



Enhance Employee Experience with Viva Connections

Proof-of-concept

Keep your teams in the flow of work and connected anywhere

Remote work is a new reality

Remote working has accelerated the adoption of new communication and collaboration tools



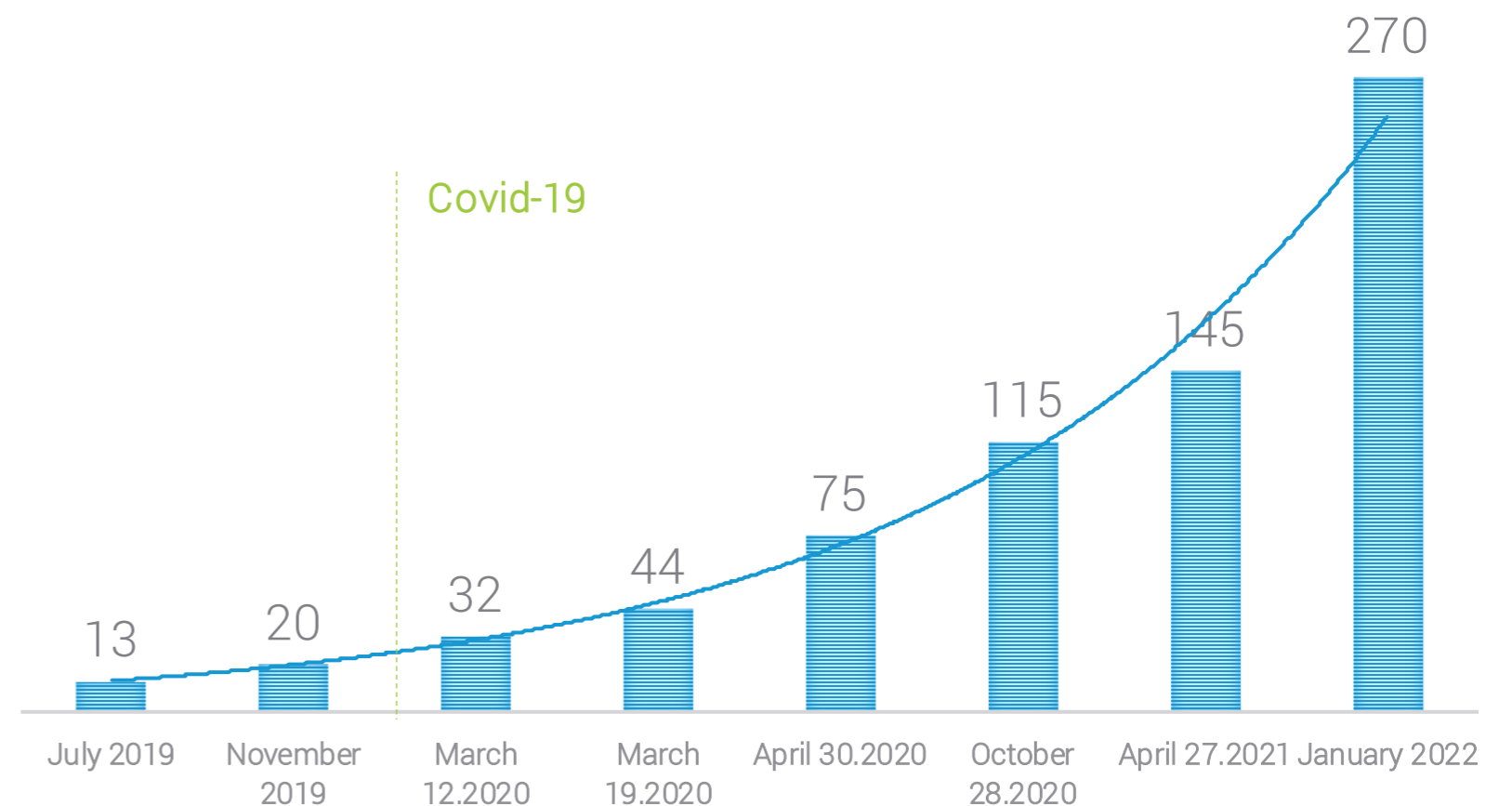
In January 2022, the remote workforce nearly doubled the past year

97% of them expressed wanting to have the option to work from home for the rest of their careers

However, nearly 60% say they feel less connected to their team after switching to remote work*

*Sources: [The 2022 State of Remote Work](#)
[Microsoft Work Trend Index, 2021](#)

MICROSOFT TEAMS USERS

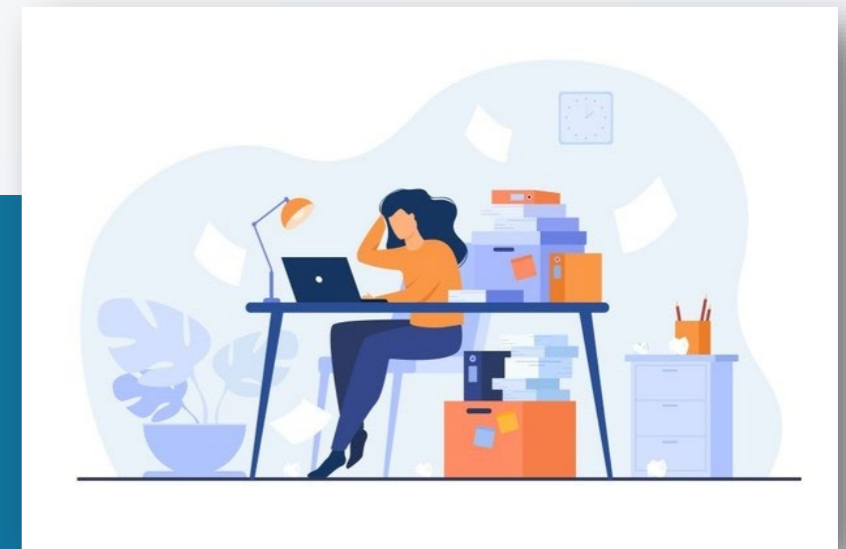


Sources: [Statista.com](#)
[ZD Net](#)

Main challenges in company productivity



Knowledge workers spend a lot of time looking for relevant information



20%

Average percentage of each day a knowledge worker spends tracking down information*

28%

Average percentage of each day a knowledge worker spends managing email*

59%

Percentage of managers who say they are missing important information, daily, due to information overload*

*Microsoft-sponsored Gartner research report, 2017

Main challenges for frontline workers



Inconsistent experiences with traditional tools decrease productivity and employee satisfaction

87%

Say their organization will be more successful when frontline workers are empowered to make important decisions in the moment*

86%

Say frontline workers need better technology-enabled insight to be able to make good decisions in the moment*

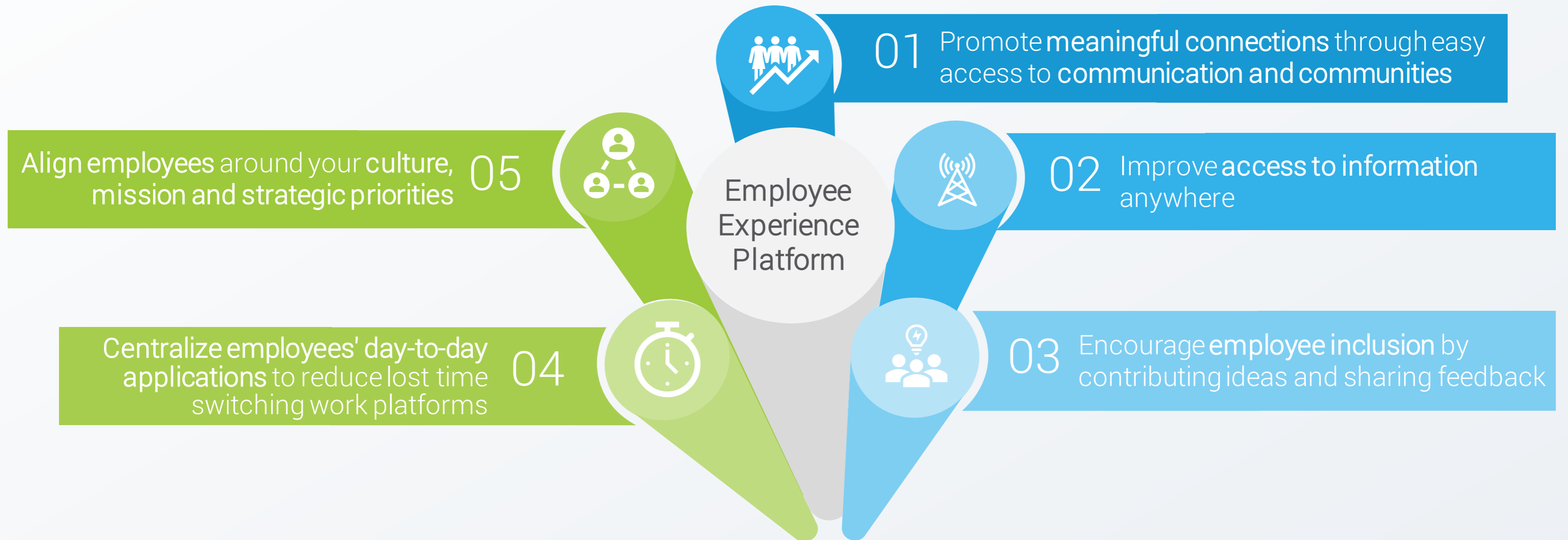
72%

Say productivity has increased through empowering frontline workers*

*"The New Decision Makers: Equipping Frontline Workers for Success" Harvard Business Review, 2020 (Sample: 464 business executives)

Our vision: Improve engagement with an EXP

Help your employees stay informed, connected and productive with an Employee Experience Platform (EXP).



Improve internal communication, drive your business

In this offer we present an initiative that includes an Intranet Assessment and a Proof of Concept (POC) to improve the organization's intranet, using Viva Connections.

In addition, the entire process will be accompanied by a change management service to improve solution adoption.



CHALLENGES

The current hybrid working model presents challenges for employees. They need to be productive anywhere and continue to feel connected to teams and the organization.

It is necessary to improve access to information, day-to-day applications, relevant teams, communities and training, promoting communication and inclusion.

IDEAL SOLUTION

An Intranet for quick access to day-to-day tools and organization information in a single place. It is possible to contribute ideas, share feedback, and access files, applications, communities, teams, news and training.

It can be developed with Viva Connections which is a customizable app in Microsoft Teams.

DESIRED OUTCOMES

With our initiative, we intend to hold workshops on Microsoft Viva Connections and current communication model, assess the existing organization's Intranet, and develop and implement an improvement prototype.

A change management service will also be implemented to overcome natural human resistance to change.



Everyone's voice for the new Intranet

Count on all employees to create an intranet more suited to the organization's needs, by collecting everyone's opinions and designing the new intranet in a focus group.

1

INTRANET ASSESSMENT

Identify the current status and needs of your organization's Intranet.

2

NEW INTRANET DESIGN

Involve all employees in creating an Intranet best suited to their needs.

3

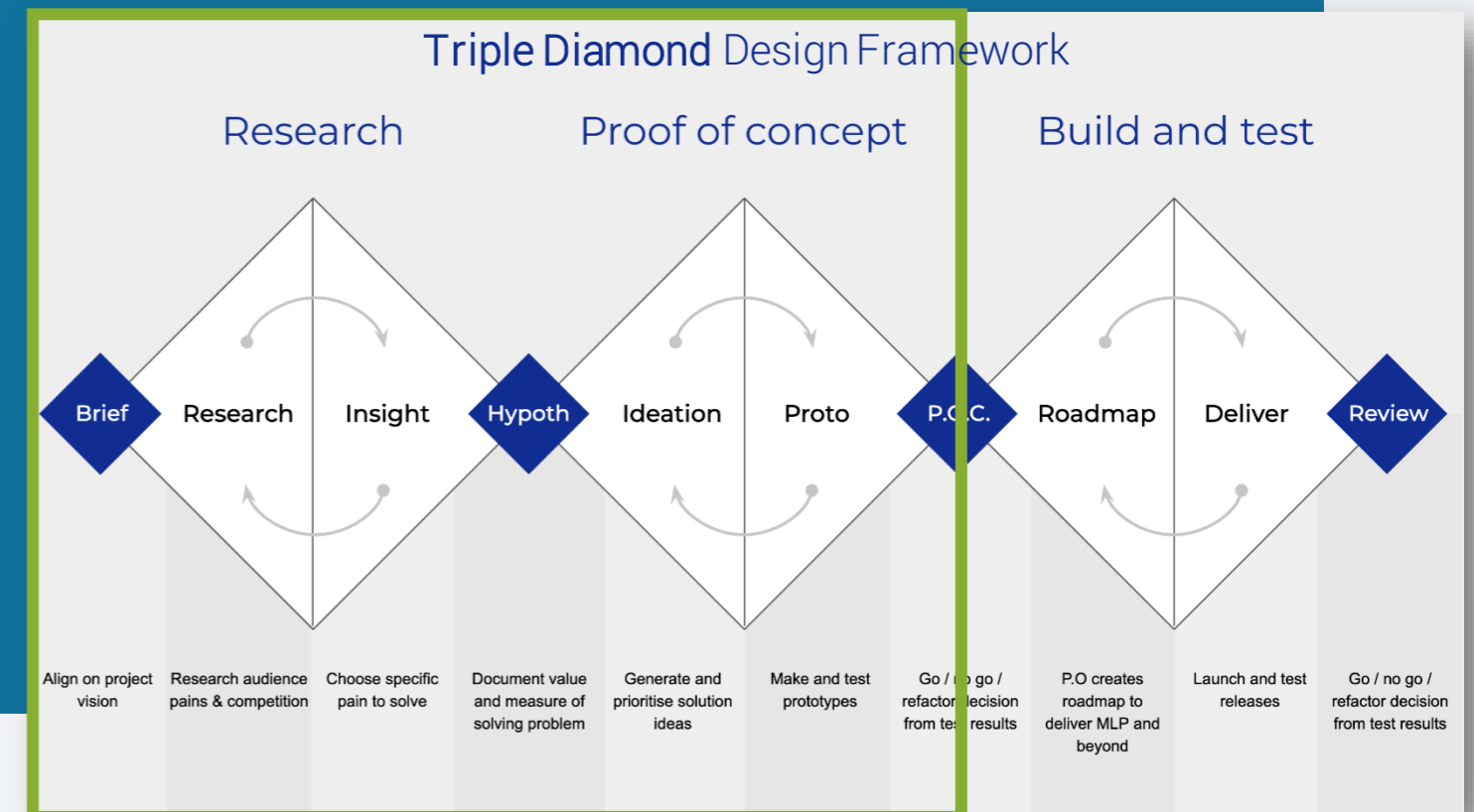
POC IMPLEMENTATION

Implement the new prototype for the Intranet, customized to your organization.

Employee Experience | Intranet Assessment + POC

In this initiative, the intranet assessment, intranet redesign and proof of concept implementation will be guided by the Triple Diamond Design Framework innovation model.

This framework consists of three phases (diamonds). The first phase's output is the identification of problems/needs, the second's a prototype and the third's a new solution or product.



■ Covered by our initiative

Our Initiative

Total: 8 weeks



Setup

- Detailed project plan
- Team onboarding
- Kickoff

Discovery

- Viva Connections Presentation
 - Viva Overview Workshop
 - Viva Connections Workshop
 - Workshop about current communication model (Yammer, SharePoint, Teams, etc.)
- Survey Preparation (to the end-user)
- Survey Realization
- Survey Processing
- Identification of intranet personas
- Personas journey workshops
- Insights report

Envisioning

- Characterization of features to implement (dashboard by persona)
- UX/UI design
- Prototype considering all personas
- Focus group validation
- Final adjustments to prototype

Implementation

- Setup requirements validation
- Intranet adjustments
- Viva Connections deployment
- Viva Connections app look&feel, features
- Dashboard configuration (without integrations)

Tests

- Knowledge transfer (end-user, content producer, admin)
- Acceptance tests

Availability

- Go-Live
 - General availability
 - After Go-Live support (up to 40 hours)
- Project Closure

Enforcing Change and Adoption



- Change management plan (communication and training plan)

- Change management: E-mail announcing initiative + survey about Intranet and internal communication
- Email announcing insights

- Invitation to focus group workshops
- Focus group surveys

- Email announcing initiative status and next steps (teaser)

- Training materials production

- Invite to launching session (with sponsor)
- Live event announcing Viva Connections availability
- Go-Live email with support info



Our offer assumptions

- The present estimates assume that the client has already an Intranet in modern SharePoint Online;
- The scope of this SoW does not include any software or hardware. It will be the customer responsibility to provide any of these, when necessary;
- We are not considering customer dashboard cards development at this point;
- All proposed workshops/sessions are remote and will have a maximum duration of up to 3 hours each;
- Personas journey workshops are remote and limited to 4 people, the remaining workshops have no limit of participants.
- The customer will be responsible for making sure that all necessary actors and sponsors will be available in a timely manner to participate in the proposed activities;
- This offering can be customized accordingly to customer needs and requirements. Unipartner demonstrates now the availability to further detail and adapt it and to formalize it thru a Scope of Work written document.

Are you ready to help your employees stay connected and engaged?

Call for more information: +351 210 171 610

Ask a question via email: contact@unipartner.com

