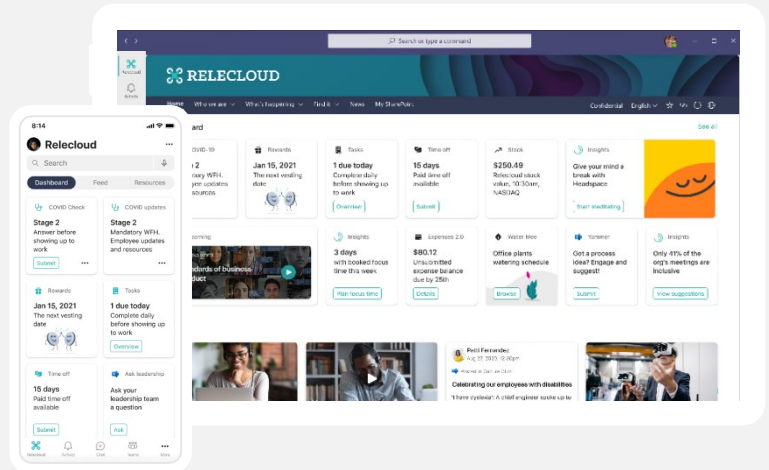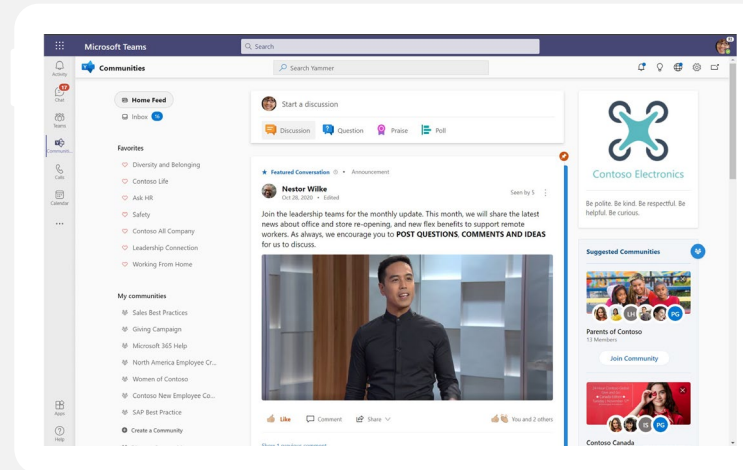**Curated and personalized destination for employee communication**

**Leadership communication and large-scale virtual events**

**Streamlined collaboration in an inclusive space**
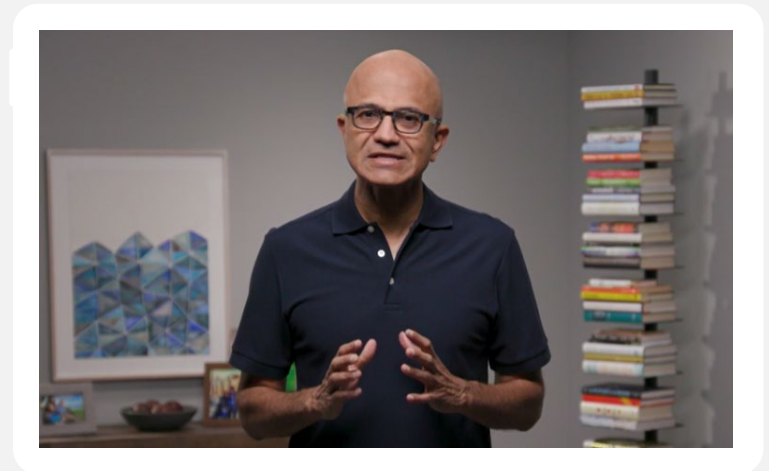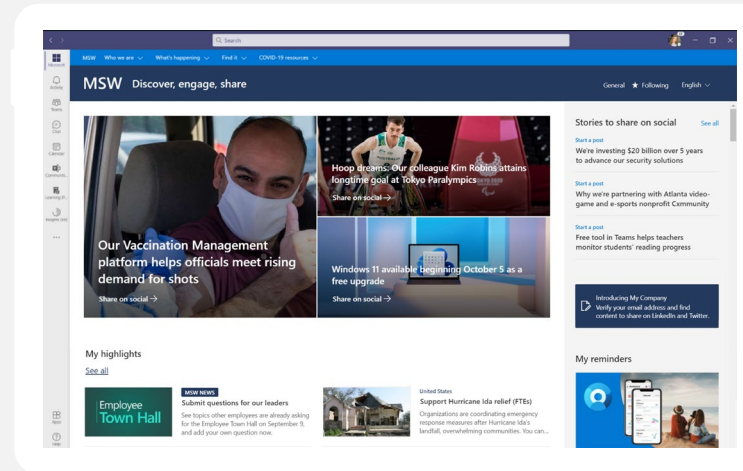
## Viva Topics
# Knowledge and expertise

### Turn content into usable knowledge

Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.

### Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

### Make knowledge easy to discover and use

Deliver relevant topics cards in the apps people use everyday.

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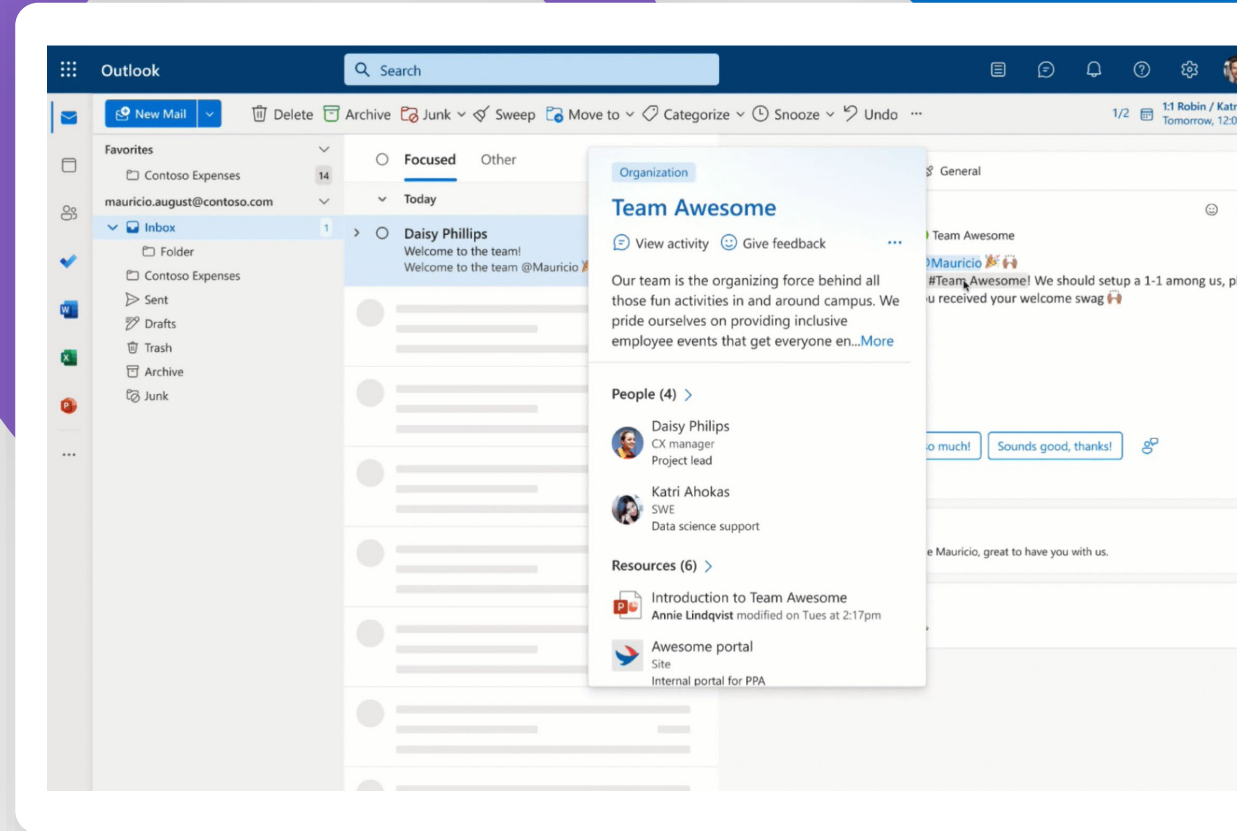
# Knowledge and expertise

1,000+ topic pages

Knowledge sharing across teams and functions

Contextually relevant search results in the flow of work
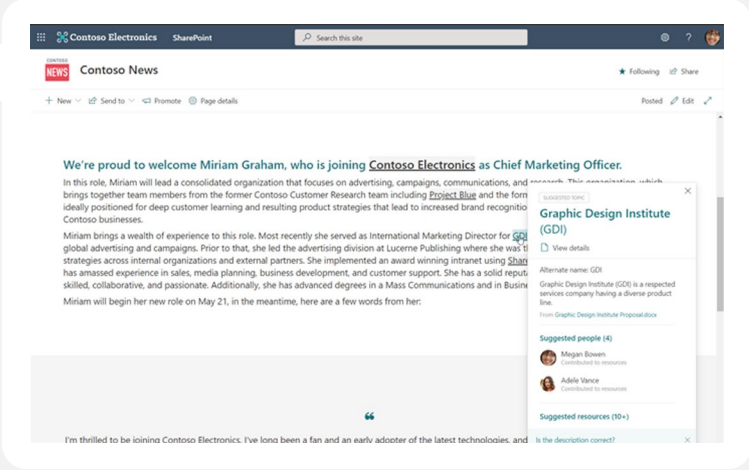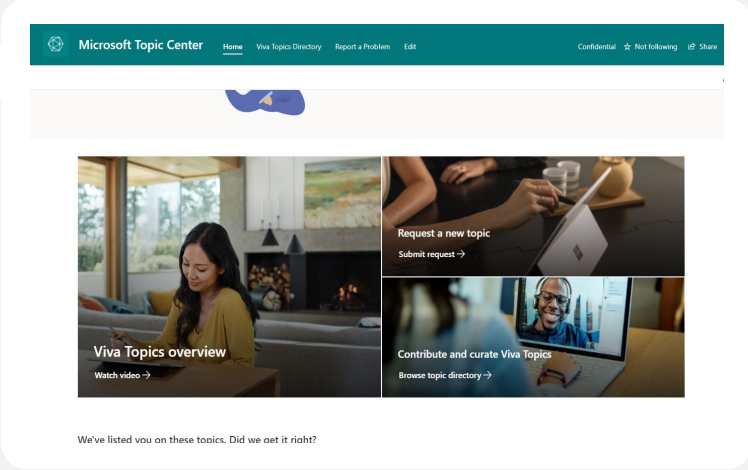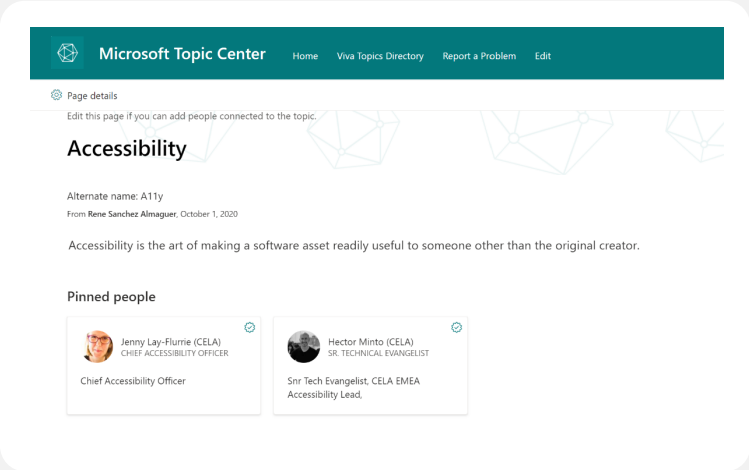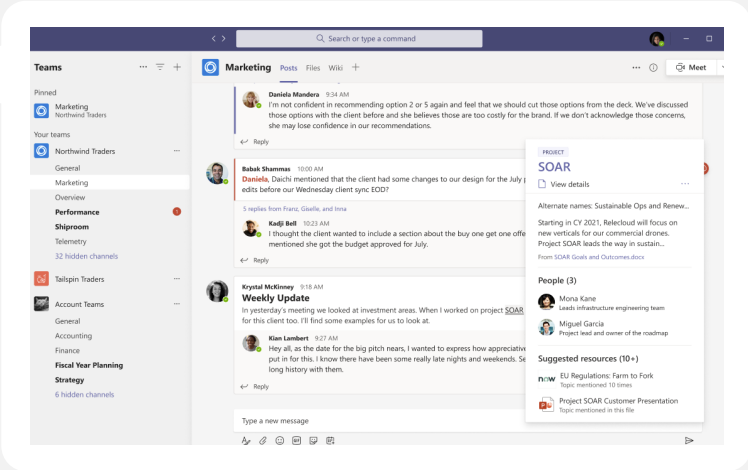
# Microsoft Viva: employee experience platform for the hybrid era

## Microsoft Viva suite

Includes all premium subscription capabilities[1]

Viva Connections[2]

Viva Insights

Viva Topics

Viva Learning

Ally.io

**Delivered through**

(and other Microsoft 365 apps)

**Extensible with**

Partners • APIs

**Managed in**

Microsoft 365 admin center

**Coming in 2022**

to the Microsoft Viva suite[4]

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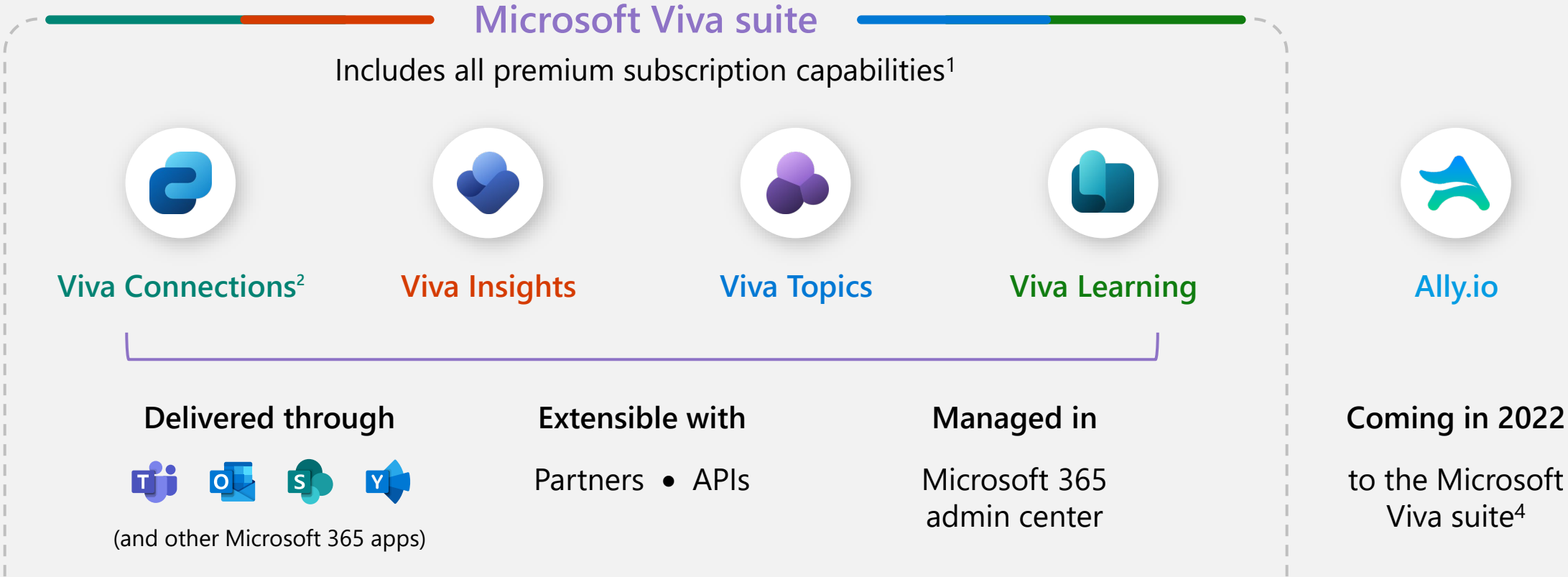
# Microsoft Viva

**What makes it unique?**

**Organization layer**  for employee experiences through Microsoft Teams

**People at the center**  with skills, resources in the flow of work

**Powerful insights**  that are actionable

**Privacy and security**  that you can trust

**Platform and ecosystem**  with customization and extensibility

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# Microsoft Viva: employee experience platform for the hybrid era

**Viva Connections**

**Viva Insights**

**Viva Topics**

**Viva Learning**

**Ally.io**

Viva Platform and Ecosystem

Microsoft 365
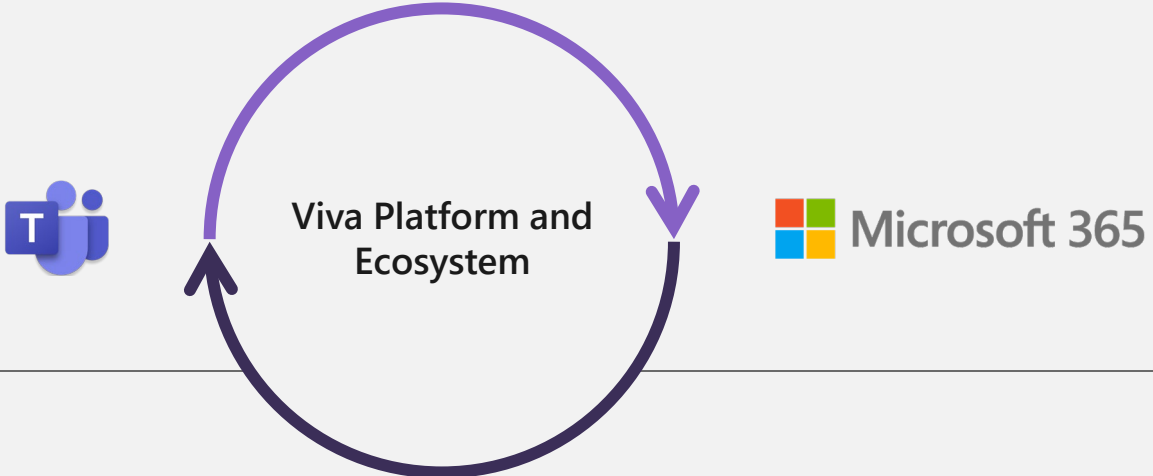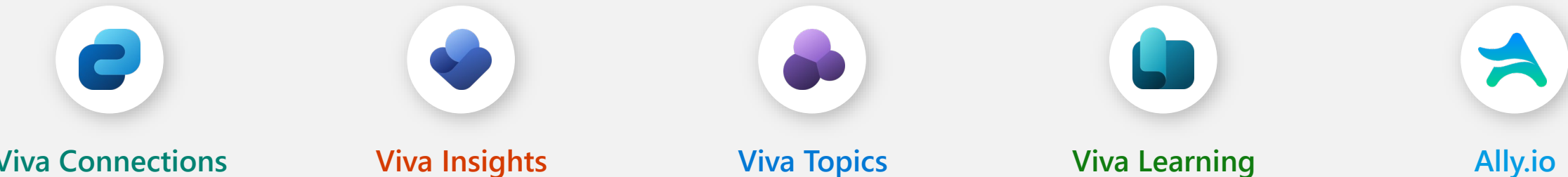
ERP          HCM          LMS          Content          Apps          CRM          Wellness          Many more…

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# What is a Knowledge Management (KM)

## Growing Business by Transforming Knowledge using VIVA Topics and Connection

**Purpose & Alignment**
Mission, Goals & Outcomes
Achievements & Recognition

**Growth & Development**
Store and Explore
Learning and Share ,

**Culture & Communications**
Knowledge Base, Resources, Communities, Transformation

**Employee Engagement**
Collaboration and Feedback

**Knowledge & Expertise**
People & Experts
Documents & Content

Knowledge Management



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# Growing Business by Transforming Knowledge using VIVA Topics and Connection

Intranet and Content Discovery/Search

Sessions for Senior Management (Knowledge Management within the Organization)

Training (Teams, Yammer, SharePoint collaboration)

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# Benefits



Improve productivity within the organization by providing access to the content through a single interface.

Build resilience culture within the organization by providing access to the knowledge and the resource.

Transform tacit knowledge into explicit knowledge and store in a central platform.
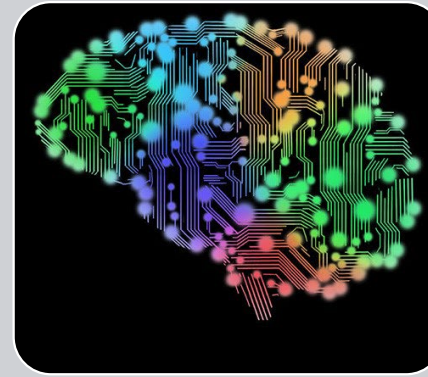
Bring learning into the flow of work to promote a culture of growth and development.

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# Our Approach

| Discover | Understand | Imagine | Decide | Launch |
|---|---|---|---|---|
| **Outside-In Scanning** | **Know the Starting Point** | **Develop Comprehensive Strategy** | **Prioritize Initiatives** | **Sustainable Transformation** |
| Start with understanding of industry trends and emerging digital models | Understand your digital maturity & capabilities | Define goals, understand strategic choices, and develop roadmap | Prioritize and balance portfolio based on business engagement, ROI, & capabilities | Enable key elements of the digital operating model |

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# Why TechOne?

- **20 Years in the Market**

- **Experienced Certified Team**

- **Experienced in working with HR teams on training and equipping employees with tailor-made training programs to improve organization productivity.**

- **Proficiency in Global Deployment**

- **Global Resource Pool**

- **Unique Approach to Digital Transformation**

- **Only team in Sri Lanka with 16 Gold Certification in Microsoft Technologies**

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# Developing Microsoft Viva to transform our employee experience

Teams across Microsoft had been developing individual employee experience tools well before the pandemic. While the efforts met the organization's goals, the teams working on those projects realized their efforts were sometimes disjointed, and that the ideal employee experience would come from a centralized platform that delivered a holistic, personalized user experience.

"Our goal was that regardless of where people are located, we give them the tools they need to be successful: the culture and connection, the ongoing learning and development, as well as the ability to balance productivity with wellbeing."

— Seth Patton
General Manager, Microsoft 365 and Microsoft Viva



Microsoft

# Connecting people to content and content to people

At Mott MacDonald, a global consulting firm based out of the United Kingdom, connecting content to people or "connected thinking" is imperative to their success. With the help of Microsoft Viva Topics, Mott MacDonald empowers its employees to share information to allow teams to get the best value for their clients and for the business.

"I'm really excited by Microsoft's vision for creating knowledge networks... The idea of connecting people to content and content to people powered by Microsoft 365 is going to be a game changer for us."

— Simon Denton
Productivity Applications Architect, Mott MacDonald

Microsoft 365

Thank you.

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