

Thrive in the **employee experience era** with Viva and WX

Discover how a holistic
Workplace Experience approach can
help you capitalize on the
Microsoft Viva opportunity



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A bold new era for employee experience

We're witnessing a generational change in the way we work and in the employee/employer dynamic. We've only previously experienced this type of accelerated evolution following huge disruption (like global conflicts) or industrial and technological revolutions (like the PC entering the workplace).

Now more than ever, preserving and protecting employee experience (EX) is a responsibility shared across the board and throughout leadership. Our Workplace Experience (WX) Framework establishes the importance of IT, HR/people and lines-of-business leaders collaborating to adopt a holistic approach to the workplace – leaving both the employee and the business better off.

And that's why – at Accenture and Avanade – we're so excited about Microsoft Viva. Because it's the type of progressive and comprehensive EX platform (EXP) that can accelerate the workplace experience journey for many organizations.

But, with such a broad EX canvas, you might be struggling to understand where to begin or identify what impact an EXP might deliver.

This eBook explains how you can get the most from an EX platform to drive the future of work forward in your organization. And it outlines the steps you can take to embrace an EXP like Viva and serve up an effective, tailored and end-to-end experience for every type of employee. Because, whatever way you work, an EXP has the potential to make your work life better.



EX is a **business asset**

By caring for people and **meeting their fundamental human needs** through work, organizations can help employees unlock their full potential.

Employee experience (EX) is the design and delivery of a personalized work environment that inspires people to be their best, amplifies human potential and helps companies flourish.

EX has quickly become as important as customer experience (CX) to virtually every business globally.

But, historically, mastering EX hasn't been easy. The EX space has been fragmented, duplicative and overwhelming. There are countless tools, platforms and services that address individual elements of the employee experience ecosystem. Until now, there hasn't been a single solution that delivers an integrated EX. And legacy EX solutions have opted to focus on specific employee groups, leaving many – like frontline workers – underserved.

The EX imperative

With a modern, comprehensive EXP like Viva, you can cohesively accelerate people-first transformation imperatives by addressing core EX concerns, such as:

- Balancing well-being and work-life integration in a privacy-minded fashion
- Empowerment, inclusivity, diversity and the democratization of insights
- The deep underlying purpose of work – a substantial motivator for employees
- An empathy-driven approach to helping people focus on what really matters and filter noise
- Re-establishing the human connections that we're all missing in the remote or hybrid world

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The Viva vision

Microsoft Viva is an EXP that can drive the future of work forward and ensure a seamless, consistent experience for every type of employee: frontline, knowledge or desk-based, on-site, off-site, hybrid, flexible, full time, part time or job sharing. Whatever way you work, Viva has the potential to make your work life better.

Viva empowers employees and teams by bringing together communications, insights, learning and knowledge within the familiar flow of the Microsoft workplace. By enabling an integrated system of experiences, Viva helps simplify work and create a thriving culture in a frictionless way – acting as middleware to the multitude of systems and experiences that aren't optimized, create friction and constrain engagement as well as productivity.

At its core, Viva empowers organizations to build an integrated and holistic employee experience – the same fundamental traits that run throughout our own Workplace Experience Framework.

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Get to know **Viva**

Here's an overview of the opportunities each module makes possible when embraced alongside Teams as an EX hub.

Viva Topics

Topics helps organizations surface knowledge and expertise more efficiently and easily. Through Topics, organizations can intelligently empower individuals and teams with the knowledge they need to work smarter – all within the flow of work in Microsoft 365 and Teams.

Viva Insights

Insights brings together Microsoft's workplace analytics suite – featuring Workplace Analytics, MyAnalytics and more. Insights helps organizations gain visibility into how work gets done, to protect productivity and ultimately leave employees net better off.

Viva Learning

In an era of rapid digital transformation and new ways of working, reskilling is a critical priority for most companies. Viva learning transforms the informal and formal learning process – transporting it from siloed platforms and integrating it into the flow of work.

Viva Connections

Connections gives employees access to the core tools and functions they require, simplifies the process of maintaining communication with a dispersed employee base, and empowers leaders to evolve organizational culture in a more seamless, consistent and scalable way.



Embrace Viva as part of a **holistic EX approach**

The modules of Viva can become core components of your broader employee experience, but they don't make for a holistic EX program alone.

In fact, when Microsoft announced Viva, it also expanded the remit of Teams as the catalyst to build and maintain a comprehensive employee experience.

So, to create a comprehensive EX, you need to use (and rationalize) the ecosystem of Teams experiences and applications – combined with those you create or curate yourself (via Power Platform). And, with a partner that has the breadth of skills and capability to design, build and manage this ecosystem – weaving in capabilities from Microsoft, Workday, Glint and others – you can create an optimal EXP. This is where our Workplace Experience Framework comes in...

How leaders capitalize on Viva

Bring IT, HR and line-of-business leaders together to harness the broader EXP potential.

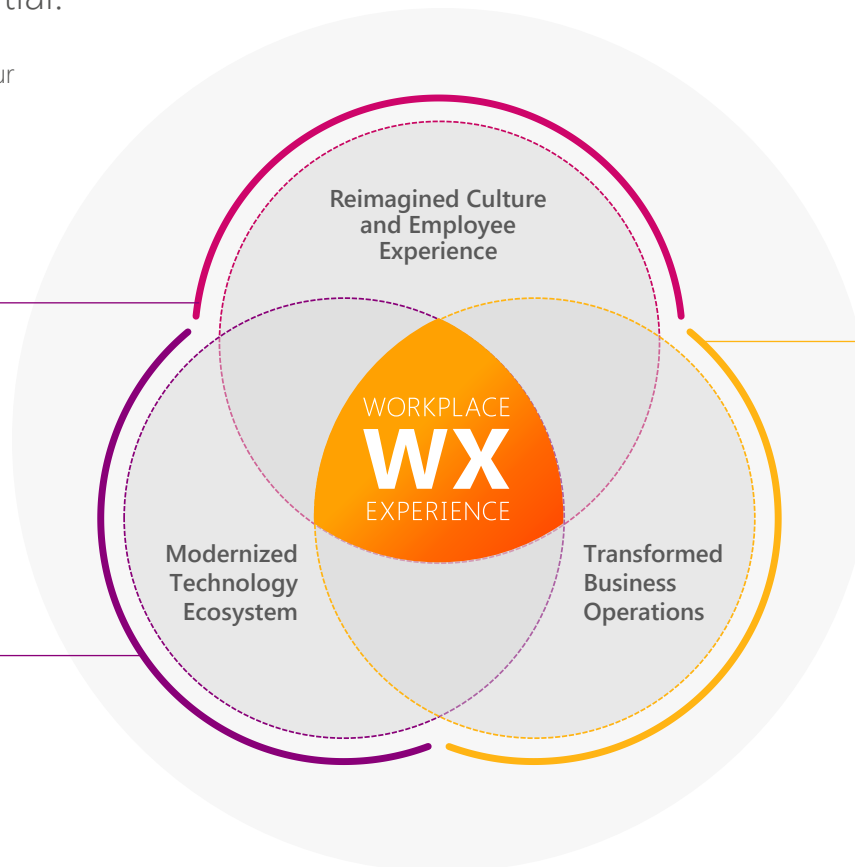
The vision for your EX will vary according to your organization and your workforce. But there's a common blueprint for an effective people-first transformation: Workplace Experience (WX).

Reimagined Culture and Employee Experience

Evolve the employee experience through design and delivery of a hyperconnected work environment that inspires people to be their best, amplifies their human potential and helps companies flourish. Integrate HR and estate technology with Microsoft 365 to create a next-generation employee experience platform that uses analytics to drive enduring behavioral change and reskilling.

Modernized Technology Ecosystem

Protect the digital workplace from new attack surfaces. Complete modernization of workplace technology, services and experience to support new ways of working. Drive more business value from BizDevOps and managed services.



Transformed Business Operations

Reconfigure how works get done and adapt physical work environments and business performance (leveraging workplace data, automation and technologies) to sustainably improve CX and business performance.

Cultivate a **holistic EX approach** in your organization: 3 guiding EX principles, 3 tangible EX steps

Embrace these guiding principles

#1: Security

Security plays two crucial roles as an employee experience catalyst. Appreciate the pivotal importance of security from an employee data, governance and compliance perspective as well as the UX impact of security on the overall employee experience.

#2: Insight

Embrace data and insight as the lifeblood of a modern, evolving employee experience. Build data-driven foundations to understand ways of working, collaboration and employee well-being without compromising on privacy.

#3: Evolution

Adopt a manage and evolve mindset around your EX. Understand that “current” is only current right now: Employee behavior, ways of working and expectations are always changing. Deliver immediate value while evolving over time.



Execute these tangible steps

#1. Identify the moments that matter

Use insight and data to craft experiences around key EX “moments that matter” for your workforce, including:

- **Growth:** Career growth, professional development, reskilling, coaching and change enablement, knowledge sharing, productivity tools and platforms.
- **Connection:** Participation in talent communities, connection and collaboration (internal and external), information discovery.
- **Support:** Locating expertise, enabling mobility, common support services (IT, HR, payroll, etc.), booking workplaces, chatbots to automate information discovery.
- **Recognition:** Performance reviews, remuneration, rewards and benefits, recognition.
- **Protection:** Employee well-being, safety, privacy, security as an experience.
- **Onboarding:** Recruitment process, end-to-end onboarding experience (including offboarding), identity and access management.

#2. Build persona-centric working experiences

Empower hyper-personalized experiences at scale – focus on specific employee groups to enable:

- **Frictionless approvals:** Smooth and swift no matter where an employee is working.
- **Personalized information:** Where everything from documents and policies through to news and feeds are tailored to the employee’s role.
- **Accessible analytics:** Giving specific worker types access to relevant, usable data and insights.
- **Synthesized task management:** Extending from basic tracking through to dynamic geo task allocation for frontline workers.
- **Scheduling and shift management:** Tailored for specific working practices and patterns, including alternate shifts.
- **Simplified communication:** Embracing core unified communications and calling through to modern features such as walkie talkie.

#3. Refine experiences according to industry context

EX empowers CX, so tailor for industry-specific working practices, such as:

- **Healthcare:** Bring EX and workplace platforms together to enable virtual rounding, virtual patient visits or a virtual healthcare board.
- **Public sector:** Understand how government and public services organizations can foster a closer connection with citizens and deliver core services remotely.
- **Financial services:** Support virtual customer care and sales in the short term while moving to a transformational remote-branch model longer term.
- **Retail:** Reinvent the retail workplace experience with intelligent product education and wayfinding, augmented reality to improve the stocktaking process and dynamic geo task allocation.
- **Manufacturing:** Consider how IoT can improve safety, virtual and mixed reality can support remote maintenance, and how to enhance collaboration and knowledge sharing.

We're already helping clients **harness the EXP opportunity**

Avanade and Accenture helped leadership at a large bank in Europe to reimagine the employee experience for branch agents. The aim was to improve customer engagement at 5,500 branches.

- Using our specialized digital and experience studios around the globe, we helped the bank leverage design thinking and the latest digital technology not just to improve, but to reimagine its employee experience.
- No innovation was off limits, from artificial intelligence, wearables and the internet of things, to smart workspaces and employee portals.
- The bank saw a decrease in call center requests and, as a result, in branch staff costs. Revenue increased by 40% and customer satisfaction rose by 35%. The automation of risk-based pricing returned a 25% cost saving for underwriting and processing.

Start your **EX evolution today**

This era of EX potential should sound exhilarating. But it could also be overwhelming. That's why we've built a range of simple solutions to get you started.

#1: EX envisioning workshop	#2: Viva Topics knowledge accelerator	#3: Viva Insights accelerator	#4: EX managed services
Join us for a workshop that aims to help you understand the "art of the possible" around Viva and employee experience platforms.	Bring business and IT stakeholders together to identify ideal use cases where Microsoft Viva Topics and SharePoint Syntex can improve knowledge and insights.	Explore the opportunity offered by Viva Insights with a workshop designed to showcase its powerful potential to address challenges such as collaboration or employee well-being.	Discover how our unique agile EX managed services approach can provide a complete, end-to-end EX solution, providing key capabilities such as learning, communication and experience design.

Find out more about Avanade's EX solutions

Contact us to learn more or
visit www.avanade.com/WX.

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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 60,000 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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