

WORKPLACE EXPERIENCE



It's time for Teams

Microsoft's hub for intelligent collaboration can help to transform the workplace experience in retail – if you use it right.

Enabling the new workplace experience in retail

Most industries are having some difficulty hiring and retaining the right employees. But in the retail industry, with an average turnover rate hovering near 150%, the problem is even more acute. Retailers are looking for effective ways to attract, train and keep the right employees. Likewise, retailers are also searching for answers on how to turn their employees into brand ambassadors, with the confidence and skills to deliver a great customer experience.

Microsoft Teams can help to meet this challenge as a broad and continually expanding canvas for the new workplace experience. Promising greater creativity, responsiveness, profitability and growth, it could become the new DNA of your business.

Possibilities beyond your expectations

Teams is far more than the sum of its parts—but even those parts are impressive. Most companies are aware of Teams capabilities as a communications platform but haven't explored how Teams can be used as a collaboration, application and integration platform to create rich experiences for employees.

This feature-rich platform opens a world of possibilities for you, including the ability to:

- Redesign retail experiences, services and processes, for example: intelligent, more efficient supply chain solutions, shift management optimization and real-time, personalized interactions with customers.
- Create powerful custom apps more quickly and easily so management can set up multiple communication channels based on skill sets (cashier vs cook).

- Promote a better and more integrated employee experience by keeping your workforce engaged and motivated with seamless team engagement, 'off-shift' management and using Teams as a platform to turn employees into brand ambassadors.
- Collaborate within your favorite apps to better communicate, train and reward frontline workers.
- Make shadow IT less attractive to frontline users by defining and managing what employees can access while they are working and while they are off the job.

For wherever you are in your workplace journey

You can use Teams best by making it part of a broad strategy. Wherever you are on your workplace journey, there's an approach that's right for you.

Modern platform.

Teams is an essential technology for retailers who want the most modern workplace platform and want to stay current with continual upgrades to their workplace tools.

A canvas for collaboration.

Companies that want to move beyond standalone workplace applications can adopt Teams for a connected workplace experience that makes their own teams more effective.

Targeted solutions.

By integrating it into line-of-business and other applications, Teams can help solve specific business problems and becomes a broad canvas for work-process integration and orchestration.

Strategic direction.

Use Teams as an essential contributor to change management, mobile culture, new services and processes.

Customer Case Study

Teams helps to transform the employee experience at a global retailer

We're working with a global retailer to help them transform the employee experience with the help of Microsoft Teams. Because of high attrition rates and low employee engagement, the organization is looking to Teams to provide its employees with a sense of community and a space to collaborate, stay informed and manage busy schedules. That requires a user-friendly platform that will engage, connect and motivate employees – Teams to the rescue!

These are some of the customers we work with



How to make Teams work for you

When used effectively, Teams provides a catalyst for communication and camaraderie among the frontline workforce and management in retail situations. It enables everyone involved to easily find out who may be able to cover a shift and whether there might be extra shifts available. It allows frontline workers to know what's happening with co-workers and management in the moment, on devices they are familiar with and can easily access.

You have many options, such as deploying specific components of Teams to add collaboration to your existing environment or deploying Teams entirely to replace that environment.

Microsoft designed Teams to scale to very large numbers of employees and Avanade has in-depth experience in helping companies to exploit these possibilities, especially for complex interoperability scenarios.

Turn to Avanade

Avanade can help you adopt Teams as part of a broader drive to transform the workplace experience. Our end-to-end approach combines strategy, implementation and managed services, augmented by industry expertise, specialist tools and IP. It's an entire solution lifecycle of guidance and support from envisioning and design through development, deployment, change management and ongoing support.

With our unmatched expertise in Teams, we can help you understand your options and what Teams can do for you, whatever your priority and wherever you are on your workplace experience journey. We can also help you navigate around potential challenges, such as building the broadest business case, integrating with third-party tools, and knowing when new features are mature enough to meet your needs.



Why Avanade?



**MICROSOFT
ALLIANCE
PARTNER
OF THE YEAR
FOR 14 YEARS**



**MICROSOFT
PARTNER FOR
OFFICE 365
FOR TEN
CONSECUTIVE YEARS**



**MICROSOFT
PARTNER FOR
TEAMS
DEPLOYMENTS**



**MODERN
WORKPLACE
TRANSFORMATION
PARTNER
OF THE YEAR
FINALIST 2019**

To learn more about how Avanade can help you create an intelligent retail experience visit: avanade.com/retail or download our full Teams guide [here](#)



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 38,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

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