

# Frontline Worker Assessment

## The Challenge

Frontline workers are the backbone of organisations from retail, healthcare and local government and these critical core employees are often the face of an organisation to customers and members of the public.

Frontline workers often share devices with colleagues for short periods of time whilst they complete their duties but are still required to interact with IT services and systems, whether they are onboarding new colleagues or accessing and logging key information across various types of devices and services. Frontline Workers are more mobile than their desk-based Information Worker colleagues whilst still requiring access to the same systems and services.

To meet the modern digital workplace expectations of Frontline Workers, organisations can empower and support these professionals by giving them the tools that are designed to meet the unique needs of their roles. Microsoft 365 help organisations increase productivity, drive efficiencies and deliver key insights and innovation.

## Engagement Overview

**Trustmarque's Microsoft 365 Frontline Worker Assessment** has been specifically designed to help your organisation empower **Frontline Workers** with the adoption of Microsoft 365 by providing digital strategies and solutions for core key employees.

Trustmarque helps your organisation **define a clear direction** for integrating key Frontline Workers into your wider digital strategy.

Through a series of tailored workshops with key stakeholders and subject matter experts from across the organisation, our experts will aid your organisation to understand the key frontline worker targeted features and services from within Microsoft 365 and associate technologies. This engagement will define the high-level business and IT objectives and requirements specifically targeted for the frontline workers within your organisation.

Our experts will host an '**Art of the Possible**' workshop to introduce the value to key stakeholders of the unique frontline worker capabilities across Microsoft 365 services such as Microsoft Teams, SharePoint Online, OneDrive for Business, Viva, and more. It will take you through work related scenarios to demonstrate the benefits to your daily working activities.

## Why Trustmarque

By focussing on the individuals rather than the individual technologies, we invest time in understanding the current user experience, your businesses future needs and your objectives. At Trustmarque we give honest, simple and independent advice that helps customers navigate an increasingly complex world of IT.

We simplify business, through a flexible and cost-effective approach that empowers organisations and their people. With 30 years' experience at the heart of the rapidly evolving IT market, we have established a position as a leading technology provider to high profile clients from the private sector, UK government and healthcare organisations.

# 63%

of frontline workers are excited about the job opportunities technology creates.

Microsoft Work Trend Index, January 2022

# 69%

say their higher-ups are not effectively communicating with them either

Microsoft Work Trend Index, January 2022

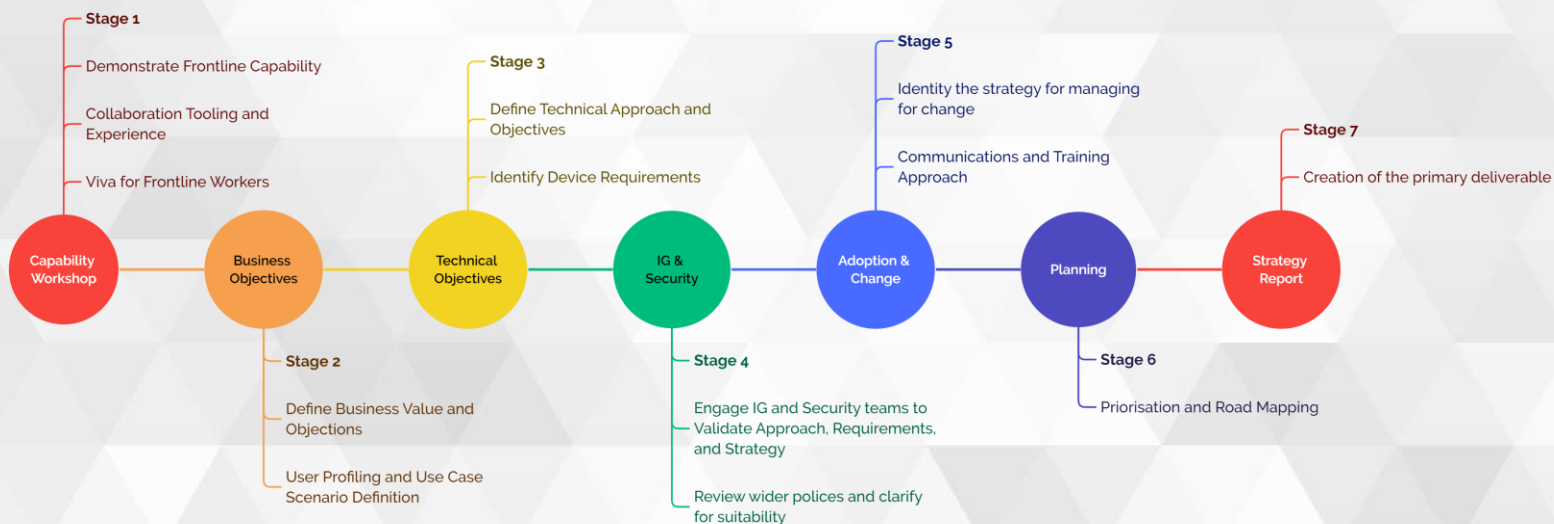
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Trustmarque will conduct a series of **Business and Technical Discovery workshops to capture key requirements, understand business value and objectives and review existing working practices.** Discussions include high-level user profiling and use-case definition, identification of device requirement, technical approaches that can be adopted and the identification of aligned business processes that would significantly benefit from automation.

**Information Governance and Security** is key to ensuring that Frontline Workers can work in a collaborative and productive environment whilst the organisation ensures it meets its compliance and regulatory obligations.

Key to the successful implementation of any enablement programme of works is **Adoption and Change Management.** Any change in the ways of working for an organisation can have a significant impact on users and therefore Trustmarque place Adoption and Change Management at the heart of implementing any Frontline Worker strategy. There is not a 'one-size' fits all to educating and supporting users and capturing the requirements early ensures we **maximise the highest rate of adoption and the best chance of success.**

Trustmarque will engage with the project team through a **Planning** workshop to **identify a suitable priority and roadmap** for solutions identified throughout this engagement. Discussions will focus on the influencing aspects across the organisation, wider technical strategies and ongoing adoption of the Microsoft 365 suite of products.



**63%** of frontline workers say that messages from leadership often get lost or do not reach them  
 Microsoft Work Trend Index, January 2022

**74%** of business leaders say automating manual processes improved efficiency of their workforce  
 Deloitte, "IT, disrupt thyself: Automating at scale", December 2021