



# Empower the frontline worker with Unisys

## Digital Workplace Solutions



Unisys Frontline Worker Enablement

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# Overview

# 01

# Frontline workers make up 80% of most organizations<sup>1</sup>





# Frontline workers are critical to enterprises

Frontline workers are the backbone of the world economy. They translate strategy into execution, delight customers, and move the organization forward in roles that include:

- Doctors and nurses
- Hospitality workers
- Logistics and delivery people
- Manufacturing line workers



# Frontline workers lack technical support and processes



## Manual processes

Outdated digital tools hinder efficiency



## Inefficient onboarding and haphazard trainings

Organizations struggle with onboarding, training, and efficiently managing a distributed workforce efficiently



## Lack of purpose-built devices and solutions

Workers use multiple devices and manual workarounds to complete tasks



## Noncompliance and risky security practices

Outdated security practices, inconsistent policies, and siloed IT infrastructure increase risk

# Microsoft 365 and Teams for frontline workers

# 02

# Enable your frontline workforce with Microsoft 365 and Teams

## Previous solutions

- Old and outdated hardware
- Delayed or lack of communication among frontline workers
- Unreported health and safety issues
- Difficulty collaborating with in-office workers due to old technology
- Stressful situations generated by low-tech processes



## Microsoft 365 and Teams



Integration with business apps



Shift and task management on the go



Instant vocal communication



Training and onboarding anytime, anywhere



Instant reporting of problems and safety issues

# Empower your workers to do more with less with Microsoft 365 and Teams



## 9.1 MILLION USD

value of work hours recouped from enhanced frontline manager productivity over 3 years<sup>1</sup>

## 345%

ROI from Microsoft Frontline Worker deployment over 3 years<sup>1</sup>

## 2.7 MILLION USD

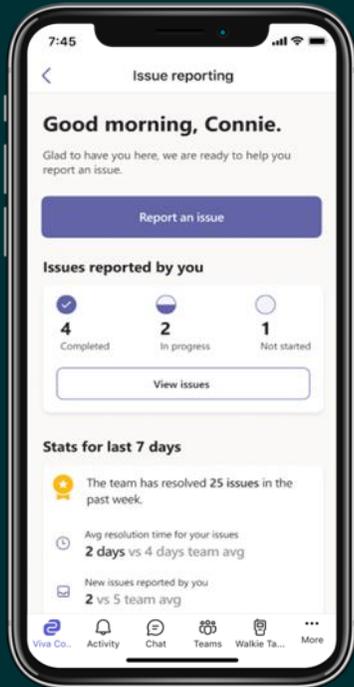
increased revenue from better customer experiences over 3 years<sup>1</sup>

## 6.1 MILLION USD

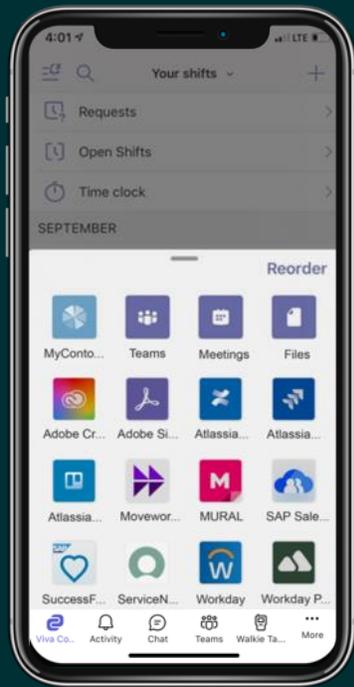
gained from reduced errors, improving frontline outcomes across 3 years<sup>1</sup>



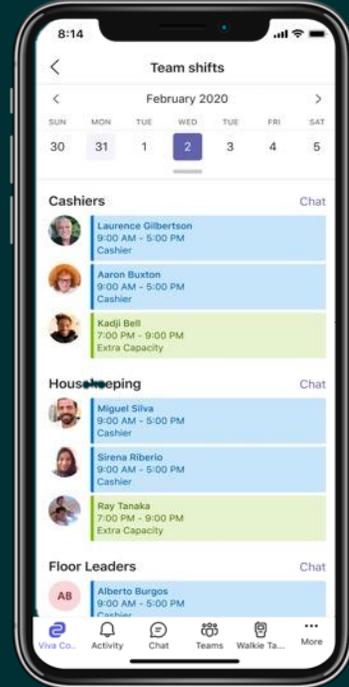
# Streamline your tasks and processes



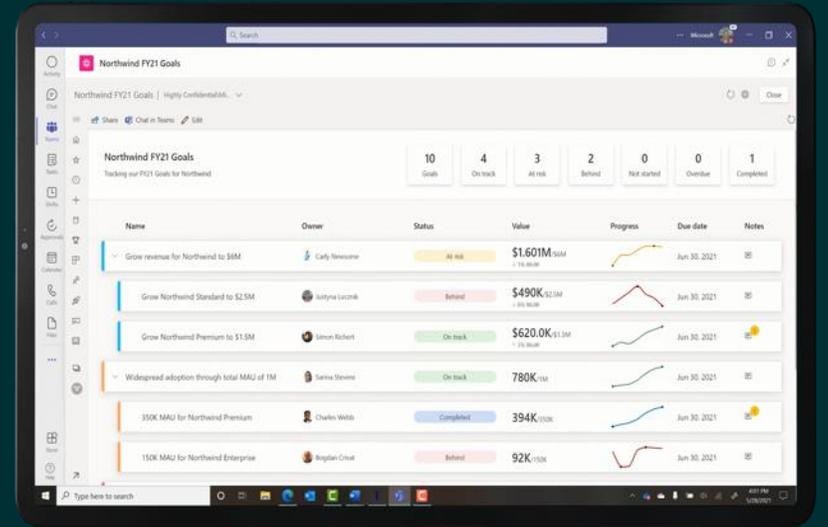
Automate business processes



Connect to work apps and devices



Enhance shift and task management



Gain operational visibility with real-time insights



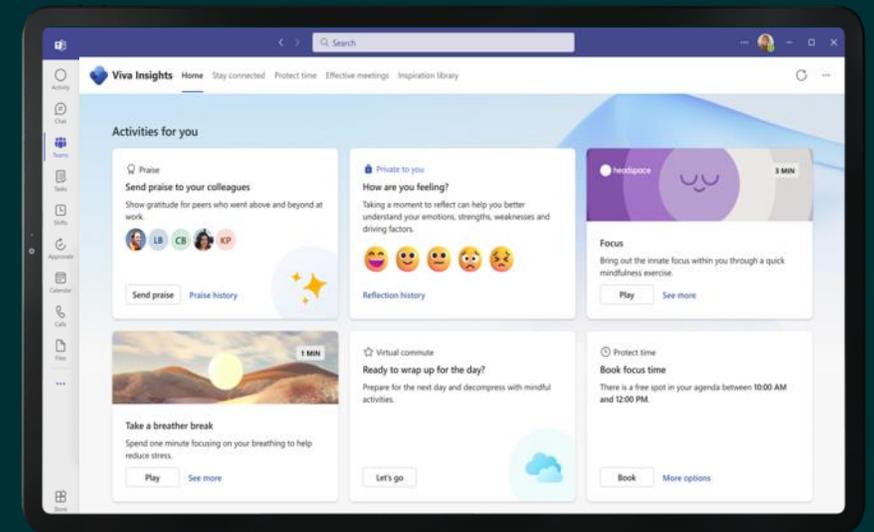
# Accelerate onboardings, trainings and community growth



Build company-wide communities



Accelerate onboarding and upskilling



Support inclusion and well-being





# Unisys Frontline Worker Enablement

# 03



How can enterprises  
successfully customize  
and deploy Microsoft  
Frontline Worker to their  
organization?

# Improve productivity and employee impact



Unisys Frontline Worker Enablement offers end-to-end guidance to streamline and optimize the frontline worker experience for improved business outcomes.



## Design

Walk through a three-phase workshop with our expert team to assess your frontline worker needs and to design an actionable roadmap tailored to your organization



## Deploy

Build out a custom Microsoft 365 frontline worker prototype and launch a POC with the help of our consulting team



## Support

Ensure company-wide adoption of processes and 24/7 support by partnering with our OCM<sup>1</sup> and UXM<sup>2</sup> teams



<sup>1</sup>OCM: Organizational change management.

<sup>2</sup>UXM: Unified experience management.

# Design your deployment with our Frontline Worker workshop





# Frontline Worker consulting outcomes

## Considerations

- How do you want to empower your frontline workforce?
- What tools are needed to get your frontline workforce there?
- What does success mean to you?

## Workshop outcomes

- Identify potential blockers and challenges for your frontline workers
- Calculate the ROI that your organization can achieve from adopting a frontline solution
- Design a prioritized, actionable plan to address your frontline worker needs using Microsoft 365 and Teams for frontline workers

# Achieve seamless deployment results with our Organizational Change Management team

6x

More likely to meet project objectives<sup>1</sup>

Our OCM team ensures a seamless, easy-to-adopt solution rollout tailored to your teams' needs and personas.

5x

More likely to stay on schedule<sup>1</sup>

Our experts' agile approach focuses on maximizing your speed of adoption, solution proficiency and ultimate utilization.

2x

More likely to stay on budget<sup>1</sup>



Reduce costs with a timely rollout



Manage the employee change journey



Resolve resistance to change

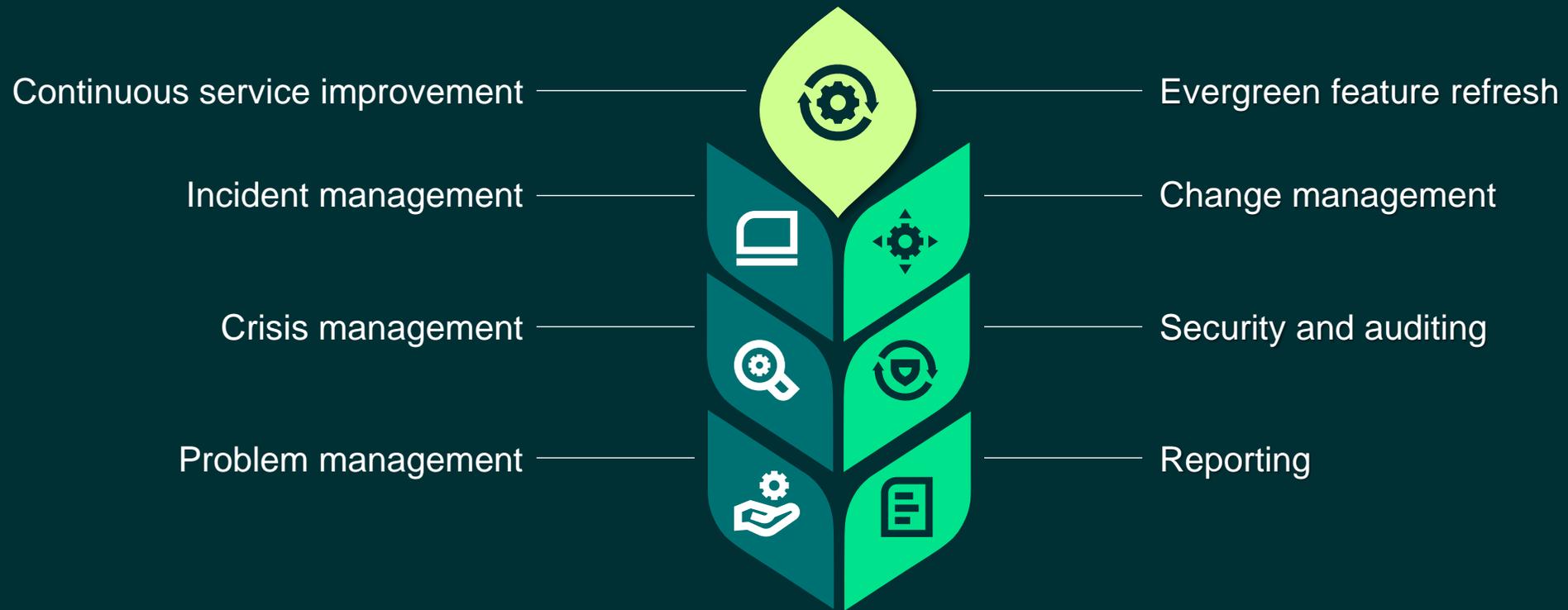


Align people and processes to end goal

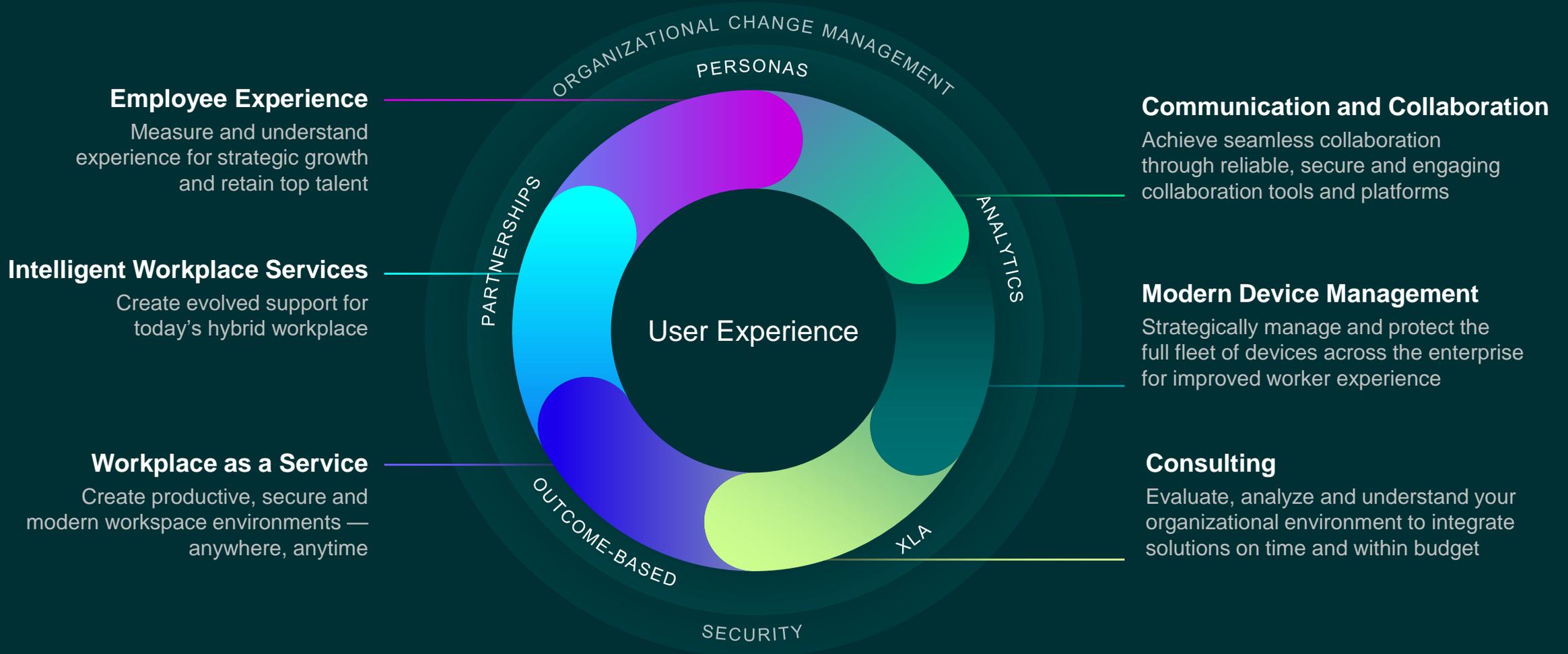


<sup>1</sup>More likely to achieve these results than without organizational change management. Pulled from Prosci 2020. Benchmarking Data from 2007, 2009, 2011, 2013, 2015, 2017, 2019. <https://www.prosci.com/>

# Ensure optimized performance and support with our 24/7 Experience Management team



# Our user experience portfolio ensures a quality user journey





# Thank you

[www.unisys.com](http://www.unisys.com)



# Appendix

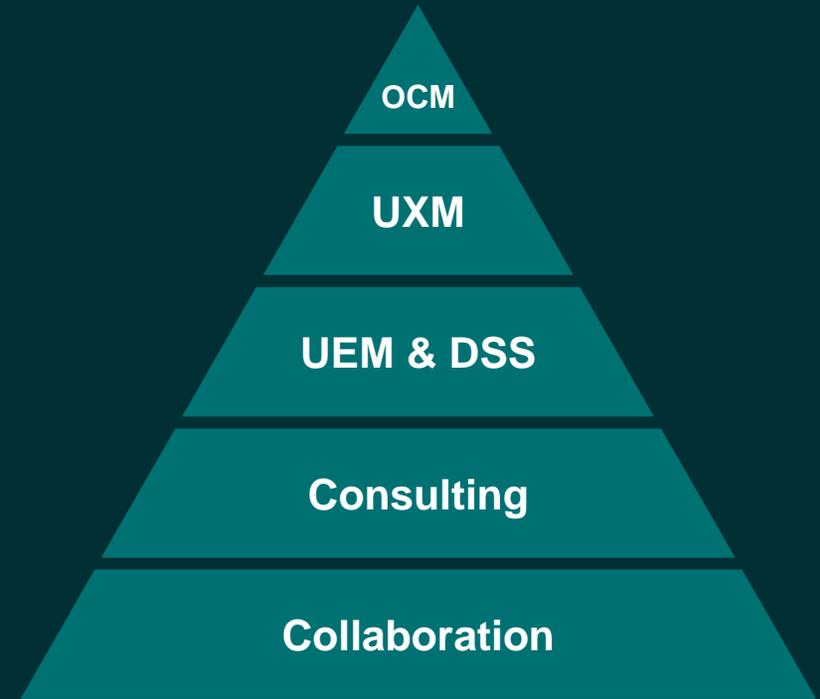
# 04

# Unisys frontline worker ecosystem

A complete end to end, outcome-based solution

Rest assured with Unisys' Frontline Worker ecosystem which partners with a variety of hardware and software vendors.

- Integrate easily with your existing corporate ecosystem through Microsoft 365 and Teams
- Design and deploy a customized Microsoft 365 frontline worker experience with the help of Unisys Consulting
- Prevent incidents and ensure an optimal experience with 24/7 support from Unisys global delivery centers



Unisys Frontline Worker Enablement partners and suppliers:

Lenovo



AVI  SPL



 realwear

cyviz



# Unify employees and improve communication

## Challenge

Blum is a leading manufacturer of furniture fittings. More than 2,000 of Blum's 8,000 employees are frontline workers. These workers lacked easy access to computers and email, requiring them to be present in person to get important information.

## Solution

Microsoft Viva equalized technology access across Blum, supporting all of their employees. Blum employees use Viva to share important information, message colleagues, reserve time off, review paystubs, and order snacks for breaks.

## Benefits

With Viva, Blum's frontline workers no longer need to wait until in person meetings, nor do they need to resort to multiple platforms to communicate. As a result, Blum's employees are now able to share critical information with one another in the moment, improving the efficiency of their communication and of their entire organization.



“Because Viva Connections draws directly from SharePoint, we don't have to maintain the same content on different platforms anymore, which is much more efficient.”

- Markus Meusburger,  
System Administrator, Blum



Read the story [here](#)



# Build communities and strengthen dialogue

## Challenge

Hilton Grand Vacations, a leading global player in vacation ownership properties, always looks for ways to enhance the team member experience. To deliver a modern workplace and address major challenges posed by the Covid-19 pandemic, the company needed a new solution.

## Solution

With Microsoft Teams, Hilton Grand Vacations engaged its 8,800+ team members across 55 properties worldwide in order to advance their operations. Teams is now used to connect frontline workers such as housekeepers, front desk clerks, and food and beverage team members with the rest of the company.

## Benefits

Now that team members enjoy better access to the people and information they need, and the sharing of best practices, customers feel a direct impact on service—leading to the highest levels of customer service and satisfaction they've ever had. This is another way the new workplace supports the company's people-centric culture.



“In the hospitality business, it’s all about team member engagement — it’s the secret sauce... We increase team member engagement through connecting in Teams. Our customer service and satisfaction levels have never been higher.”

- Kevin Speidel,  
Senior Vice-President, Resort Operations  
Hilton Grand Vacations

Read the story [here](#)



# Simplify deployment and manage at scale

## Challenge

Amedisys operates a network of more than 500 care centers where clinicians check in for weekly meetings or other administrative tasks. In the past, when an employee left the company, the nearest care center would collect their device and send it to one of two depots to be wiped and returned for the next employee. Or, if a device was lost, a new one had to be shipped from the same depot.

## Solution

Today, Amedisys clinicians travel to their patients' homes equipped with tablets managed with Microsoft Intune (previously known as Microsoft Endpoint Manager), so they can more securely access the resources they need to do their jobs. Amedisys employees can now utilize self-service enrollment through Intune without involving the IT help desk, a process that could take over an hour in the past.

## Benefits

With Intune, Amedisys now has an integrated solution for managing endpoints that includes Microsoft Intune and System Center Configuration Manager. Consolidating on Intune, Amedisys has achieved significant cost savings by eliminating a previous solution.



“There is a big security benefit of a holistic Microsoft environment where clinicians can access everything they need from one well-managed device.”

- Travis Reeves,  
Systems Administrator



[Read the story here](#)



# Automate processes

## Challenge

Surrey and Borders provides health and social care services for people in Surrey and surrounding counties in the UK. The organization had been looking for alternatives to the heavily standardized workflows of its electronic patient record (EPR) systems.

## Solution

SABP was already licensed for Power Platform. SABP started with some basic solutions on top of SharePoint Online. This evolved quickly into a bespoke solution app for managing flu vaccinations amongst staff. The solution includes two versions of a Power Apps application: one for clinicians to manage walk-in vaccinations and another for employees to book appointments.

## Benefits

Both (app) versions replaced the traditional paper-based processes used for many years in the NHS. Following deployment, vaccination rates rose from less than 50% to over 90%. Interest is growing with several other Trusts from across the country expressing interest in using solutions built on Power Platform for their own patients.



“Building on Microsoft Power Platform has been an extremely efficient way to deliver the customized solutions we need for staff and those who use our services, quickly and cost effectively.”

- Mike Cavaye,  
Deputy Chief Digital and Information  
Officer Surrey and Borders Partnership

[Read the story here](#)



# Migrate to modern device management with Unisys UEM services and Exodus app

With Unisys, companies can efficiently switch the management of their entire device estate to cloud-native platforms



Experienced team



Mobile device migration app



Modern provisioning



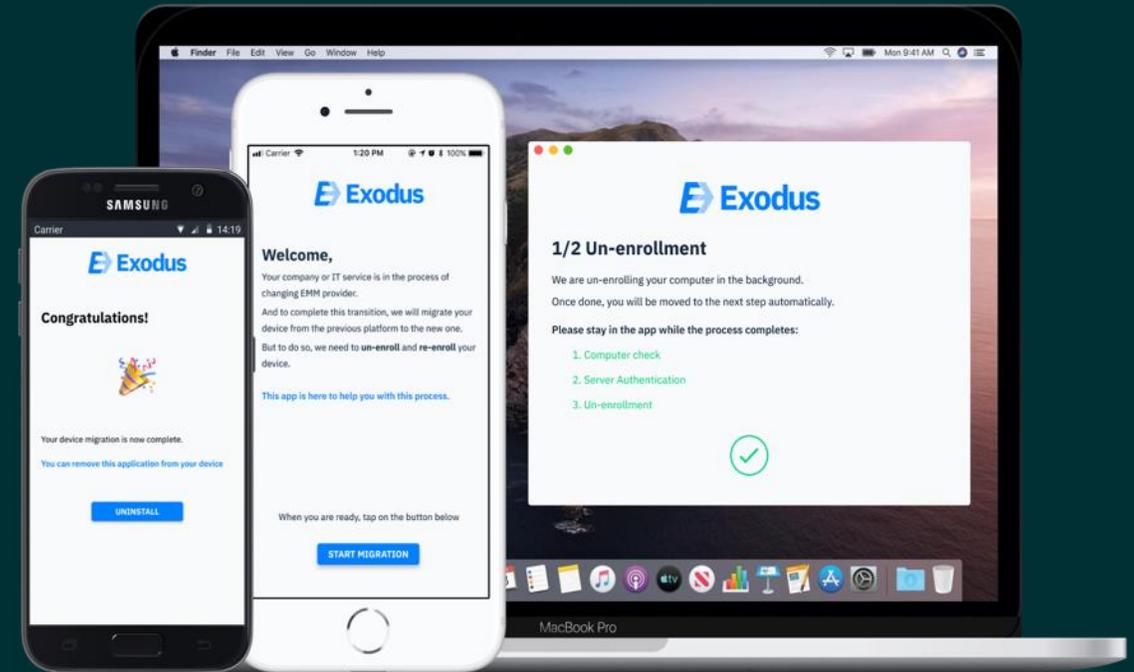
Stellar user experience



Full solution & system support



Security-specific design



# What can Device Solution Services (DSS) do for you?



## User Experience Pains:

Slow process, increased risk of image related issues, inconsistency of PC lifecycle time and experience.



## User Experience Gains:

Modern consumer like service.  
Lower incident levels through enrolled OEM images.  
Accelerated modernization.



## Leadership Pains:

Fragmented, more governance, more non-core business work, reduced time to market.



## Leadership Gains:

Visible digital innovation progress for impactful segment of end users, simplified governance, focus from managing to steering, enhanced and accelerated security adoption, streamlined ordering, stocking, cost allocation of devices.



## Organizational Pains:

Capex peaks, higher TCO, unpredictability — lifecycle variation.



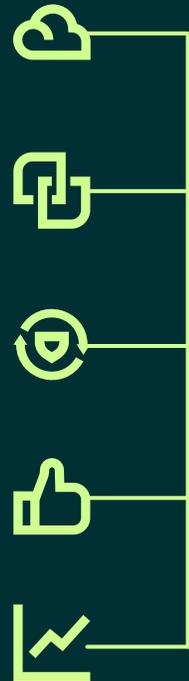
## Organizational Gains:

Predictable, simplified and lower TCO, consolidated provider landscape, enables and accelerates Digital Transformation, cashflow benefit.

# What does our digital consulting team solve?

## Business challenges

- High cost and complexity of on-premises infrastructure
- Increasing collaboration demand with external groups
- Changing security & compliance landscape
- SLAs fail to capture the end-user experience
- Company culture that stifles innovation



## Outcomes

- Scale and optimize operations leveraging cloud & hybrid services
- Unlock the value of collaboration
- Transform security & deliver on compliance
- Deliver outstanding user experience management
- Accelerate innovation and growth

