

NTT DATA


Employee Experience

Powered by Viva Microsoft



NTT DATA © 2022

FUTURE
AT HEART

A large, dark grey, stylized quotation mark icon is positioned on the left side of the slide.

Employee engagement is the art and the science of involving people in authentic and recognized connections concerning the strategy, roles, performance, organization, community, relationship, customers, development, energy and happiness; to leverage, sustain and transform work into results”

- *David Zinger, Autor: People Artists: Drawing Out the Best From Others at Work*

Customer experience as a cornerstone





Enhancing the experience of our collaborators with state-of-the-art technology



When we talk about the **experience of the employee** we refer to the memory that is generated in the mind of the worker after interacting rationally, physically, emotionally and psychologically with the company, from the moment he was interested in joining the organization, through interviews, incorporation, training and development until finally his departure, and even after it.

Today, we seek to **enhance this experience** not only for this worker, but for the Human Resources team by enhancing activities with the resources of **Viva Microsoft**.

What do we achieve with an optimal experience of the employee?



With a workday tailored to your needs

WITH A TAILOR-MADE EMPLOYEE EXPERIENCE, WE SEEK:

Increase and enhance the company's ability to attract and retain talent...

Develop an Employee Experience aligned with the Brand Promise and Customer Experience, serving as a competitive differentiator...

Increase the productivity of employees based on their experience and commitment to the organization...

OBTAINING A SERIES OF BENEFITS:

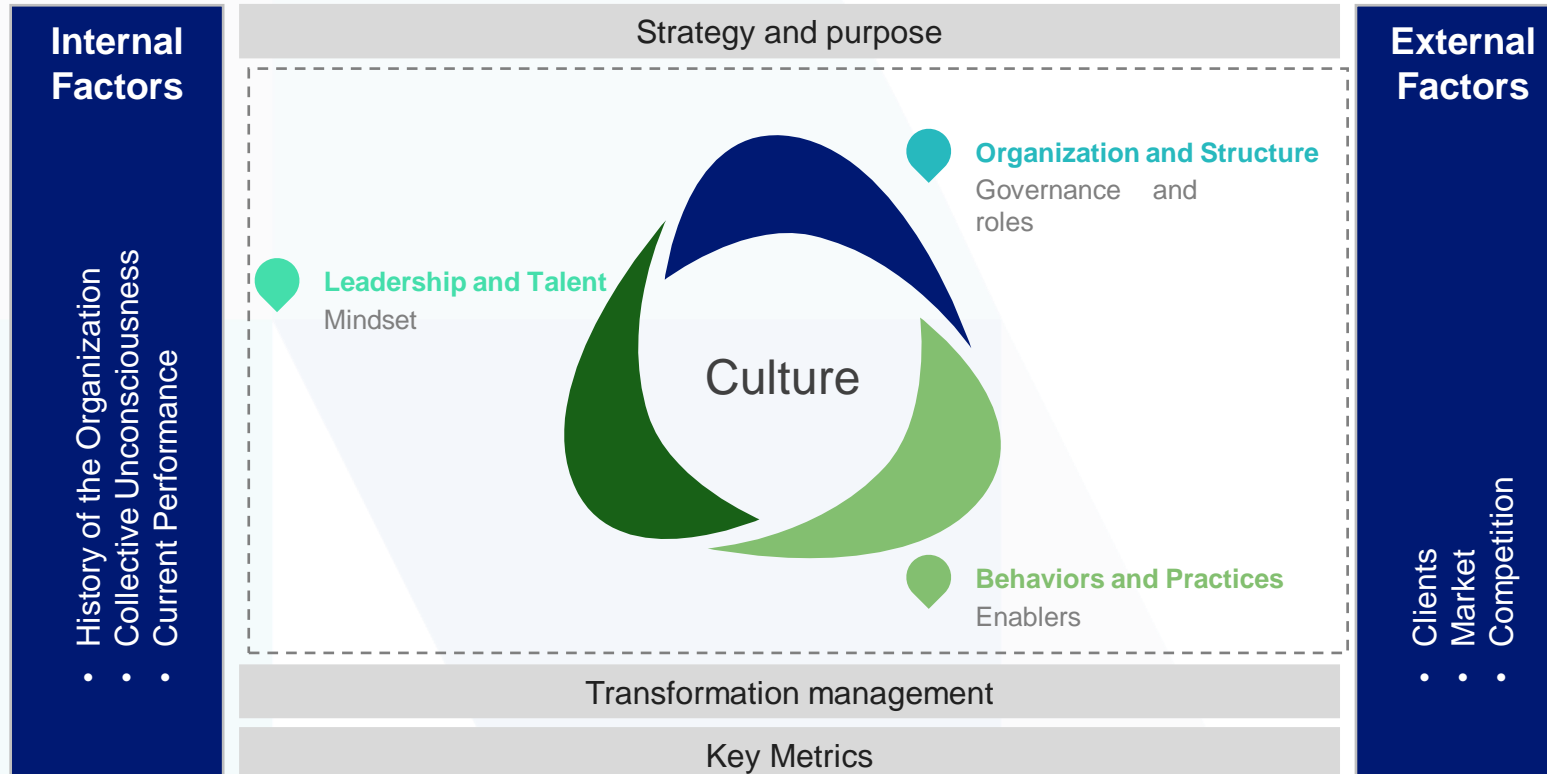
- 01 Increased employee commitment and participation**
- 02 Attract and retain the best talent**
- 03 Empower leaders and develop responsible self-management**
- 04 Be a difference against competition in the labor market**
- 05 Cultivate an HR department with a greater strategic focus**

Our Vision

Culture



Culture can be perceived through all the strategic and operational activities of the organization, composed of 3 components: Organization and structure, Leadership and talent, and Behaviors and practices, framed by organizational strategy, transformation, and internal and external factors



Culture gives an organization its personality and shapes its formal and informal processes both internally and outwardly.

CORPORATE TOOLS WAVES

The legacy concept of Corporate Intranet has been growing along with the Technology and User Experience.

The Digital workplace should embrace the user, integrate with their daily tools and the company's digital culture and user profiles.



INTRANET PORTALS

Organization Chart
News
PhoneBook
Corporate Docs

SOCIAL INTRANET

User Feedback
User Profiles
Contents Sharing
Collaboration Sites
Activity Feed
Corporate Social Network
Communities
Employees Portal

DIGITAL WORKPLACE

Mobile Apps
Video Streaming
Internal Messaging
Chat box
Room Bookings
Personal assistants
Task Management
Issue Management
Collaboration Tools (MS TEAMS)
Mail
Legacy Apps
CRM
Workflows
Knowledge Management
TelePresence
Web Conferencing
Process Integration

EMPLOYEE EXPERIENCE



Our Digital Workplace is our competitive advantage in the market, captivating talent, directing innovation towards commercial results.

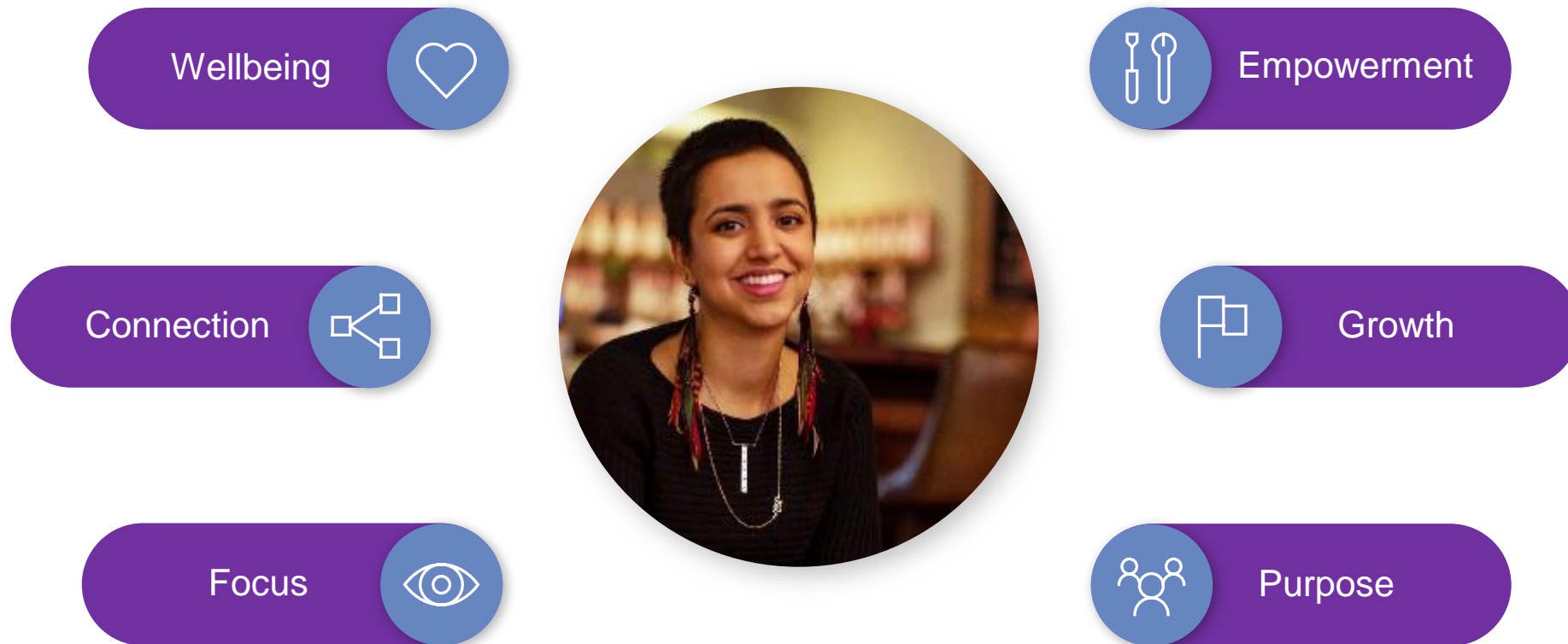
1990

2010

2016

2020

People's experience consists of all aspects of a person's day-to-day life



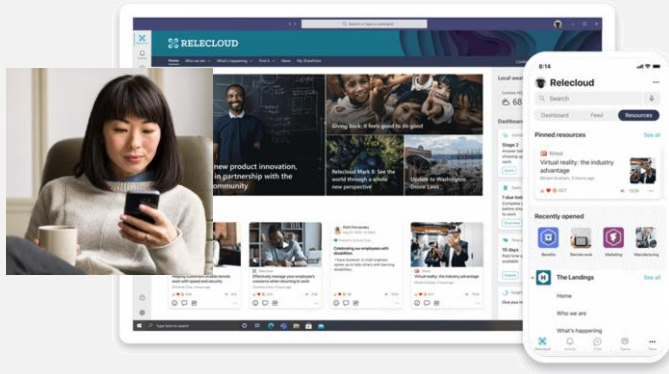
Six key elements of a great people experience that affect the commitment to work and overall job satisfaction

Microsoft Viva

A tool that seeks to empower people and teams so they can give their best



“Intranet and Employee Communications”

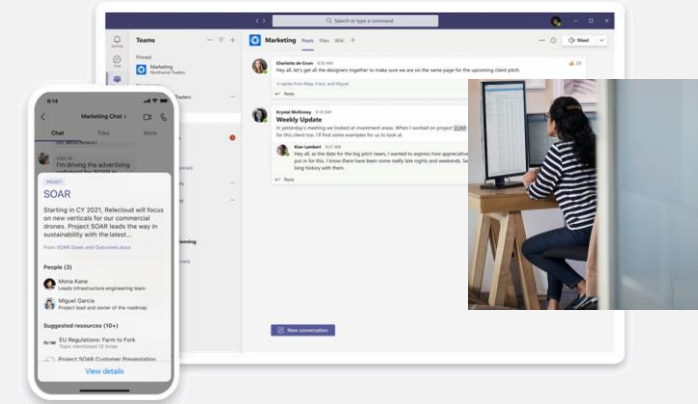


Connections
Culture and communications

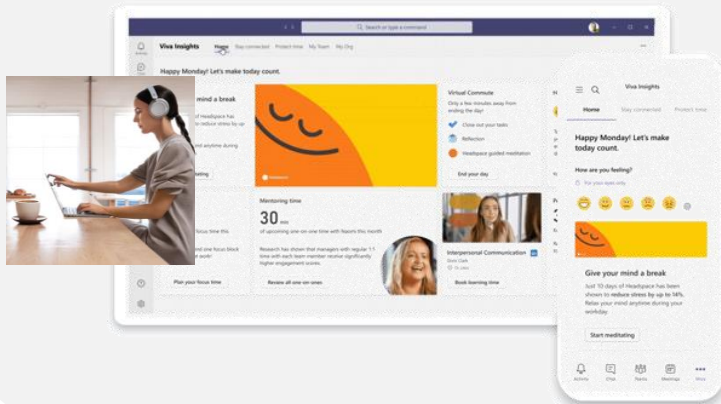
“Managing the pulse of the organization”



Topics
People y experiences



“Productivity and personal and organizational well-being”



Insights
Productivity y well-being

“An online learning HUB”



Learning
VIVA Learning



WE ARE PART OF A LARGE GROUP

The NTT GROUP is one of the largest ICT companies in the world. The NTT group has a select global group of IT and telecommunications services within the company: NTT, Inc., NTT Ltd., NTT DOCOMO, NTT EAST, NTT WEST, NTT COMMUNICATIONS, NTT DATA.

\$112

billion Global Revenue

+320,000

professionals

+80

countries where we operate

\$3.6

billions invested in R&D

+80%

Of the top 100 Fortune Global companies choose NTT

INFORMATION AS OF MAY 2021

RECOGNIZED GLOBAL CAPABILITIES BY ANALYST FIRMS

Ranked 2nd in Implementation & Managed Services by revenue in Gartner, Market Share, IT Services 2020

Gartner, Market Share, IT Services, Worldwide 2020, Dean Blackmore, et. Al, April 2021

A Leader in Insights-Driven Business Process Outsourcing, Q4 2020 by Forrester Wave™

Insights-Driven Business Process Outsourcing, Q4 2020 by The Forrester Wave™, November 2020

A Leader in Blockchain Services 2020 RadarView™

Blockchain Services 2020 RadarView™ by Avasant, December 2020

Ranked 3rd in IDC Fintech Rankings Top 100 for 2020

IDC FinTech Rankings 2020 by IDC, October 2020

A Leader in Healthcare Digital Services by ISG Provider Lens™

Healthcare Digital Services – Payer Business Process as a Service by ISG Provider Lens, March 2021

Ranked in 4th position in Healthcare Sector Service Providers 2020 by HfS Research

HfS Top 10 Healthcare Sector Service Providers, December 2020

A Leader in Cloud Infrastructure Brokerage, Orchestration and Management by NelsonHall

NelsonHall Cloud Infrastructure Brokerage, Orchestration and Management, December 2020

A Leader in NelsonHall NEAT Vendor Evaluation for Salesforce Services 2020

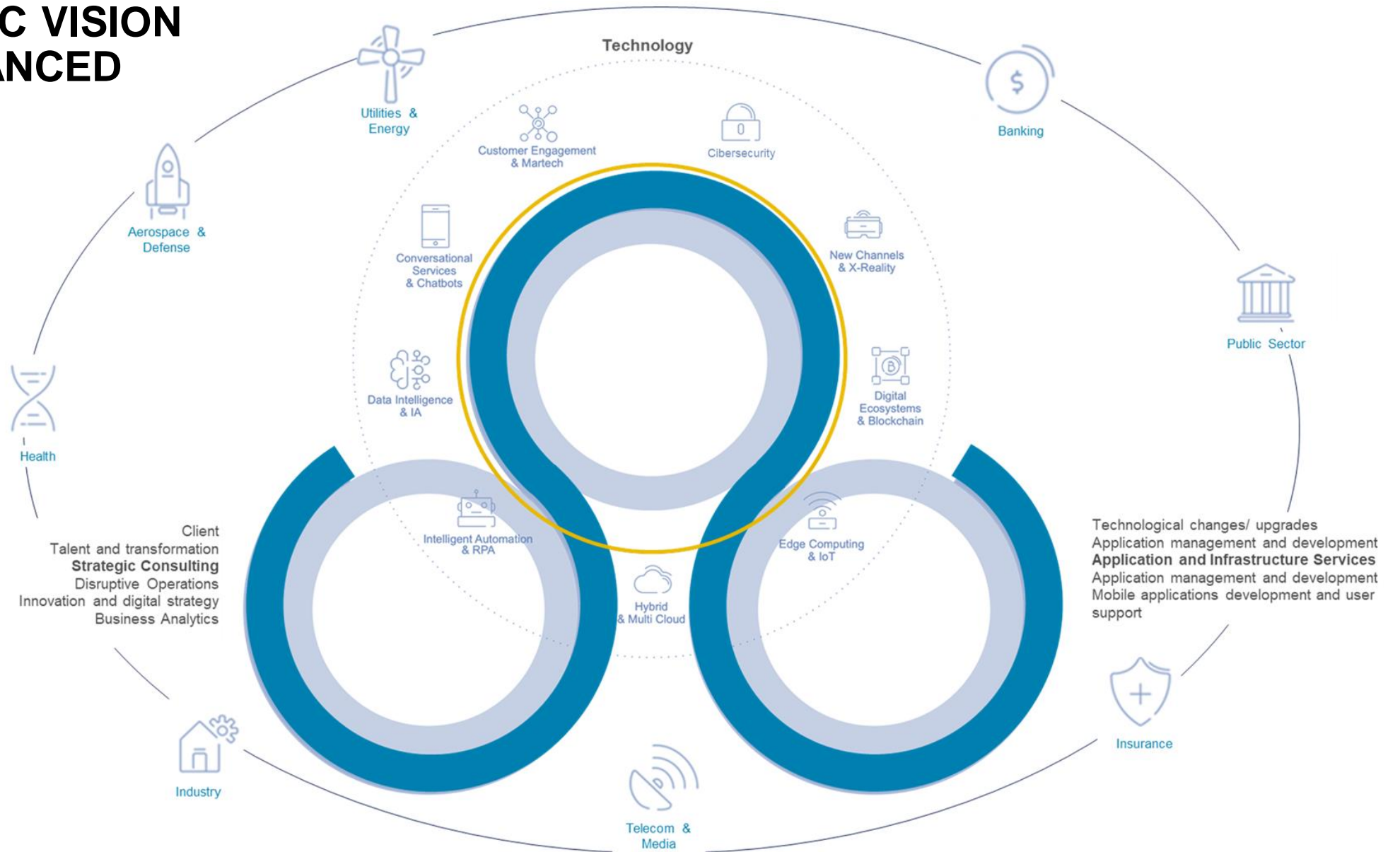
NelsonHall NEAT Vendor Evaluation for Salesforce Services 2020, January 2021

A Leader in NelsonHall NEAT Vendor Evaluation for SAP Cloud Migration Services 2020

NelsonHall NEAT Vendor Evaluation for SAP Cloud Migration Services, February 2021

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WE GENERATE CHANGE WITH OUR STRATEGIC VISION AND OUR ADVANCED TECHNOLOGY



A man with a beard and short brown hair, wearing a white button-down shirt, is smiling and holding a white coffee cup. He is sitting at a desk in a modern office with large windows in the background. A laptop is open on the desk in front of him.

NTT's VIVA Vision

We understand products and services from VIVA and NTT as an ecosystem that can be molded to deliver best-in-class employee experiences.

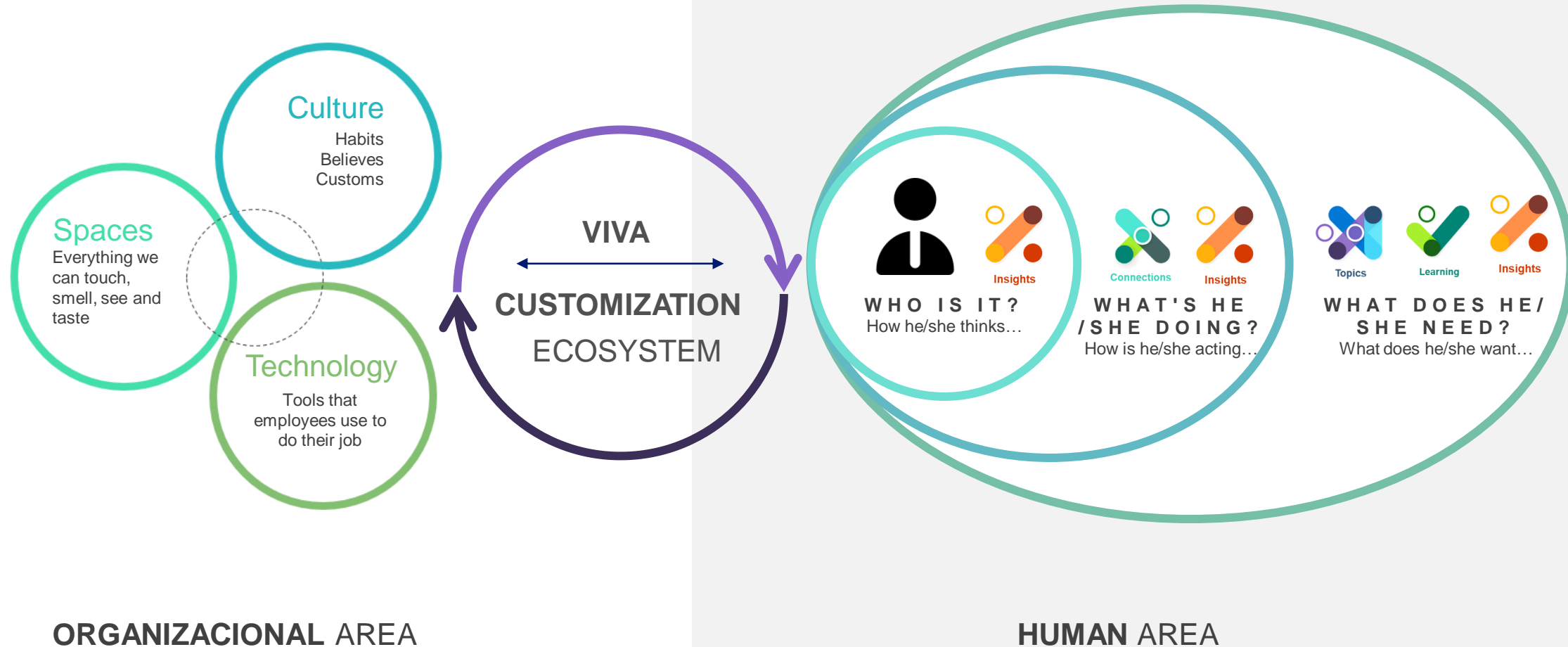
Our methodology merged with Viva Microsoft



Our Visión

Employee Experience – Overview

NTT DATA has an approach oriented to the analysis of 2 areas: **the organizational**, which understands the elements that surround the employee, and **the human**, which includes people



Our Visión

Pillars of the Employee Experience

Our value proposition is leveraged on **4 pillars** that manage to **develop a collaborator experience** aligned with the **brand promise** and **customer experience** defined by the company

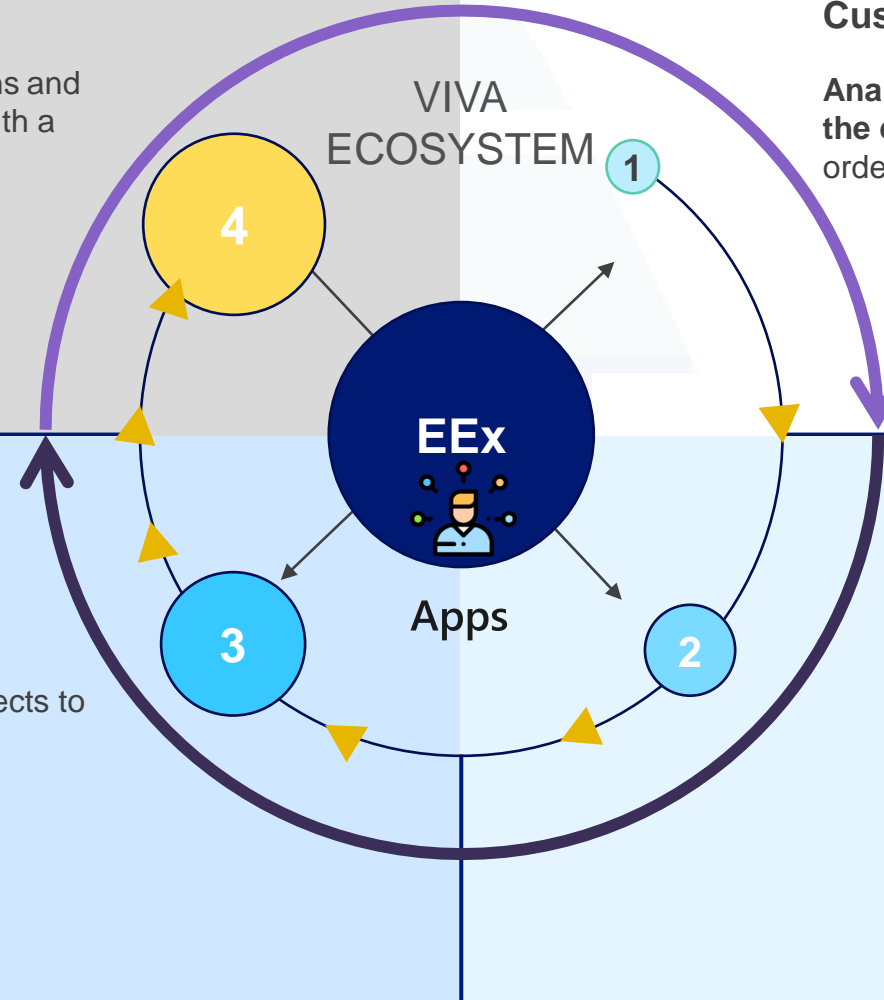


Employee Experience (EEx)

Transform the **value proposition** into tangible actions and experiences throughout the **employee's life cycle**, with a **focus on moments of truth**



1	2	3	4
<p>1 Conocer y entender al colaborador</p> <p>1.1 Identificar las necesidades y expectativas del colaborador.</p> <p>1.2 Realizar un diagnóstico de la experiencia actual.</p> <p>1.3 Definir los momentos de verdad clave.</p>	<p>2 Definir la estrategia de EEx</p> <p>2.1 Alinear la estrategia de EEx con la estrategia de negocio.</p> <p>2.2 Definir los objetivos y KPIs de EEx.</p> <p>2.3 Diseñar el modelo de EEx.</p>	<p>3 Implementar la estrategia de EEx</p> <p>3.1 Diseñar y desarrollar programas de EEx.</p> <p>3.2 Implementar los programas de EEx.</p> <p>3.3 Medir y evaluar el impacto de EEx.</p>	<p>4 Optimizar la experiencia de EEx</p> <p>4.1 Analizar y mejorar continuamente la experiencia de EEx.</p> <p>4.2 Innovar en la experiencia de EEx.</p> <p>4.3 Comunicar y promover la experiencia de EEx.</p>



Customer Experience (CEx)

Analyze the **brand promise** to the customer to **understand the emotions** that you want to **convey to the customer** in order to **extrapolate** them to employees



Value Proposition to the Collaborator

Define the **strategy for the future** of the company **towards its employees**, **communicating** what it expects to **do better or differently from the competition**

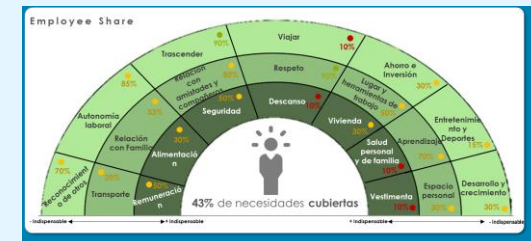


Esquema de compensación y beneficios competitivo	Calidad de Vida	Liderazgo	Sentido de Pertinencia y Certeza	Desarrollo y Formación
Salario y estilo competitivo	Flexibilidad de horarios	Proponer la Integridad individual	Cultura y valores	Plan de Carrera (Incluir promoción y retro control)
Reporte de utilidades superior al mercado	Salud y bienestar	Proponer la Integridad del área	Estabilidad financiera y organizacional	Programa de Formación
Beneficios flexibles a necesidades de colaboradores	Actividades Sociales	Proponer la Integridad de la Empresa	Liderar en el sector asegurador	Mentoring y Coaching
	Flexibilidad ante Cambios	Comunicación Bidireccional	Reconocimiento en OTFF por buen ambiente laboral	Crecimiento Personal
		Empatía entre áreas		



Employee Share

Understand the **needs and preferences** of employees, both **professionally and personally**, **evaluating** the current **degree of compliance**



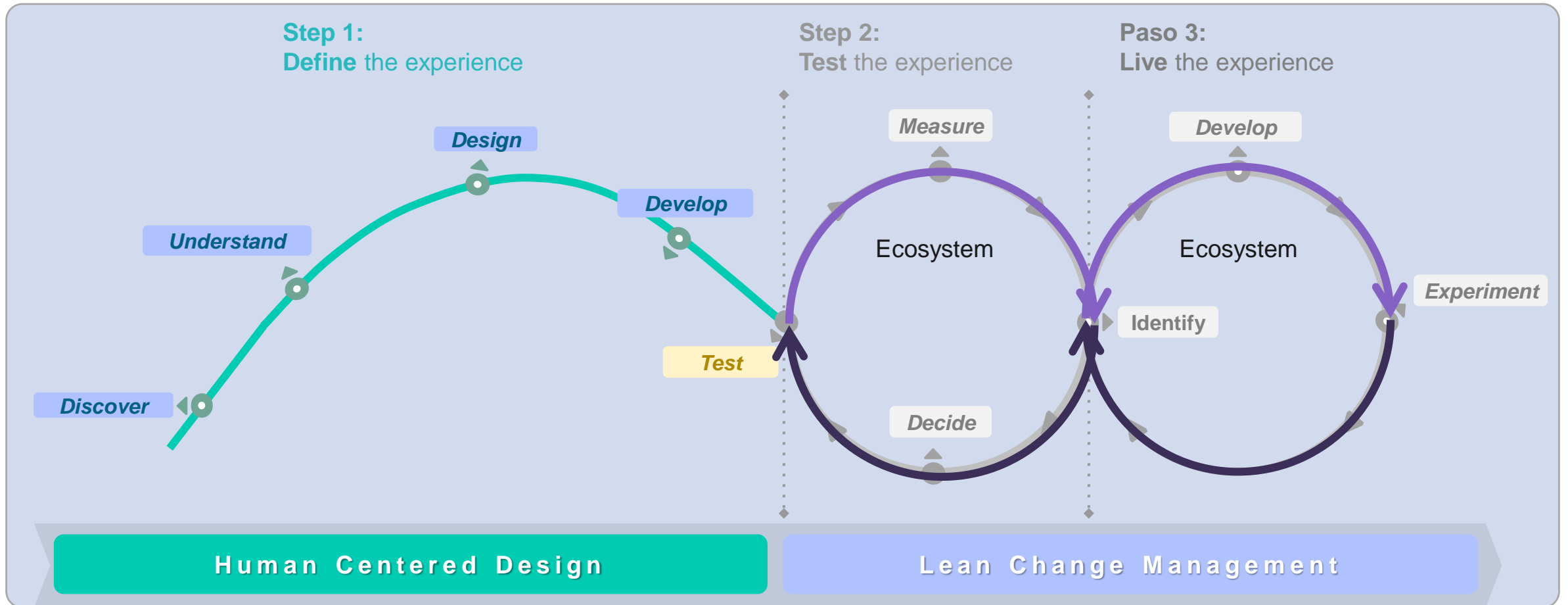
Methodology

Overview



Our approach is based on 3 stages supported by innovative methodologies such as Human Centered Design and Lean Change Management

Employee Experience Way of Working



How do we it?



Prerequisites to start the journey

What are the levers we need to initiate a harmonious collaboration



Business Strategy Full Scope & Development

+

Business Strategy & Technology Shared Scope & Development



Creation of the strategic vision aligned with the business goals and challenges around People, Culture, Ways of works, Engagement & Digital Mindset and capabilities



Define specific KPIs based on Workplace Analytics and extend them with another data source available to fulfill the business goals



Business alignment with strategy and employee's voice



Development of the collaborative environment



Digital Adoption Strategy & Knowledge transfer to Key Users



Testing and access generation for key users



Migration and integration between platforms



Training and Communication Design and deployment support



Maintenance and monitoring of the solution

Within the capabilities of NTT Data is to provide the complete service in case the client does not have this resource



Full scope development



Shared scope development

INSIGHTS

UNITING OUR PEOPLE WITH A CLICK

What is it?

Tool focused on improving the productivity and well-being of employees through the identification of perspectives and business data-driven initiatives and are calibrated according to the organizational structure of the company.

NTT Data



NTT Data can enhance this Solution with:

Data Analysis Service

Lean Change Management

Main Benefits:

- ✓ Recognize the current status of collaborators
- ✓ Creation of plans tailored to users
- ✓ Assertive Leadership
- ✓ Real-time measurement of the effectiveness of action plans

LEARNING

FEELING THE PULSE OF THE EMPLOYEE'S VOICE

What is it?

Portal in charge of centralizing the business training experience, allowing employees to discover training offers from various sources (Linkedin Learning, Microsoft Learn, own or third-party content) and promoting a learning culture with an AI engine that recommends focused material and reports progress and results to managers.



NTT Data can enhance this Solution with:

- Development Services
- Lean Change Management

Main Benefits:

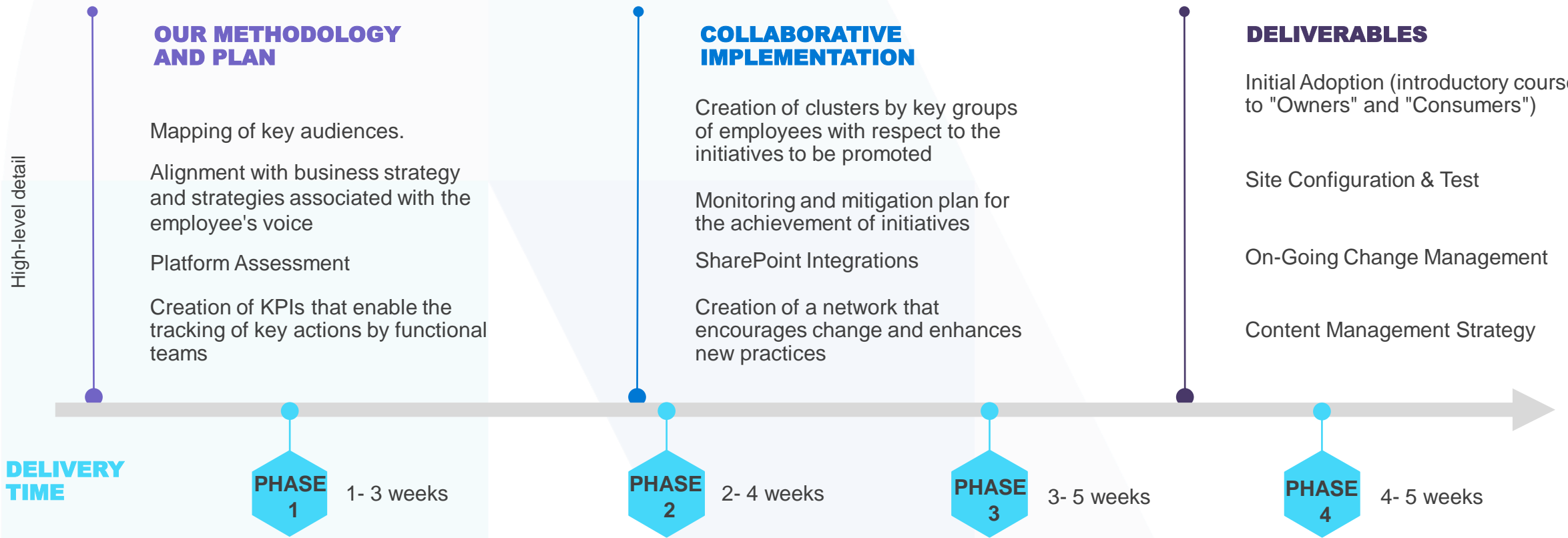
- ✓ Follow-up to specific plans by audience
- ✓ Monitoring compliance with the training plan
- ✓ Always up-to-date training curriculum

TOPICS

FEELING THE PULSE OF THE EMPLOYEE'S VOICE

What is it?

Artificial Intelligence engine that is responsible for identifying, categorizing and sharing potentially scalable strategic and business knowledge from a select group of experts to the entire organization, ensuring that such information is ready when needed.



NTT Data can enhance this Solution with:

- Integration Services
- Governance Model
- Lean Change Management

Main Benefits :

- ✓ Mitigation of risks and rumors within the organization
- ✓ Assertive leadership within work teams
- ✓ Creation of an employer brand

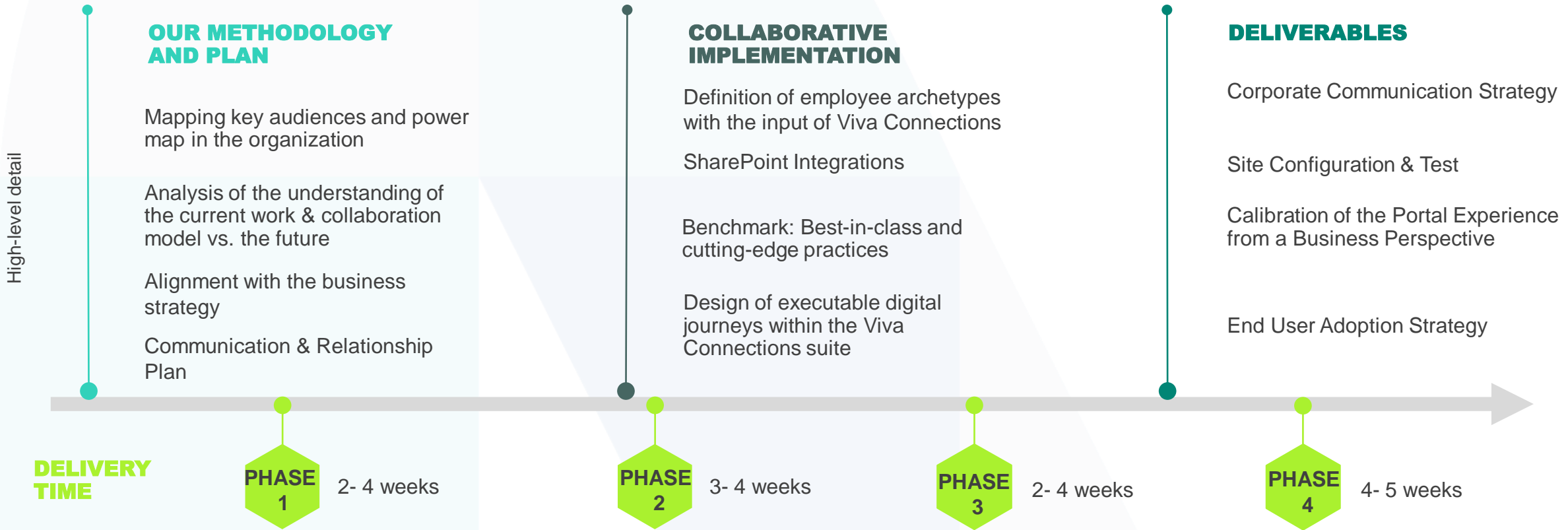
CONNECTIONS

BUILDING SMART TEAMS AND RELATIONSHIPS

What is it?

Customizable portal that allows to maintain the connection between different areas and levels of work, enabling a space through which information related to the organization's vision, business objectives, areas of horizontal collaboration and common interests / motivations continuously flows.

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NTT Data can enhance this Solution with:

Development Services

Lean Change Management

Power Platform

Main benefits:

- ✓ Live pulse of the employee's voice
- ✓ Plans tailored to users
- ✓ Assertive Leadership
- ✓ Real-time measurement of the effectiveness of action plans

Where to start?

Although there is no set journey from start to finish, there are key questions that we need to ask to start analyzing which solution is best for us as an organization.



WHAT IS WORRYING ME TODAY?

I don't know my collaborators

We lack more common knowledge

We Do my collaborators really know each other?

We are not working efficiently

THE TAILORED MADE SOLUTION



Insights



Learning



Connections



Topics



Making a match between our management consulting and technology development capabilities, we can enhance the individual and joint deployment of all these solutions.

WHAT SHOULD I DO NEXT?

Find common metrics that we can measure to make action plans tailored to everyone

Create a learning path tailored to the capabilities of the collaborators and that has the vision of the business

Create a map of smart teams based on the understanding of their knowledge and relationship needs

Have a base of key topics within the organization that foster efficient content search

**A harmonious ecosystem
with the tools we already
know**



How does Viva Microsoft work?



It's a cloud-based service that provides business leaders with unprecedented discoveries of how their users spend their time and with whom. To do this, it uses and analyzes information from emails, chats, calls, and meetings in the Microsoft package.

How does it work?



Information from Microsoft 365



Information of the organization



Behavior patterns and trends

3 main blocks

Collaborative culture

Employee Experience

Influence and leadership

What do the tools allow us?



FIND

opportunities to improve the workplace



IDENTIFY

people to work with



MEASURE

the effectiveness of change actions

Advantages



Flexible to business needs



Protection of personal information



People-centered design

Current Opportunities

Regional status for VIVA + NTTData collaboration

We are currently focusing on peering within the region our capabilities to accompany and enhance the Viva Microsoft solution within our clients. By the end of 2021 and the beginning of 2022 we find this panorama in terms of capacity and local requirements:

Commercial status for LATAM



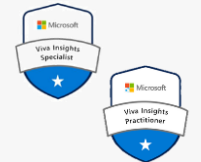
Color Code

- Project
- Opportunity

We are ready to take on the challenge



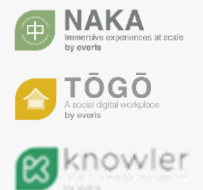
We currently have more than **16 certified team members** in the Viva Microsoft Suites across the region.



Most of these members has **focus on Viva Insights & Learning**, but we have plans to expand capabilities in the medium term on 2022.



Our focus for this first quarter is to **strengthen this capacity at the regional level leveraging this solution with our portfolio of services and assets** (such as Togo, Melt, Naka), without leaving support to the other NTT Data teams around the world.



**Our experience supports
us**



Main references



In 2021 our focus was to enhance the experience of our customers with a solution adapted to their needs.

01 Implementation of WPA + Viva Insights

Using the tool's outputs, we create action plans to develop the 5 objective pillars of digital culture:

- Trust and a sense of belonging
- Agile and adaptive leadership
- Reskilling and knowledge management
- Fast and efficient interactions
- adaptability and resilience



How did we do it?



Through indicators Dashboard “Ways of Assessment” Indicators were analyzed, covering 3 main topics:

- Collaboration Culture
- Leadership Style
- Employee well-being

In how long?

10 weeks of collaboration focused on an initial goal-focus implementation

Main Benefits

- Greater visualization of activities in real time
- Commitment of leaders to actions

02 Viva Insights Initial Adoption Strategy

Showing users how this tool can enhance their way of collaborating today and seeking to create a long-term solution for them



How did we do it?



Execution of adoption activities focused on objectives & workplan definition, insights generation and training & communication strategy implementation

In how long?

6 weeks of collaboration focused on an initial fast-track implementation

Main Benefits

- Quick-wins generation
- VIVA Insights understanding & adoption

03 Implementation of Viva Insights

Based on the WpA and the needs of the organization, a personalized dashboard was generated for Ecopetrol that allows visualizing the patterns of collaboration, concentration and working hours of its work teams, showing behaviors based on 10 indicators



How did we do it?



- Custom Dashboard
- Session with leaders for:
 - Understanding and analyzing the dashboard
 - Creation of action plans based on the opportunities found in the analysis

In how long?

6 weeks of collaboration focused on an initial fast-track implementation

Main Benefits

- Create custom indicators for the customer according to their business needs
- Confront organizational data with WPA settings.

Main references



In 2021 our focus was to enhance the experience of our customers with a solution adapted to their needs.

04 Implementation of WPA + Viva Insights

Chile's leading private mining group, Antofagasta Minerals (AMSA), was looking to conduct a proof of concept to demonstrate that Microsoft's VIVA Insights technology solution improves the productivity and well-being of the company's employees.



How did we do it?



Implementation of the "Microsoft VIVA Insights Virtual Academy" with theoretical-practical sessions for users of the platform, focused on learning to use the tools with real data from the company

In how long?

6 weeks of collaboration focused on an initial fast-track implementation

Main Benefits

Build a common vision of how Microsoft Viva can benefit the productivity and well-being of AMSA employees & Increase the adoption and effectiveness of analyst users of the tool to transform information into important insights.

NTT DATA

Let's talk!

Call-to-action/Contact us today to get started!
Leylah.renda.Macluf@nttdata.com

