



CASE STUDY

Avanade renews our people-first commitment with Microsoft Viva rollout

Early adoption of technology gives Avanade direct experience to better support clients

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Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. We seek to improve our team's productivity and job satisfaction with "wow" IT experiences via Microsoft technology. Our approach derives from more than empathetic management. Research shows that improving employee experience drives successful client interactions. Our commitment to workplace modernization for our 56,000 professionals includes a focus on employee enablement and participation to the advantage of our people, our clients and our business.

Business situation

Overwhelming pandemic impacts

As the pandemic affected many of our clients, it also crunched Avanade's transformation timelines, magnified existing challenges and introduced new ones. For example, some routine tasks required the use of six to eight apps.

"We need to know and easily take action on critical things to get done while maintaining a work/life balance."

Caroline Fanning, Chief People Officer at Avanade

Plus, while our people were heavy users of collaboration solutions like Yammer and [Microsoft Teams](#), finding the right people, the best examples of deliverables or the best templates often required digging or developing a "chain of experts," following referrals one by one to the correct resource. Our employees wanted a solution that replaced extensive email threads and cumbersome searches with a way to easily explore and find what they needed in the moments that matter.

Add the challenge of collaborating with management and team members virtually. Our largely off-site workforce became 100% remote with the pandemic and prompted us to assess our readiness to meet employees' needs outside of our offices. We understood that efficiency not only serves operational goals but prevents burnout of our most valuable resource – our people. Our employees needed more focus time and an experience designed for the digital era.

We sought to:

- Simplify the tasks our employees do throughout the day, enabling them to focus on the things that add the most value to our clients
- Boost critical application adoption and utilization with user-friendly workflows
- Improve employees' ability to find and share expertise and knowledge within Avanade (Microsoft research shows people spend the equivalent of seven weeks per year searching for or recreating information)
- Put information from multiple centers of excellence in the hands of employees in the places they "hang out"
- Decrease the potential for errors inherent in the navigation of multiple systems
- Support and heighten employee well-being
- Support our employees as well as our clients



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Solution

Disparate applications come to a universal core

To achieve these goals, we turned to [Microsoft Viva](#). Viva is an employee experience platform, primarily accessed in Microsoft Teams, organized in modules including Insights, Topics, Connections and Learning. Viva integrates the employee experience in a single solution, streamlining processes and encouraging collaboration.

“Microsoft Viva represents a huge opportunity for us at Avanade and for our clients – an employee experience engine that drives the future of work forward and ensures a seamless, consistent experience for every employee.”

Florin Rotar, Chief Technology Officer at Avanade

“We did this because we saw the power of these interconnected experiences and the value they would provide to our people,” says Marci Jenkins, workplace IT experience lead at Avanade.

“Viva enables us to make work life better for individuals and teams where they’re already working, using platforms they’re already familiar with,” says Florin Rotar, Avanade’s chief technology officer. “Both internally at Avanade and for our clients, Viva helps us to accelerate people-first transformation imperatives by meeting fundamental human needs through work and ultimately unlocking employees’ full potential.”

We started with a proof of concept of Viva Connections, Topics and Insights among volunteers. Eager to show how technology and data can help unleash the full potential of our employees, our IT Services, Modern Workplace and HR teams experimented with Insights in our Alternative Work Week pilot. We then rolled Viva out to all employees who have a [Microsoft 365](#) license.

Viva components align to IT experience priorities

Insights

“I need to know and easily take action on critical things to get done while maintaining a work/life balance.”

Insights uses Microsoft’s workplace analytics to help us understand how work gets done and protect productivity to leave our employees better off. Insights includes self-reflection exercises, opportunities to practice and share gratitude, meditation and well-being programming and support for good habits.

Topics

“I need the capabilities and connections that inspire me to innovate and do great work with my clients.”

Topics brings the power of artificial intelligence (AI) and curators together, helping us bring knowledge and expertise to the surface to empower our employees with the knowledge they need.

Connections

“I need to feel a connection to the broader Avanade organization and understand my role in helping achieve our goals.”

Connections gives employees easy access to the core tools and functions they require. It simplifies and streamlines communication with remote teams and facilitates an ongoing connection to the organizational culture.

Learning

“I need to tell my story around my skills and experience, express my interests and work to grow my career.”

Learning takes training and professional development from siloed platforms and integrates them into the flow of work.

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Results

Just a taste of Viva's potential

We achieved high voluntary adoption of Viva among employees.

"Viva Topics has been a vast improvement to our knowledge sharing for the short period we've had it," says Jill Hannemann, workplace advisory consultant. "I've started searching on some of the questions that I have or the type of asset that I'm looking for across the organization, and it's really cool to see what pops up in my search results. Not only is the topic page suggested to me if there's a match, but it also will present different documents and highlight the presence of the keyword that I'm searching for."

Other qualitative markers of success include:

- Innovation from interconnected employee experiences
- Greater employee productivity and creativity supported by new habits embedded in the ways people work
- Coordinated work from anywhere
- Increased Yammer discussions about Viva capabilities
- Anticipated opportunity for quicker, more effective employee onboarding

"We're exploring every avenue to help our employees be their best, every day. Through a comprehensive and evolving set of employee experience capabilities, Microsoft Viva is enabling us to truly deliver on our employee value proposition of distinctive experiences, limitless learning and ambitious growth. And that in turn ensures we're primed to make a genuine human impact in everything we do."

Caroline Fanning, Chief People Officer at Avanade

About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 56,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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