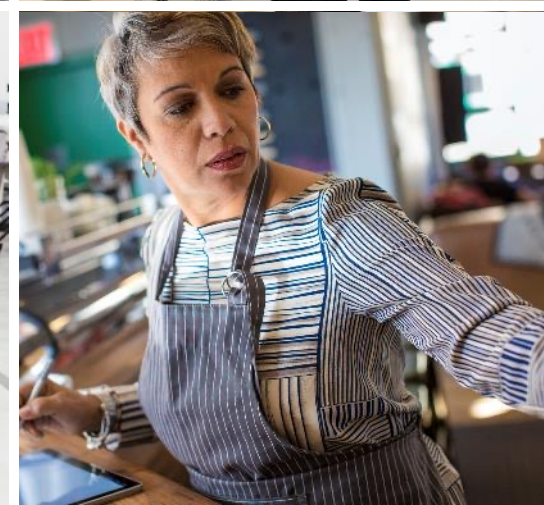




Firstline Worker Workshop



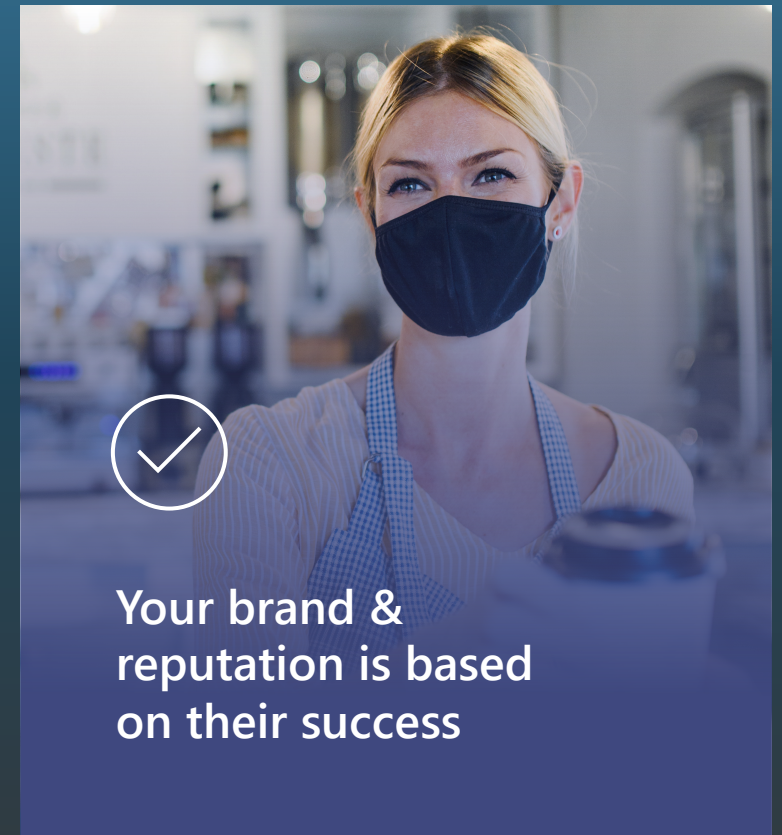
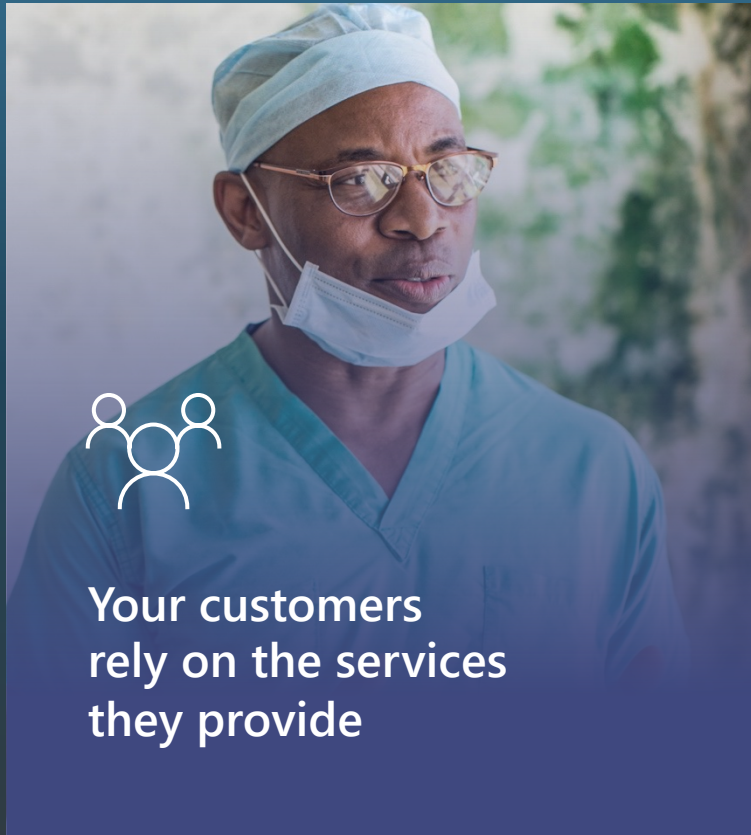
Why invest in your Firstline Workers





Firstline workers are the backbone
of all major industries

Why Firstline Workers are essential to your business



Less than 25%

of Firstline workers have the
right tools to do their jobs¹



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Manual processes and outdated digital tools hinder efficiency.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

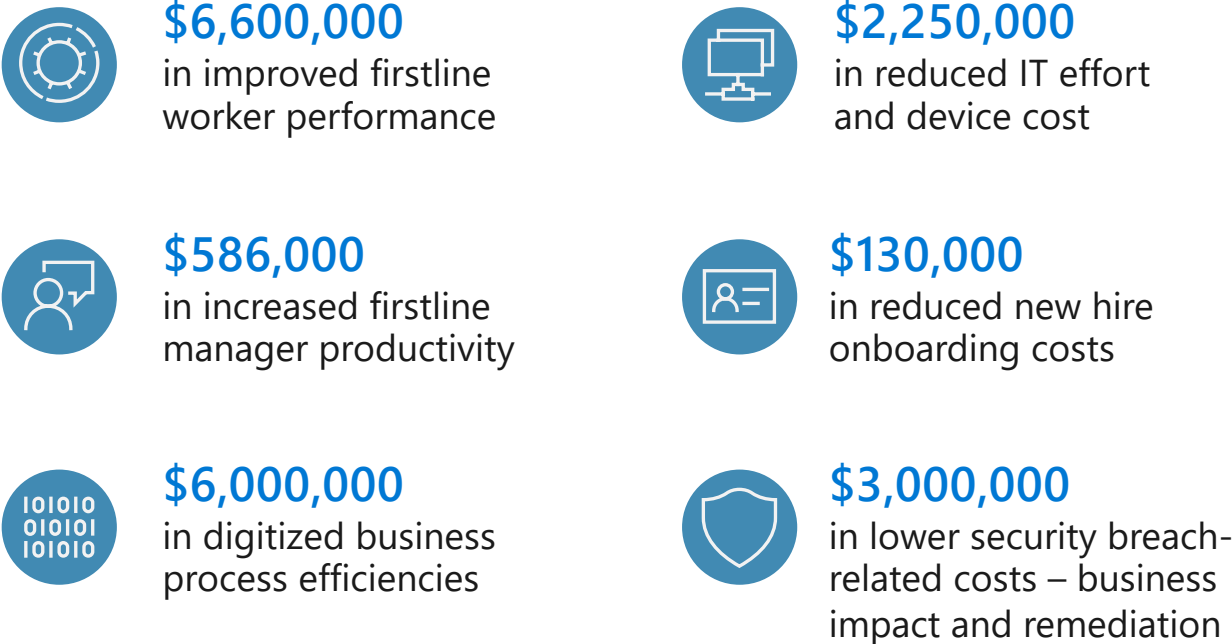
Uneven security practices, outdated IT, and information silos increase risk.

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



The link between Firstline Workers and cost savings

Savings estimates based on an **average of 3,300** firstline workers¹



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



Optimize Firstline impact with Microsoft 365

Transform the Firstline Worker experience with purpose-built solutions that improve engagement, workflow, and security across your organization.



Connect your workforce

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



Digitize manual processes

Improve Firstline efficiency by automating task & service processes with custom apps and digital workflows.



Accelerate onboarding

Onboard employees quickly and enable them to build skills from virtually anywhere.



Empower with devices

Choose industry-specific devices tailored for their business role and workflow needs.

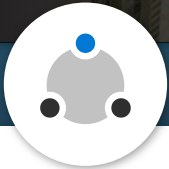


Protect your organization

Take advantage of built-in security and compliance features that safeguard your business without slowing Firstline performance.



Questions to consider as we go through the workshop



How are you connecting and engaging your Firstline Workforce?



How are you providing secure and remote access to content?



How are you modernizing the Firstline tool set and workflows?



How are you training, developing and preparing your Firstline workforce?



How are you addressing the risks of shadow IT and increased use of non-approved chat apps?

Frontline Worker **Workshop**



Frontline Worker Workshop goals

Help customers understand how to empower Firstline employees to **stay connected, productive, trained** and **upskilled** through various productivity scenarios while maintaining **security & control**.

- 1 Assess your Firstline Workforce needs**
Identify personas and scenarios to deliver innovative solutions to your Firstline Workers through the lens of Teams
- 2 Speed outcome using Customer Immersion Experience**
Showcase tools most desired by customers, such as Shifts, Time Clock, Tasks, Power Apps
- 3 Develop a solution plan addressing Firstline Workers business challenges**
Develop a plan to implement recommendations based on Firstline Worker prioritized scenarios



Workshop description

Firstline Workers are the backbone of many businesses. These are the workers in customer facing roles or functions that have a direct impact on business growth and operations.

Microsoft Teams is the hub for teamwork in Office 365 that connects Firstline Workers, bringing everything together in a shared workspace so they can chat, meet, manage shifts, share tasks, and more.

Our Firstline Worker Workshop for Microsoft Teams shows scenarios and the art of the possible that transform how you connect your workforce, digitize manual processes, accelerate onboarding and empower your Firstline Workers with purpose-built devices while protecting your business.

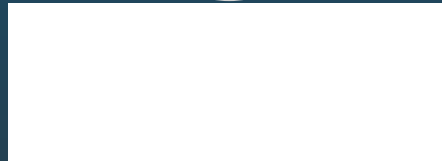


Frontline Worker Workshop Overview

Designed as a three-phase engagement, the Firstline Worker Workshop enables customers to assess their Firstline Workforce needs, develop solutions to business challenges, and define an actionable roadmap.

Customer Audience

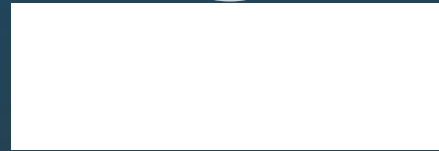
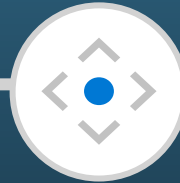
Senior BDMs concerned about workforce productivity.
LOB leaders (HR, Operations) and TDMs.



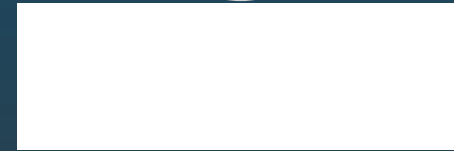
- Kick-off meeting – understand the opportunity for Firstline Workers
- Identify executive sponsors and business stakeholders including ITDM
- Pre-engagement questionnaire

Partner Participants

Consultants, Solution Architects,
Developers and Design Leads.



- Drive intent through envisioning the Art of the Possible
- Conduct Customer Immersion Experience
- Identify Firstline Worker challenges and pillars



- Deep dive on Firstline Worker challenges and map to scenarios
- Define high-level plan
- Work with customer to drive pilot or proof of concept





Outcomes

Considerations

- Where are your Firstline Workers today?
- Where do you want to go?
- How will we get there?
- What does success mean to you?

Workshop outcomes

- Identify potential blockers and challenges for your Firstline Workers
- Deliver a prioritized, actionable plan to quickly address your Firstline Worker needs



Workshop Agenda



Firstline Worker <Prepare>

Time	Topic	Description	Outcome
10:00	Workshop Overview	Introduce the team Goal, scope, and deliverables Schedule of workshop Customer requirement Expectation and next step	Have same understanding and see common goal
10:15	Firstline Worker Pre-Engagement Kick-off Meeting	Identify key stakeholders and understand the Firstline Worker opportunity.	
10:30	Pre-Engagement Questionnaire		



Firstline Worker <Envision>

Time	Topic	Description	Outcome
10:00	Introductions & Firstline Worker workshop	Introduce my team and other facilitators	Complete Teams introductions. Deliver Firstline Worker Envision presentation
10:30	Firstline Worker Solutions conversation	Introduction, Future of Work Trend and Frontline Transformation, Discussion about Frontline in customer company, Firstline Worker scenarios based on 5 pillars.	Deliver Firstline Worker pillars
12:00	Break		
13:00	Firstline Worker Solutions conversation	Discuss Firstline Worker challenges in customer industry, explore Firstline Worker scenarios based on 5 pillars	Deliver Firstline Worker pillars
15:00	Wrap Up	Set up an agenda for tomorrow	Right resources are aligned, and agenda is clear for Design and Plan Phase



Firstline Worker <Design & Plan>

Time	Topic	Description	Outcome
10:00	Scenarios deep dive	Take your customer into a specific Firstline Worker solution pillar and scenarios. Pain Points discussion, deep dive into Firstline Worker use case scenarios	Top scenarios finalized
11:00	Demo	Demo Firstline Worker scenario by using Shift, Task, and prioritization discussion and solution presentation.	Deliver scenarios supported by the Firstline Worker demo
12:00	Break		
13:00	Define next steps and recommendations	Summarize next steps and recommendations based on highlighted scenarios	Finalize next steps and recommendations
14:00	Final Solution Review	Review outcomes of the workshop, and set up project name, identify timeline to each priority as well as owner for each priority, setup KPI to measure the success	Solution Roadmap

