FRONTLINE WORKER
SCENARIO-BASED APPROACH

REPLY
VALOREM

Frontline workers are the backbone of all major industries

WHY FRONTLINE WORKERS ARE ESSENTIAL TO YOUR BUSINESS

Your customers rely on the services they provide

Your business depends on the operational tasks they perform

Your brand & reputation is based on their success

LESS THAN **25%**

of frontline workers have the right tools to do their jobs[1]

[1]Equip Frontline Workers with Better Tools to Drive Engagement, Forrester Opportunity Snapshot: A Customer Study Commissioned by Microsoft, December 2018

TOP CHALLENGES FOR ORGANIZATIONS WITH FRONTLINE WORKERS

Disconnected workforce
A disengaged workforce and difficulty accessing information impact productivity.

Manual processes
Manual processes and outdated digital tools hinder efficiency.

Inefficient onboarding & low retention
Organizations face challenges onboarding, training, and retaining a distributed workforce.

Lack of purpose-built devices
Workers use multiple devices and workarounds to complete tasks.

Staying protected & compliant
Uneven security practices, outdated IT, and information silos increase risk.

THE LINK BETWEEN FRONTLINE WORKERS AND COST SAVINGS

Savings estimates based on an **average of 3,300** frontline workers[1]

$6,600,000
in improved frontline worker performance

$2,250,000
in reduced IT effort and device cost

$586,000
in increased frontline manager productivity

$130,000
in reduced new hire onboarding costs

$6,000,000
in digitized business process efficiencies

$3,000,000
in lower security breach-related costs – business impact and remediation

Up to
$19M
potential benefits over 3 years

[1]Estimates based on calculations from a Forrester Total Economic Impact™ study commissioned by Microsoft Corporation, May 2020 – *Maximizing The Impact Of Frontline Workers With Microsoft 365*

A UNIVERSAL HUB FOR PRODUCTIVITY & COMMUNICATION WITH MICROSOFT TEAMS

Connect your workforce

Highlights include:
- Chat, video, file sharing in Teams
- Walkie Talkie in Teams
- Praise in Teams
- Teams Announcements
- Accessibility features

Digitize manual processes

Highlights include:
- Shifts in Teams
- Tasks in Teams
- Power Automate
- Power Platform
- Partner LOB apps
- Graph APIs

Accelerate onboarding

Highlights include:
- Stream on-demand video content
- Live Events
- Teams channels
- Yammer communities
- Personalized user portals

Empower with devices

Highlights include:
- Industry-specific devices
- Wide choice of form factors
- Hands-free headsets
- Rugged devices
- Surface Go

Protect your organization

- Azure Active Directory identity & access management
- Microsoft Endpoint Management (MEM)

- My Staff in Azure Active Directory
- Shared Device Mode
- Advanced encryption

- Windows Information Protection[1]
- Firstline policy packages

SECURITY & COMPLIANCE ACROSS YOUR ORGANIZATION

THE FRONTLINE WORKER

CHALLENGES

- Poor work life balance
- Poor customer experience
- Outdated processes day to day
- Lack of training and opportunity for progression
- Poor communication and shift management

MODERN WORK FOR FLW

- Improved work life balance
- Better connection to the company
- Career progression opportunities
- Access to company knowledge
- Inter/Intra team communications

FLW SOLUTIONS FOR CORPORATE COMMUNICATIONS
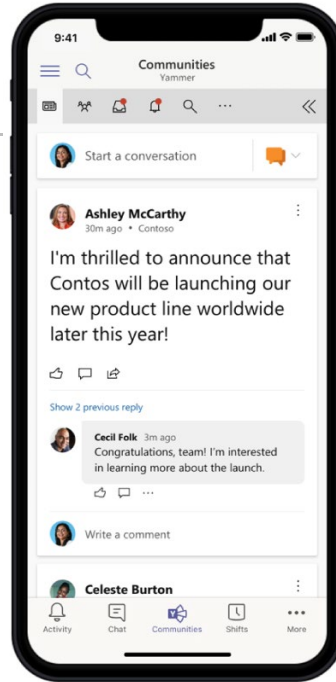
Customer Satisfaction   **Sales Conversion**   **Customer Growth**   **Revenue Growth**
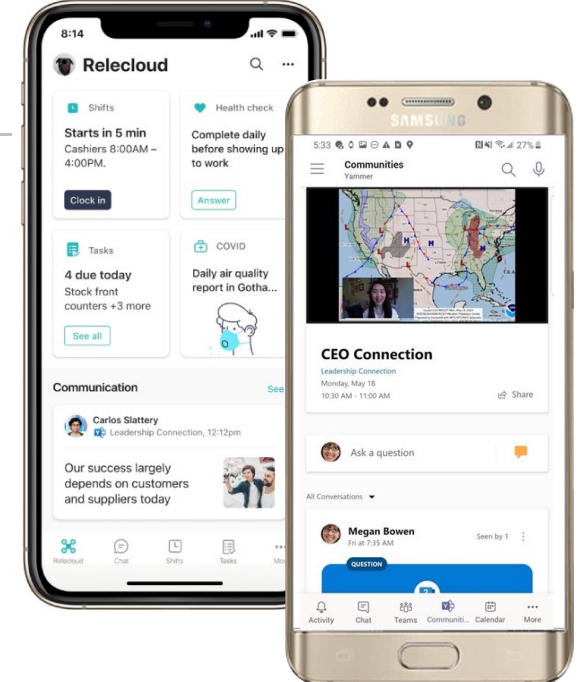
Connect your workforce

Communicate effectively at scale with company-wide announcements and virtual town halls, and create a feedback loop so your workers become your competitive advantage.

Activate and engage your community

Get tools to do everything from sharing corporate-wide news with Live Events to a single destination for frontline workers to access resources and company info.

✓ Increase customer satisfaction, conversion and retention

✓ Harness data-driven insights to deliver great customer experiences

✓ Transform workers into brand ambassadors and experts equipped to meet customer expectations

FLW SOLUTIONS FOR OPERATIONS

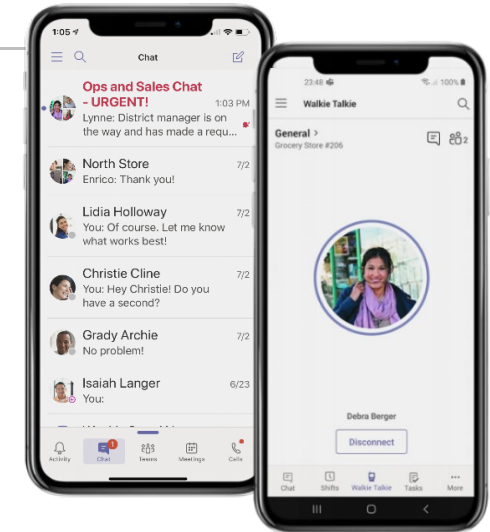| Productivity Throughput	Site Overhead	Indirect Labor Costs	Perfect Order Performance
Production Scrap Rate	Resource Optimization	Budget Management	Inventory Shrinkage

Digitize manual processes with Shifts, Tasks, and line-of-business (LOB) apps

Improve frontline efficiency and productivity by automating task and service processes with custom apps and digital workflows.

Connect your workforce

Increase employee efficiency by connecting them with the organizational goals, people, and information they need to do their best work.

- ✓ Provide integrated solutions that automate routine tasks and streamline processes
- ✓ Increase business agility, communication with real-time access to data
- ✓ Improve coordination and collaboration between business functions and frontline teams
- ✓ Improve workforce flexibility and respond quickly to crisis

FLW SOLUTIONS FOR HR

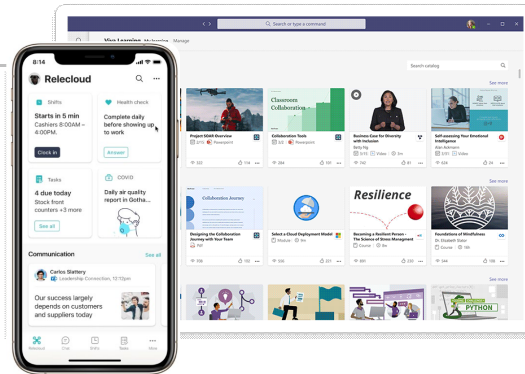| Employee Satisfaction	Employee Retention	Onboarding
Time to Productivity	Accessibility	Diversity & Inclusion

Activate and engage your community

Get tools to do everything from sharing corporate-wide news with Live Events to enabling learning experiences to a single destination for frontline workers to access resources and company info.

Connect your workforce

Increase employee engagement by connecting them with the organizational goals, people, and information they need to do their best work.

Integration with HR systems of record like Workday and Kronos

✓ Cultivate a productive and engaged workforce to increase retention
✓ Transform communication and collaboration across the org – connecting corporate with workers
✓ Accelerate onboarding and improve training for frontline workers

FLW SOLUTIONS FOR SECURITY & COMPLIANCE
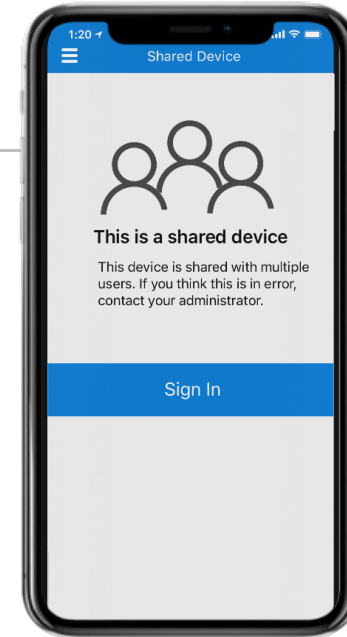
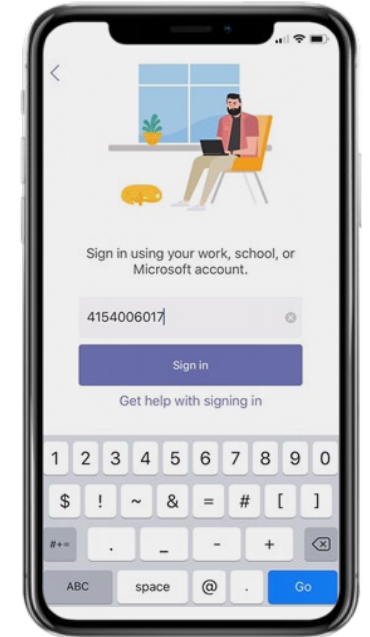| Compliance Risk	Reputational Risk	Cost of Non-Compliance

Safeguard teamwork with built-in security

Manage your frontline worker security and compliance in the same tools as the rest of your organization IWs today. No need to stand up additional personnel, processes, or infrastructure

- Microsoft Azure Active Directory (Azure AD) identity & access management
- Microsoft Endpoint Management (MEM)
- My Staff in Azure AD
- Advanced encryption
- Windows Information Protection
- Intune for managing devices at scale
- Data Loss protection (compliance)
- Conditional access

Shared Device Mode

SMS sign-in

✓ Manage external and internal compliance risk
✓ Secure and govern company data wherever it lives
✓ Protect supply chain with streamlined oversight and real-time visibility
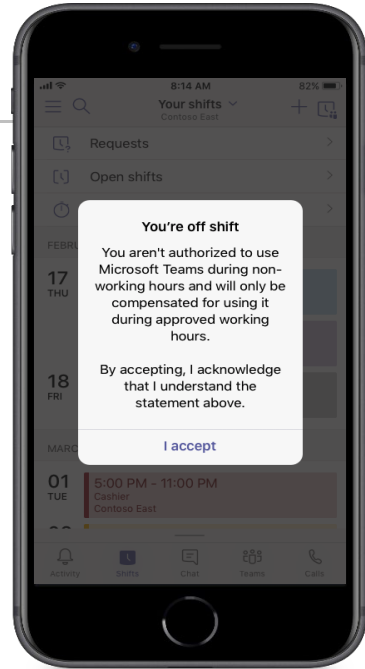✓ Simplify security management, mitigate risks, and reduce costs

FLW SOLUTIONS FOR LABOR

Labor Regulations

Union Relationship Building

Union Negotiations

Safeguard teamwork with built-in security

Safeguard employees' data and privacy without hampering their productivity on the job with Off-shift access controls.
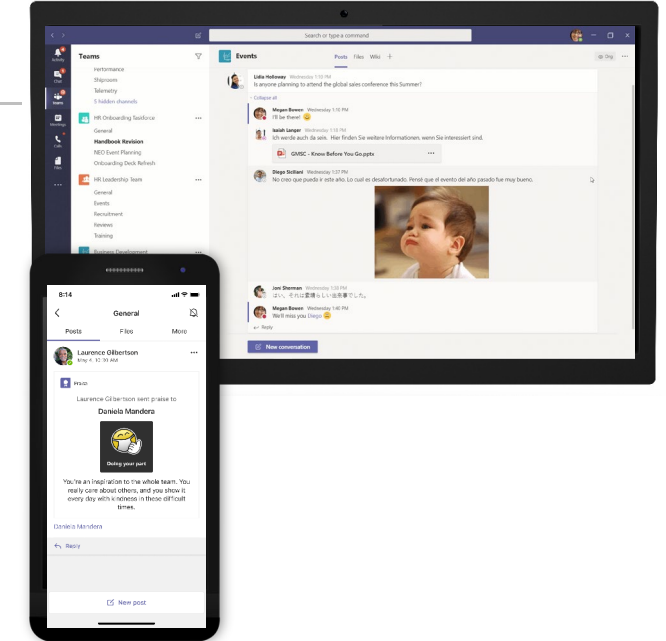
Connect your workforce

Enable a positive experience for employees at their workplace so they do their best work.

✓ Good relationship with unions
✓ Following all labor regulations in industry and country

FLW SOLUTIONS FOR RETAIL

Operational Efficiency

Employee Retention

Customer Satisfaction

Empower Your Employees

Identify, adapt and serve evolving customer needs for deeper engagement across all channels

- Shift management, Task management
- Access to digital training & on-demand videos
- Teams Walkie Talkie w/ partner devices (Samsung, Jabra, Klein)
- Store manager walk-through w/ Power Apps
- Compliant on/off shift access policies

Your brand & reputation is based on their success

✓ Digitize Manual Processes
✓ Accelerate Onboarding
✓ Empower FLW with Devices

✓ Workflow Automation
✓ Protect Your Org

FLW SOLUTIONS FOR MANUFACTURING

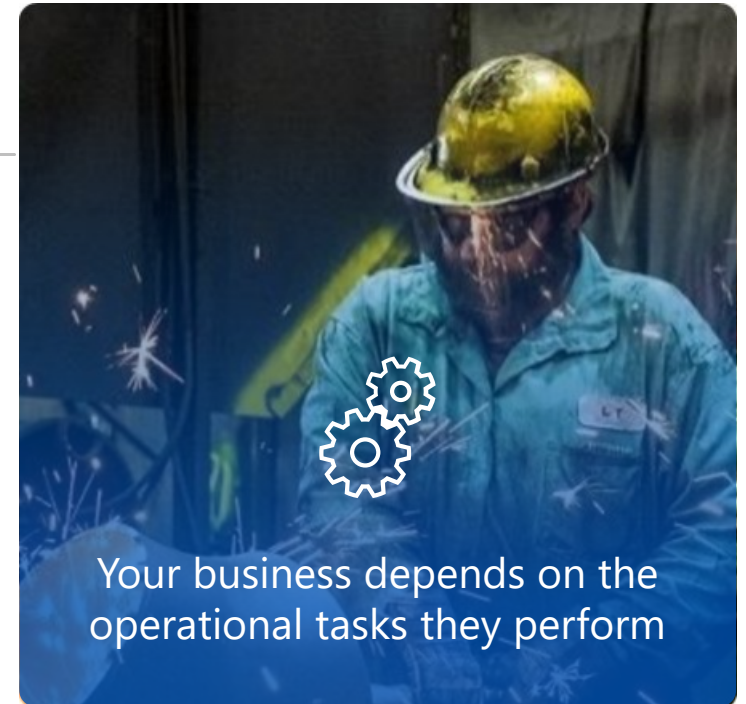| Productivity Throughput | Overall Equipment Effectiveness | Site Overhead | Indirect Labor Costs |

Transform Your Workforce

Remain competitive as digitization reshapes your business environment.

- Power Platform and Teams
- Hands-free headsets & rugged devices (Realwear)
- Machine maintenance w/ Teams enabled workflows & ticketing
- Continuous learning w/ Viva Learning
- Protect supply chains & org IP

Your business depends on the operational tasks they perform

- ✓ Digitize Manual Processes
- ✓ Empower FLW with Devices
- ✓ Workflow Automation

- ✓ Knowledge & Upskilling
- ✓ Protect Your Org

FLW SOLUTIONS FOR HEALTHCARE

Quality of Patient Care
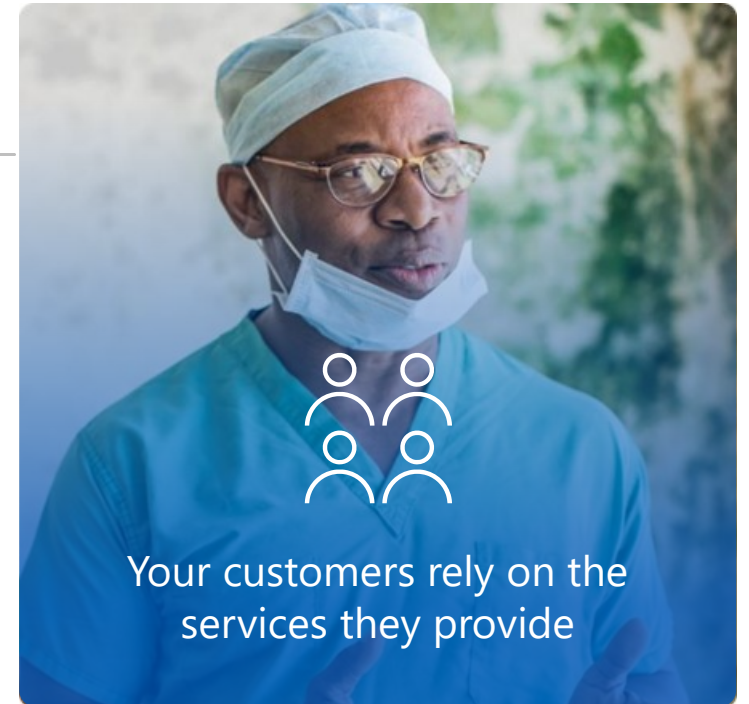
Bed Turnover & Utilization

Security Patient Data Handoff

Empower Care Teams

Optimize health team performance by empowering clinicians and staff to easily share knowledge and collaborate more effectively from a single, secure hub

- Virtual Visits (Bookings) with Teams
- Secure patient data & hand-offs
- Patient trust and regulator confidence
- Control and secure with Surface Go

Your customers rely on the services they provide

- ✓ Empower care teams
- ✓ Enable personalized care
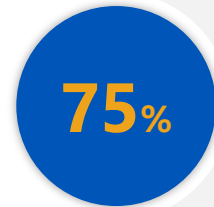- ✓ Protect your org
- ✓ Optimize Patient Intake
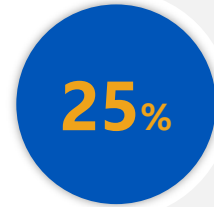
THE BUSINESS VALUE OF INVESTING IN FRONTLINE

An organization with 20,000 licenses of Microsoft 365 F3 and Surface Go may recognize benefits of **$264.9 million** over three years. Adding up to a **net present value of $174.6 million, or $8,730 per user.**

Vendor license cost consolidation	**$4,080,333**
IT admin, deployment savings	**$10,701,000**
Reduce total cost of risk	**$2,114,000**
Savings on automation, process improvement	**$71,405,333**

Annual cost savings will be different for every customer. Cost savings below are estimated by Forrester Consulting and Microsoft research.

75% reduction in frontline worker device provisioning using Intune

25% reduced device hardware acquisition and maintenance

396% return on investment

7 month payback period

REAL-WORLD FRONTLINE WORKER VALUE

CLOUD FOR FRONTLINE WORKERS

Engaging and enabling frontline workers is one of the most exciting opportunities in the modern workplace. New advancements within Microsoft Teams like Viva Connections, Tasks, Shifts, PowerApps and Bots provide the opportunity to demonstrate real value to retail operations managers, plant supervisors, and any other line-of business leader tasked with retaining and enabling frontline workers.

OUR APPROACH

Leveraging our deep industry and Microsoft expertise, Valorem Reply has built a custom experience that allows customers to go beyond the typical product demo with real-world scenarios specific to their industry, business needs, and FLW challenges. Using Microsoft Teams and Viva Connections our Modern Work experts walk you through a curated experience for a hands-on look at how easy it can be to deliver real value to your frontline workers.

RETAIL SCENARIOS
- Associate Insights
- Rapid Assist
- Staff Check-ins
- Time Tally

MANUFACTURING SCENARIOS
- Incident Reporter
- Inspection
- Issue Reporting
- HoloLens Shop Floor Training

CROSS INDUSTRY SCENARIOS
- Return to Work
- Celebrations
- Company Communicator
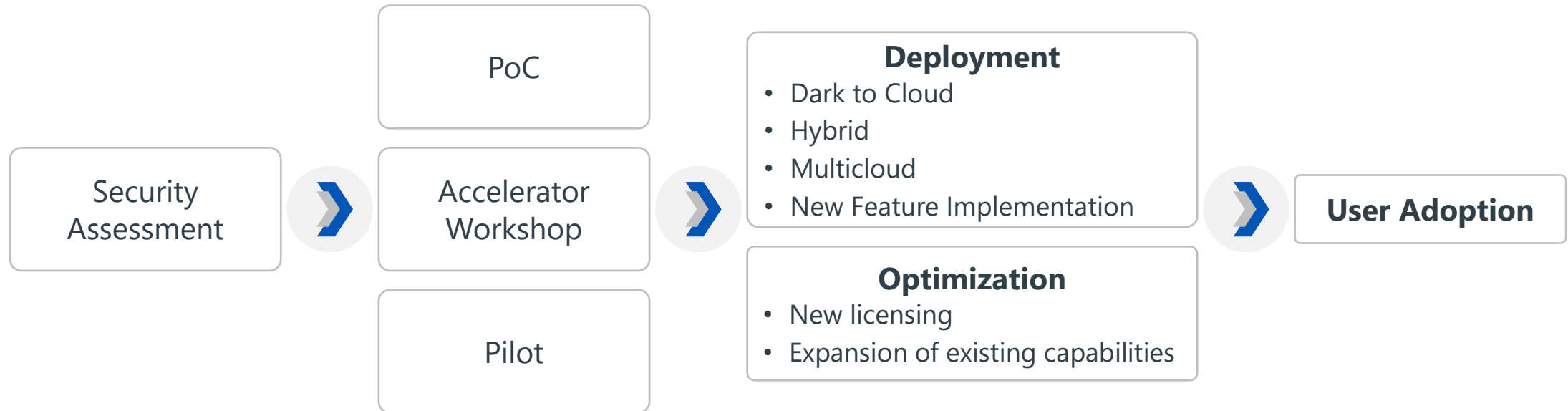- CrowdSourcer
- Great Ideas
- HR Support

OUR APPROACH

End-to-End Frontline Enablement & Empowerment

Our approach to frontline workforce transformation ensures custom solutioning based on your current environment and desired end state. From a detailed ecosystem and cost analysis, to guided strategic road mapping and full deployment, we meet you where you are on your frontline journey to solve your toughest challenges and accelerate your business outcomes.

Security Assessment		PoC		**Deployment**		**User Adoption**
		Accelerator Workshop		• Dark to Cloud • Hybrid • Multicloud • New Feature Implementation		
		Pilot		**Optimization** • New licensing • Expansion of existing capabilities		

Training, Enablement and Adoption

VALOREM REPLY FLW PILOT

ASSESSMENT

- Understand the opportunity for Frontline Workers.

- Understand your organizational and technical readiness.

WORKSHOP

- Envisioning the Art of the Possible.

- Experience solutions first-hand in a custom, FLW focused, Microsoft 365 environment.

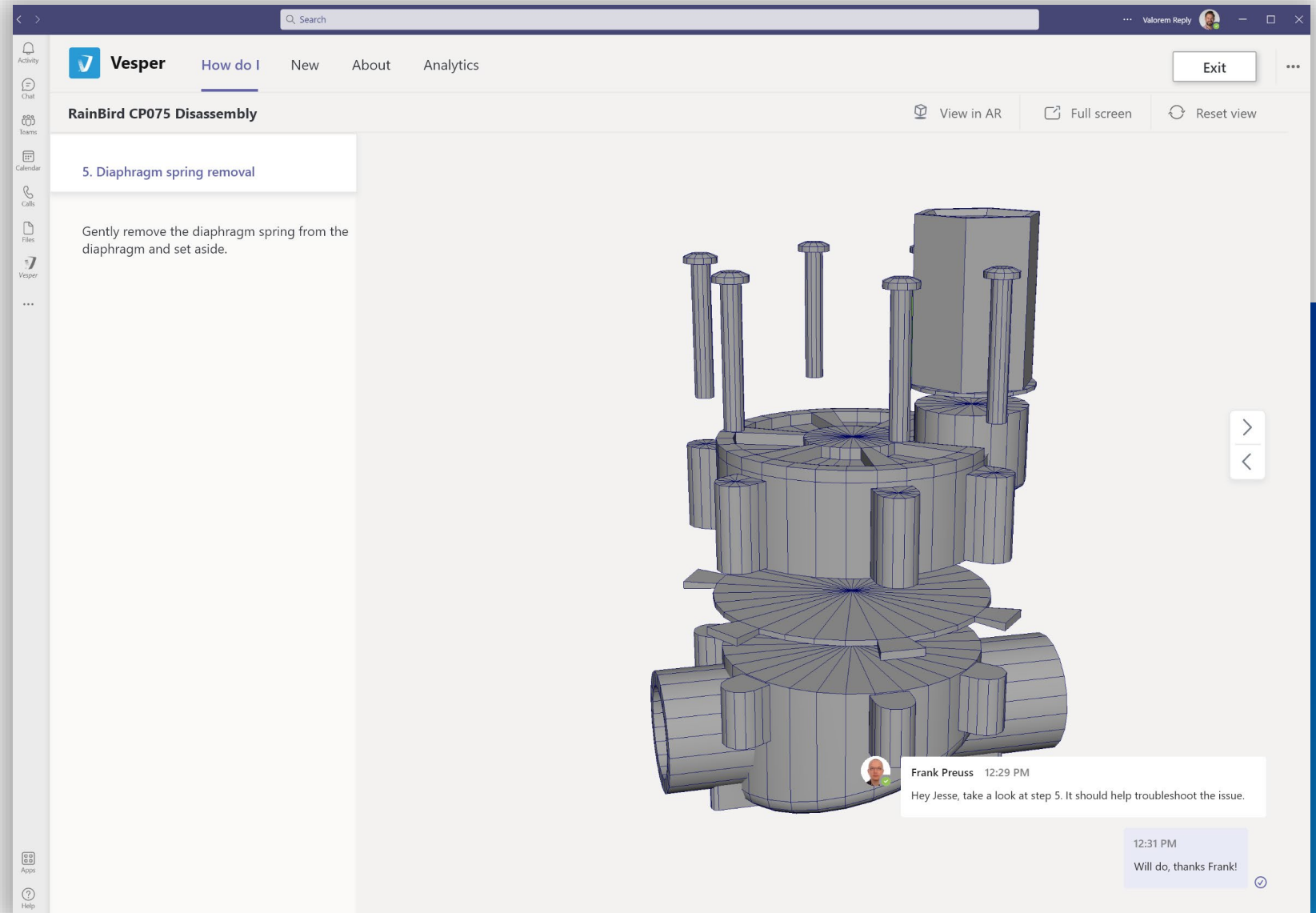- Identify Frontline Worker challenges and pain points.

DEPLOY PILOTS

- Deep dive on Frontline Worker challenges and map these to key scenarios.

- Deploy 3 Frontline Worker scenario-based PowerApps in customer environment.

EMPOWERING FRONTLINE WITH TEAMS AND AR

Valorem's Vesper solution is the next evolution of paper-back manuals and procedures like Haynes and Chilton. A mobile application that allows users to view text instruction alongside an AR-enabled digital twin of an existing object.

- Intuitive step-by-step guided procedures

- Real-life representation of each step

- Accelerate training

- Optimize equipment maintenance and repair

THANK YOU

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