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.

Why Trustmarque?

As a Microsoft Viva Jumpstart and Adoption & Change Management Advanced Specialist Partner, Trustmarque 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 Trustmarque 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.

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.
- **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** and change management initiative to realize the value of your investment in Viva Connections

Contact us today to get started!
info@trustmarque.com

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.

Why Trustmarque?

Trustmarque can help you envision your desired state with Microsoft Viva Insights - one that brings people, teams, and data together. 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**

1. Analyst Essentials:

   Empowered analyst capable of delivering insights using Viva Insights

2. 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

3. Viva Insights 360 Diagnostic:

   - Uncover insights through deep-dive analytics to solve high-value business challenges around employee performance, engagement, and productivity

How Trustmarque can help you in your journey:

Available services depending on your needs and readiness

Training – Viva Insights Academy

- 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**

- **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

- Analyse **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)

Contact us today to get started!
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Services Overview

Viva Insights Academy

1 Viva Insights Academy

Viva Insights Academy is a set of offers that provide hands-on training, targeted at key user personas. Each offer consists of modules that customers can select from to meet their needs.

Viva Insights Academy at-a-glance:

- 2-days + 8-hrs* Office Hours
- In-person or virtual training
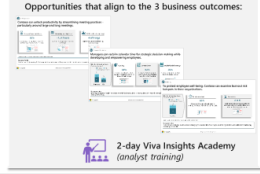- *Pre-Req: Viva Insights live; Attendees handle data*

Ways of working assessment

2 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

Ways of working assessment covers 3 common business outcomes

Transform meeting culture	• How much time do employees spend in long / large and recurring meetings? • Are employees wasting time in low quality meetings?
Develop effective managers	• Are managers having regular 1:1s with employees? • Do managers delegate and empower their teams? • Do managers have capacity to guide their teams and focus on strategic work?
Boost employee engagement	• Wellbeing focus — How are employees currently collaborating? — Do employees have high after-hours? — Are employees at risk of burn out?
Logistics	• 4-6 week engagement • Includes Readout + Viva Insights Academy

Opportunities that align to the 3 business outcomes:

2-day Viva Insights Academy *(analyst training)*

- Week 1 begins after
  — Customer Viva Insights Instance is up and running
  — Partner project team is credentialed in customer O365 tenant

Viva Insights 360 Diagnostic

3 Viva Insights 360 Diagnostic

Uncover insights through deep-dive analytics to solve high-value business challenges around employee performance, engagement, and productivity

Identify highest value business opportunities and dive deep into root cause analysis	Analyze multiple data sources (e.g., CRM, engagement surveys, performance management) to uncover correlations	Develop a data-driven action plan, testable through customized Power BI dashboards

Deliverables

✓ Data Insights	✓ Opportunity Map	✓ Prioritization Workshop	✓ Real-time Dashboards
• Establish collaboration baseline • Capture assumptions and create testing plan • Perform root cause analysis	• Build opportunity catalog • Conduct high-level sizing of opportunities	• Prioritize key initiatives based on impact size, time horizon, and fit with business objectives • Align key stakeholders	• Design ongoing operational dashboards to track progress • Establish cadence to monitor progress

Timing and Logistics	• 8-12 week engagement • 3-4 readouts/workshops	Engagement prerequisites: • Customer Viva Insights environment is up and running • Project team is credentialed in customer Office 365 tenant

Contact us today to get started!
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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.

Why Trustmarque?

Trustmarque 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. Our team will work with you to understand your priorities, challenges, and culture to design a solution that meet your needs by:
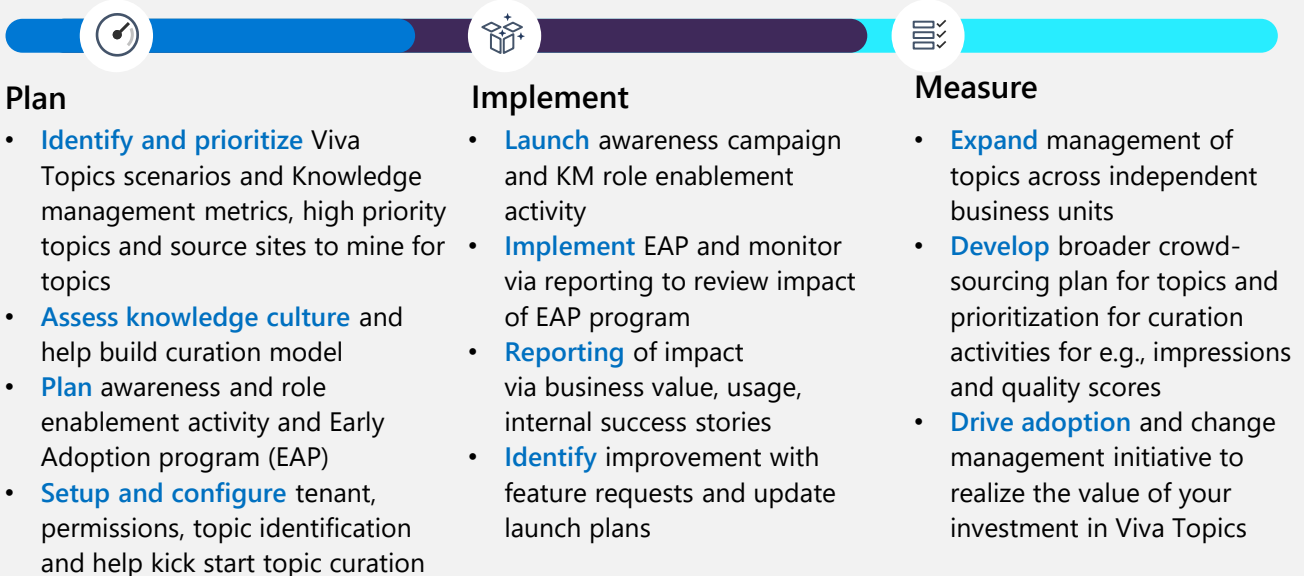
- Focusing on **building a practice** of information collaboration and knowledge management
- **Fostering connection** between teams and information with community of experts at core
- **Coaching knowledge managers and topic contributors** to easily access and curate content for corporate knowledge base

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

Approach & Deliverables

Plan

- **Identify and prioritize** Viva Topics scenarios and Knowledge management metrics, high priority topics and source sites to mine for topics
- **Assess knowledge culture** and 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 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

Contact us today to get started!
info@trustmarque.com

Services Overview

Plan

- Identify and prioritize **topics usage scenarios, topic source sites** and **flag sensitive content**
- Discover **topics features** to implement and select **topics curation models**
- Define **Knowledge management metrics**, plan **awareness and KM role enablement activities**
- Build **early adoption program (EAP) Plan**

Onboard Extended Team

- Identify and **board knowledge managers, champions and topic contributors**

Setup

- Review and assign licenses
- Assist with **tenant configuration** with knowledge network, and choose **site exclusions**
- Setting **permissions and controls**
- Start **topic identification and curate high priority topics**

Implement

Comms & KM role enablement

- Launch awareness campaign and KM role enablement activity

Early adoption program (EAP) roll-out and management

- Review and manage **pre-EAP and post-EAP surveys**
- Monitor, report and review impact **of topics implementation**

Measure

Preparation

- Review and update **launch plans**

Expand

- Expand to **new scenarios, stakeholders, users and sources**
- Set up **operations model**
- **Drive adoption of Viva Topics**

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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.

Why Trustmarque?

With an extensive employee experience practice, Trustmarque 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. 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 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

Approach & Deliverables

Deployment

- **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

- **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 to leadership team on **strategy to reinforce learning as a value add for your employees**.
- **Advise** on how to rationalize existing learning investments by identifying the key content sources that have the most impact on employee learning.

Contact us today to get started!
info@trustmarque.com