

# People Experience and Analytics Tool with Microsoft Viva Insights

Drive meaningful outcomes for your employees using analytics and human-centered design



# The dispersion of work is here to stay

9%

Only 9% of those who can work remotely want to go back to a traditional commute and work environment full time

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81%

expect employers to provide benefits in terms of flexibility

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72%

want a mix of remote and in-person working

Source: PwC's Hopes and Fears 2021 report

Employee experiences are more than about feel-good activities or touchpoints.

They are about engagement, wellbeing and productivity

#### KEY QUESTIONS

**How might we improve the way we engage employees?**

A sea change in employee expectations on meaningful work and meaningful social and organizational experience

Real time & quality visibility into employee engagement in a hybrid work environment is difficult

**How might we use new ways and tools of working to lift performance sustainably?**

There is no going back to the pre-crisis ways of working

Focus is now to drive sustainable performance improvement without impinging on employee wellbeing

**How might we drive long term health of individual employees and teams?**

# We help deliver meaningful employee experience outcomes



## **Increase productivity**

Reduce turnover & absenteeism, focus on meaningful work, improve team effectiveness



## **Improve wellbeing**

Drive long term employee wellbeing - physical, emotional and social, drive new skills

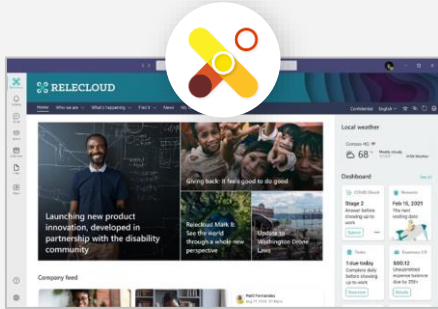


## **Improve employee engagement**

Make employees care more than just their paycheck by helping establish their personal connection to the organization

# Introducing Microsoft Viva

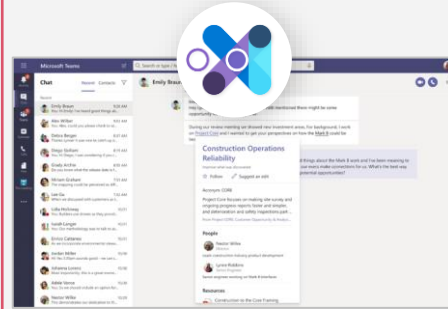
The Employee Experience Platform for Digital Era



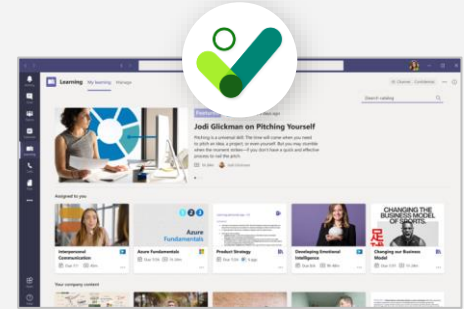
Viva Connections



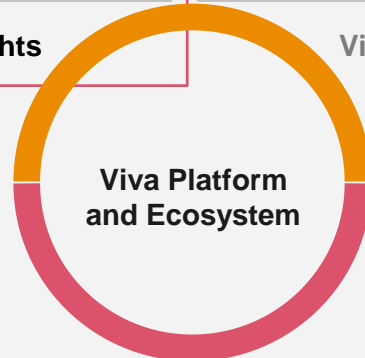
Viva Insights



Viva Topics



Viva Learning



Viva Platform  
and Ecosystem

Integrate with -  
ERP

HCM

LMS

Content

Apps

CRM

Wellness

& much more...

# Productivity, engagement and wellbeing enabled through Viva Insights

## Deliver personalized and actionable insights

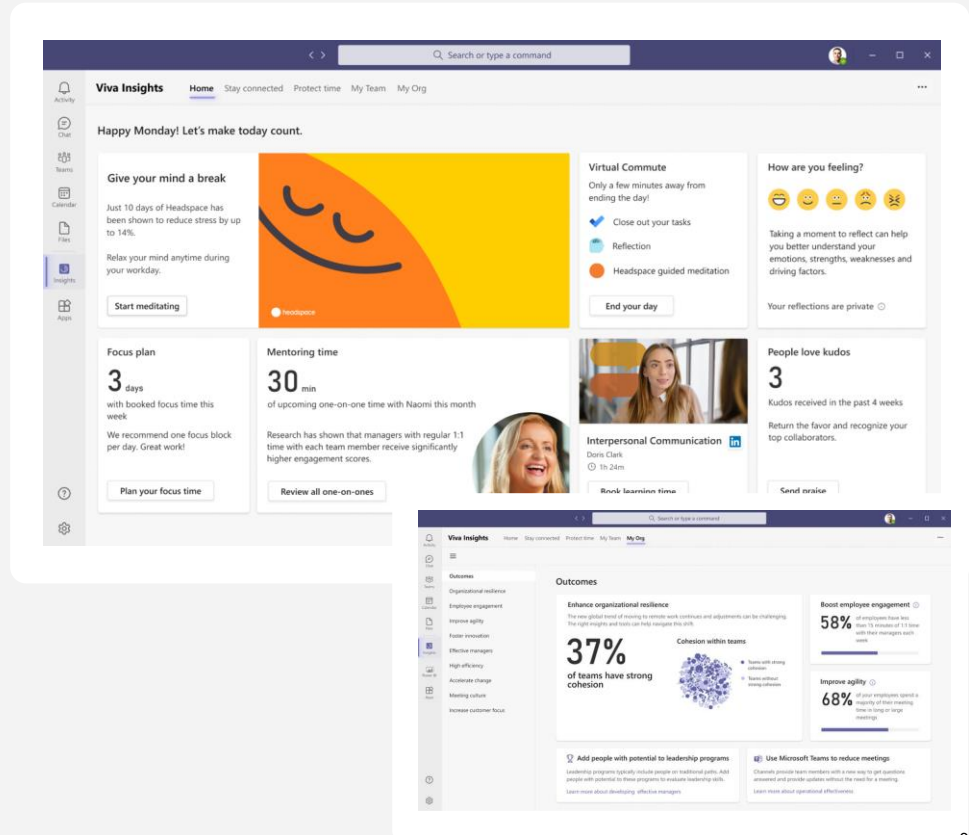
Empower individuals, teams, and orgs to achieve balance, build better work habits, and improve business outcomes with personalized insights and recommended actions.

## Quantify the impact of work on people and business

Gain data-driven, privacy-protected visibility into how work patterns affect wellbeing, productivity, and results.

## Address complex business challenges

Use advanced tools and additional data sources to perform deeper analysis, address challenges important to your business, and respond quickly to change.



# Our method harnesses the combined power of human centered design and Viva Insights

## Discover

Understand the current experience issues of key employee cohorts - leaders, managers and individuals

Align on key EX goals and imperatives

## Define

Prioritize top EX opportunity areas to address

Identify metrics to track and key use cases in Viva Insights

## Design

Design dashboard views across identified use cases

Configure & deploy Viva Insights

## Deliver

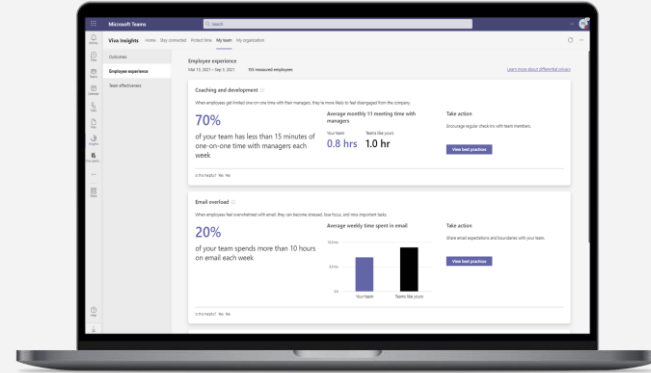
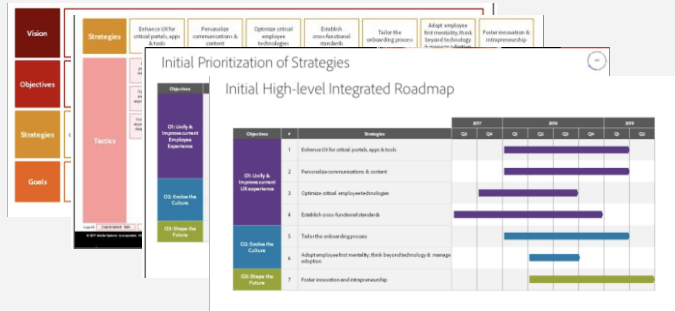
Co-create quick wins to target experience hotspots

Deliver recommendations and adoption plan



Note: Activities and timelines will differ based on your specific context. A detail timeplan can be shared upon request

# Typical engagement outputs



## Employee Experience Roadmap

### EX PRIORITIES & ROADMAP

Align on the most important opportunities to drive EX outcomes for your people and organization. Know the right employee experience levers to pull to create the right target behaviours across every organizational layer

### ADOPTION PLAN

Gain alignment and ownership of a plan to drive adoption of new ways of working at the individual and team levels

## Real time visibility through Viva Insights

### PERSONAL INSIGHTS

Gain personal insights into how you spend your time and who you spend your time with, to work more effectively.

### MANAGER INSIGHTS

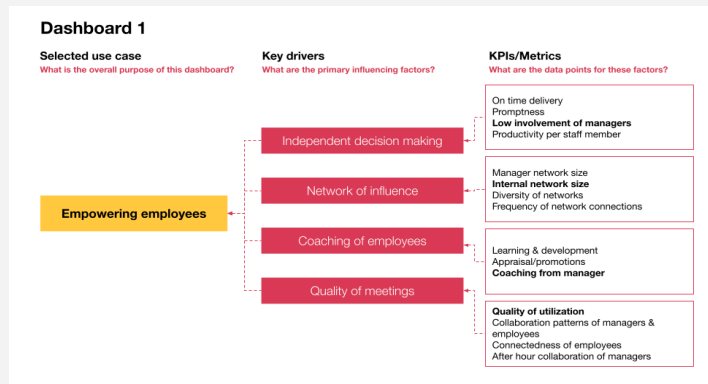
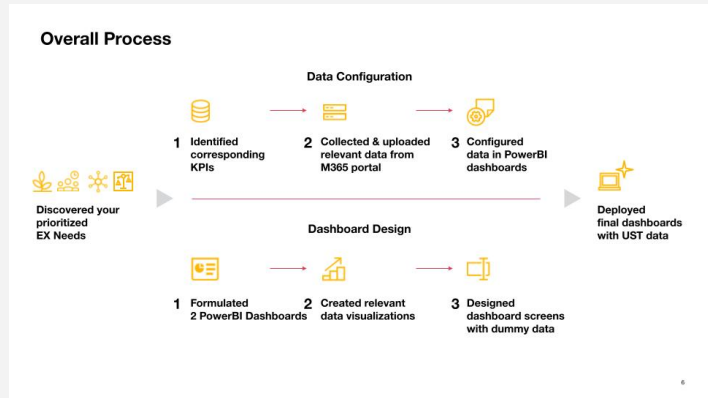
Gain insights into how you and your team can use collective action to change team norms and drive even greater performance.

### LEADER INSIGHTS

Gain unprecedented org-wide information about time and networking trends to address complex business challenges.

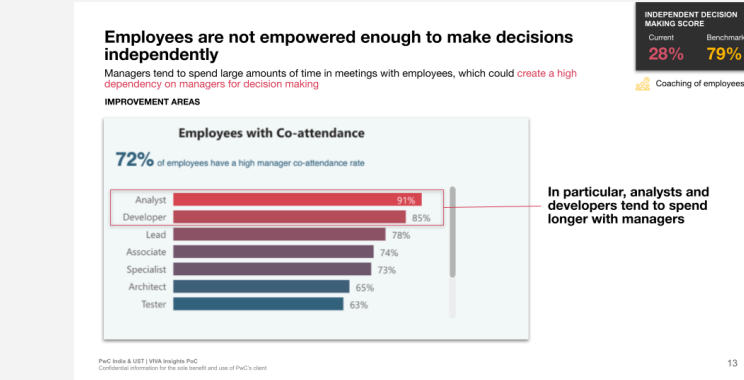
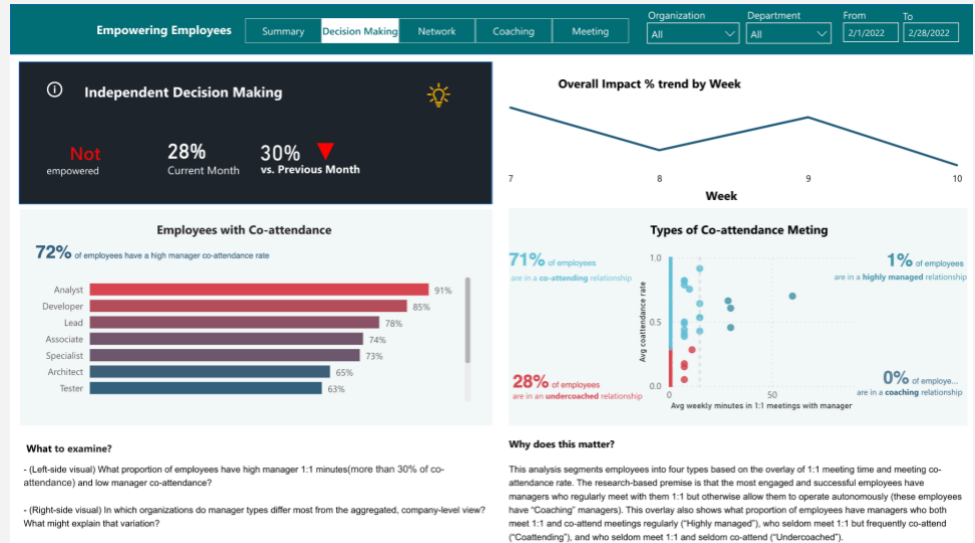
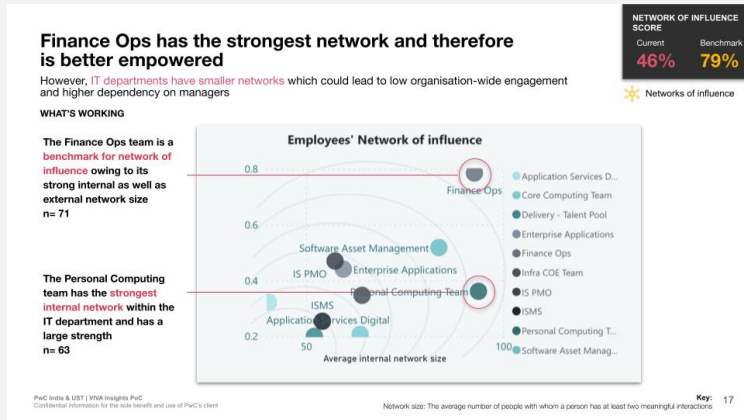


# Here is what we did for one of our IT services clients



1. We identified EX needs of the client and prioritized it to align with their current business goals. This was followed by mapping these EX priority areas to and mapped to measurable KPIs
2. Data to monitor and measure was collected from Microsoft 365 (Outlook, Calendar & Teams) & the Organisation data for a defined duration
3. Based on the data received as output from WPA engine, we created preliminary dashboard sketches

# The outcome



1. Based on the preliminary dashboard sketches we designed the Power BI dashboard
2. Every dashboard includes a "What to examine" and "Why it matters" to illustrate how to analyse the data to address a particular business issue
3. Additionally, there are tool-tips with best practices and recommendations to address a business problem. These best practices and recommendations are customisable as per organisation's priorities at the moment

# Thank you

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