

Rethink to renew and grow

Rethink your workplace experience

Renew your workplace approach to grow your business and your people



The new hybrid work era demands organizations carefully rethink who works, why they work, where they work, and the way work is accomplished. IT, HR and Line of Business leaders are seeking to improve:

- People-centricity: Build an insight-driven employee experience that powers development, behavioral change and reskilling.
- Resilience: Protect against new attack surfaces and modernize workplace technology to support new ways of working.
- Agility: Reconfigure how works get done and adapt physical work environments to improve CX and deliver growth.

77% of CIOs expect significant shifts in work design, culture, and mindset.

- Accenture

4 steps to rethink and renew your Workplace Experience

How to maximize your business and human potential in the hybrid world

1. Evaluate the current state of your workplace using a data-driven approach

- Identify what data you have and how it can help you understand workplace shifts – from employee surveys and workplace analytics through to security, IoT and physical workspace data.
- Collect lessons from the pandemic – identify what new working practices succeeded and those that failed. Analyze the impact on your people as well as overall business resilience and agility.

2. Leverage insights around your current workplace to inform a future of work gap analysis

- Bring key stakeholders (IT, HR, lines of business and operations) together to interpret the data you've gathered.
- Consider the future working practices and behaviors (like hybrid or reimagined frontline work) that will provide competitive advantage for your business and benefits for your people.
- Use the data you've captured to inform a gap analysis between your current workplace and a prospective future of work blueprint.

3. Design your workplace strategy to elevate employee experiences and well-being

- Dig deeper into the people insights you've unearthed and design your Workplace Experience around key EX "moments that matter", including growth, connections, support, recognition, security and well-being, onboarding and more.
- Identify how to empower hyper-personalized experiences at scale, through personalized information, accessible analytics, synthesized task management, and simplified scheduling.
- Construct employee experiences according to industry context and working practices – for example, to improve CX, enable virtual visits or enhance remote field service.

4. Embed flexibility at the core of your Workplace Experience to thrive amid continual change

- Develop a business case to support your recommendations – including the ongoing investments and managed services required – and outline key performance indicators.
- Commit to dedicated review cycles to continually assess impact. Scale successful concepts by adopting implementation planning, governance, behavioral change and cultural evolution.
- Feed the evolution of your workplace strategy through insights from workplace analytics platforms, employee surveys, customer feedback and external trends.

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We can help you become more people-first, fast

Start your journey to unlock business potential by empowering human potential. Our EX Envisioning Accelerator program enables you to lay the foundations for a comprehensive employee experience ecosystem by:

- Defining your EX vision: Developing a visual design of your EX ecosystem
- Building an EX roadmap: Constructing a prioritized deployment plan and a detailed business case
- Creating an EX backlog: Identifying key EX “moments that matter” for your workforce
- Designing an EX ecosystem: Curating the right blend of apps and experiences while tackling key security and governance challenges
- Embracing a manage and evolve mindset: Discover how to generate immediate value while transforming your EX in real time

How we’re helping clients

- We’ve worked with [AIB](#) to implement Microsoft 365 in the cloud – maximising the potential of workplace technology to empower its people to do their best work
- We enabled global coffee brand [Jacobs Douwe Egberts](#) to embrace work from anywhere by maximizing the power of Teams for collaboration and calling
- We’ve helped Swedish grocer [ICA-Roslagstull](#) to harness Microsoft technology and rethink frontline work process – improving the employee experience for retail workers



Why Avanade?

With unparalleled Microsoft ecosystem knowhow, EX expertise, advisory and change capabilities, we’re uniquely positioned to manage and evolve your workplace transformation. We are:

- 2021 Microsoft Global Alliance SI Partner of the Year
- 2021 Microsoft Employee Experience Partner of the Year
- 2020 Microsoft Modern Workplace for Firstline Workers Partner of the Year
- Positioned as a global workplace leader by HFS and IDC

We’re here to help your business and people flourish in a future defined by continual change. Speak to our team to arrange your EX Envisioning Accelerator today: www.avanade.com/contact

2021 Partner of the Year Winner
Global SI Award
Automotive Award
Dynamics 365 Customer Insights Award
Dynamics 365 Customer Service Award
Dynamics 365 Supply Chain Management & Finance Award
Employee Experience Award

Contact us
today

Find out more at www.avanade.com/workplace



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 44,000 professionals in 25 countries, 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. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com. ©2021 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.