inetum realdolmen

Positive digital flow

Digital Flow Partner in creating the greatest employee experience

Agenda

01 Inetum-Realdolmen

02 Empower your employees through a meaningful employee experience

03 Customer stories

04 Next steps: Digital Flow & Build Intent

Agenda

01 **Inetum-Realdolmen**

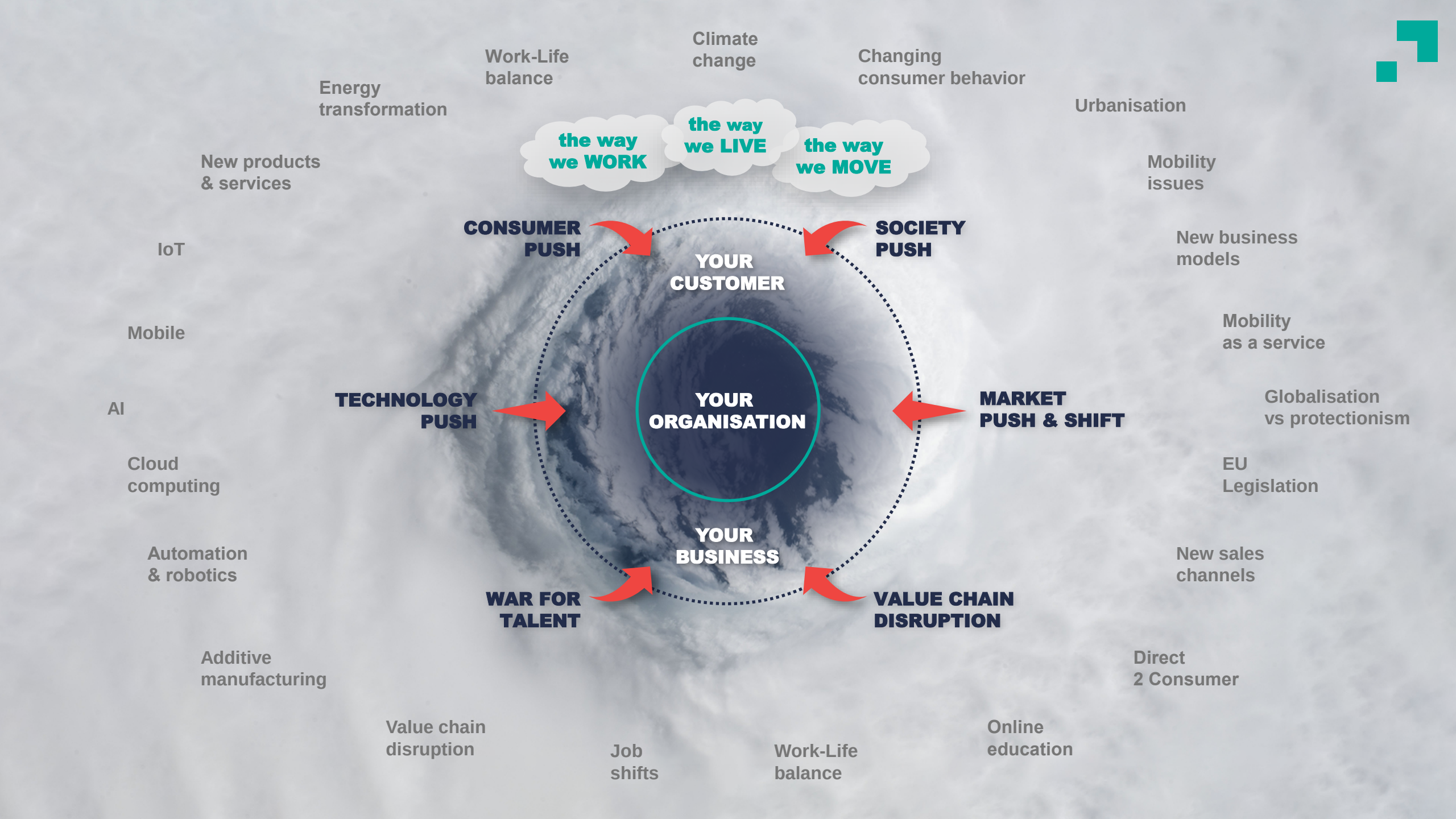
02 Empower your employees through a meaningful employee experience

03 Customer stories

04 Next steps: Digital Flow & Build Intent

Our world changes

And not only because of COVID


Work-Life balance
Climate change
Changing consumer behavior
Energy transformation
Urbanisation
the way we WORK
the way we LIVE
the way we MOVE
New products & services
Mobility issues
CONSUMER PUSH
SOCIETY PUSH
IoT
New business models
YOUR CUSTOMER
Mobile
Mobility as a service
TECHNOLOGY PUSH
YOUR ORGANISATION
MARKET PUSH & SHIFT
AI
Globalisation vs protectionism
Cloud computing
EU Legislation
YOUR BUSINESS
Automation & robotics
New sales channels
WAR FOR TALENT
VALUE CHAIN DISRUPTION
Additive manufacturing
Direct 2 Consumer
Value chain disruption
Online education
Job shifts
Work-Life balance

CHANGE

results
people
execute
dream
short term
long term
today
tomorrow
challenges
ideas

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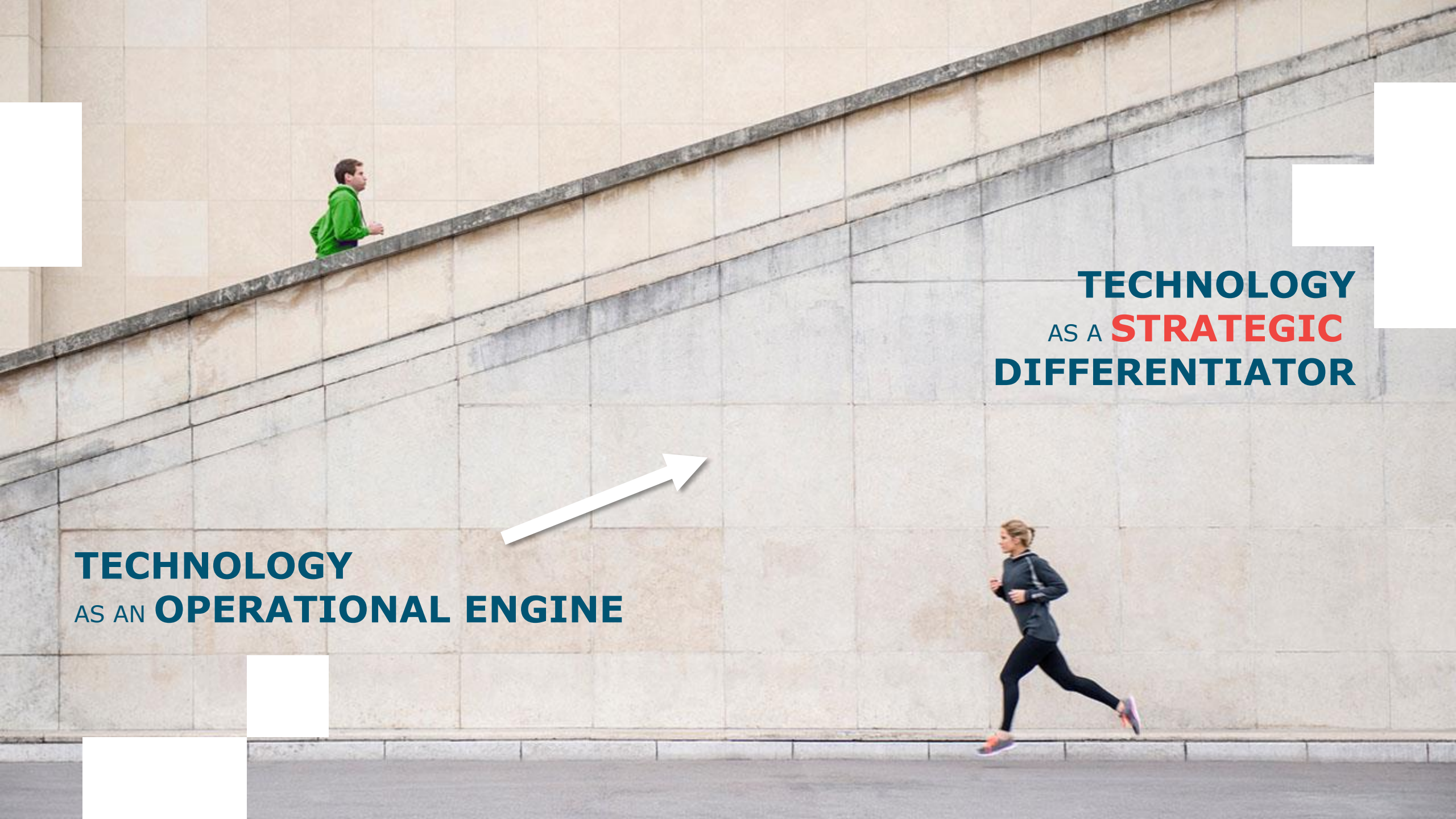
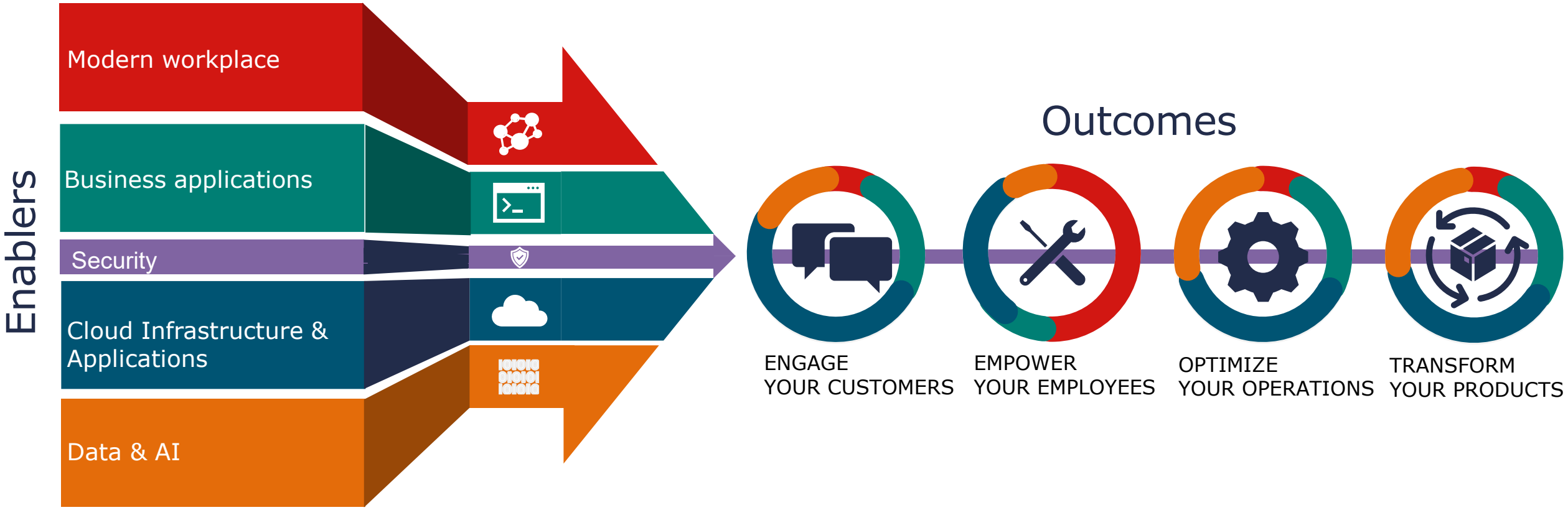
Positive digital flow
We have entered the post-digital transformation era


TECHNOLOGY
AS A STRATEGIC
DIFFERENTIATOR
TECHNOLOGY
AS AN OPERATIONAL ENGINE

Digital enablers of the Digital transformation Business outcomes



Agenda

01 Inetum-Realdolmen

02 **Empower your employees through a meaningful employee experience**

03 Customer stories

04 Next steps: Digital Flow & Build Intent

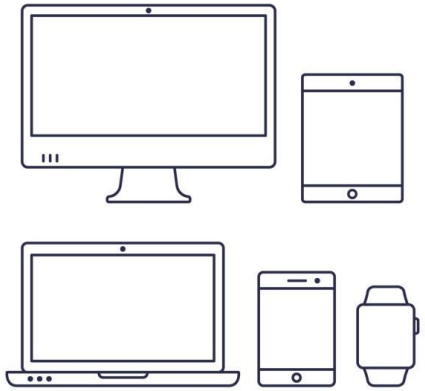
Empower employees

The definition of empowered employees

Meaningful work

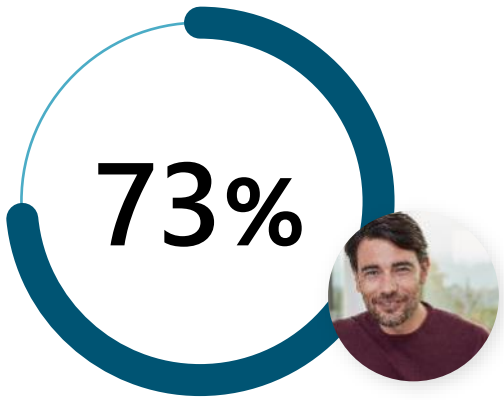
Employee engagement

Lifelong learning

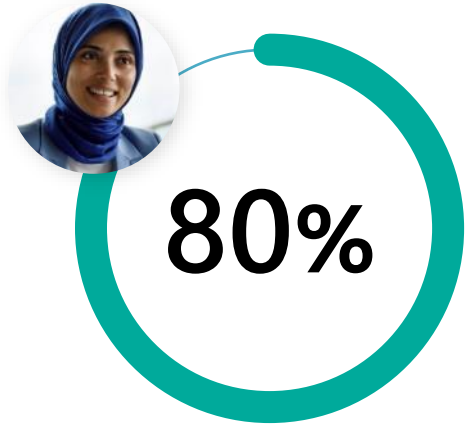


Inetum-Realdolmen Intelligent Workplace

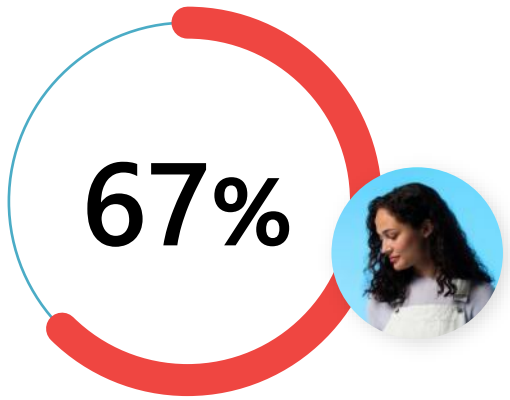
Hybrid work: a durable trend



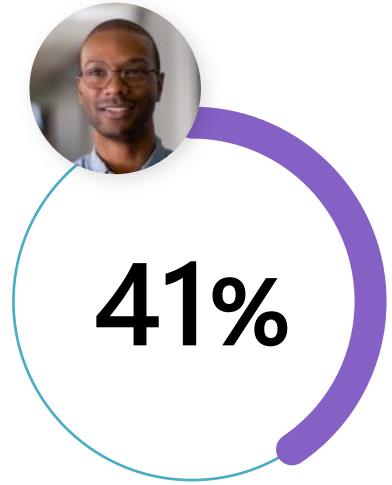
of employees want flexible remote work options to stay[1]



of leaders say they plan to make major changes to their flexible work policies[1]



of employees want more in-person work or collaboration post-pandemic[1]



of employees say they are considering other roles or companies coming out of the pandemic[2]

[1]Microsoft Work Trend Index: 2021 Annual Report [2]The Great Reshuffle...

The shift to Hybrid Work

Challenges

People feel disconnected

Nearly **60%** of people say they feel less connected to their team after shifting to remote work.[1]

Burnout is a global problem

85% say wellbeing has declined and **56%** say job demands have increased.[2]

People spend about an hour per day searching for or recreating information

Using multiple tools drives context switching, drains productivity and creates frustration.[3]

CEOs are concerned about talent and skills

79% of CEOs worldwide are concerned that a lack of essential skills in their workforce is a barrier to future growth.[4]

[1] Microsoft Work Trend Index: 2020 Annual Report
[2] Jennifer Moss, Beyond Burned Out, Harvard Business Review, February 10, 2021
[3] Spiceworks/Ziff Davis survey commissioned by Microsoft, 2021
[4] PwC CEO Survey, 2019

Engaging your people is more critical than ever.

15%

of global workforce feel engaged at work

Gallup

28%

of employees understand the company strategy

IBM

26%

of employees feel up-to-date on company news

Gallup

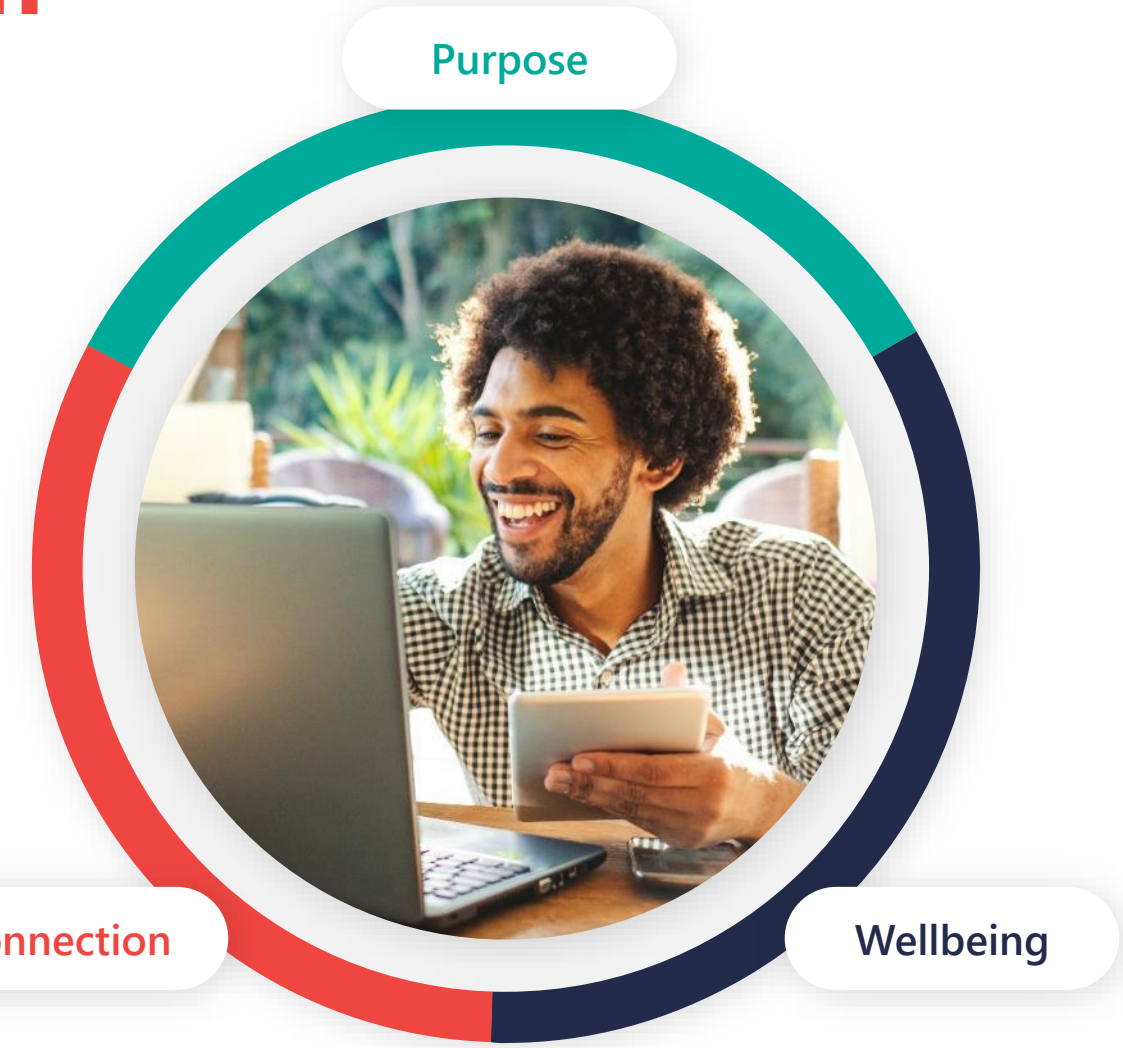
$64M

cost of poor workplace communications

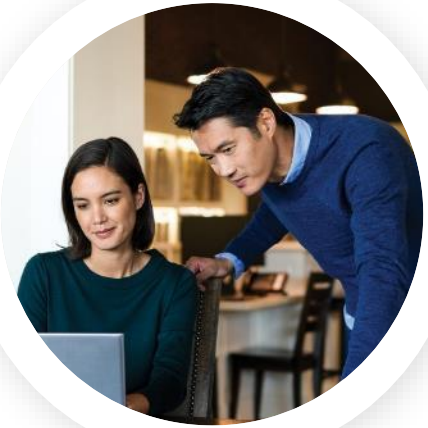
SHRM

The Future of Work: the “worth it” equation

Employees today are re-defining the role of work in their lives



The employee experience impacts business success



Employee engagement

Only 15% of employees worldwide are engaged at work.[1]

Employee retention

Highly engaged employees are 12x less likely to leave their company than those who are not engaged.[2]

Profitability

Organizations with highly engaged employees have 23% greater profitability.[3]

[1]Gallup [2]Glint [3]Gallup

Microsoft Teams

Meet

Chat

Call

Collaborate

Apps

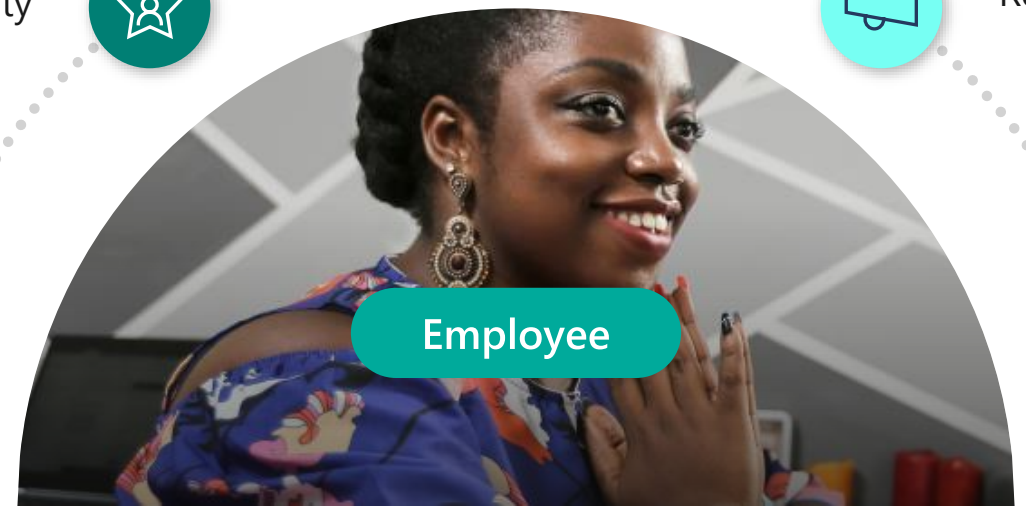
What is an employee experience platform (EXP)

A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders

Purpose & Alignment
Mission, Goals & Outcomes
Achievements & Recognition

Growth & Development
Learning & Coaching
Onboarding, Lifecycle Moments
Talent Mobility

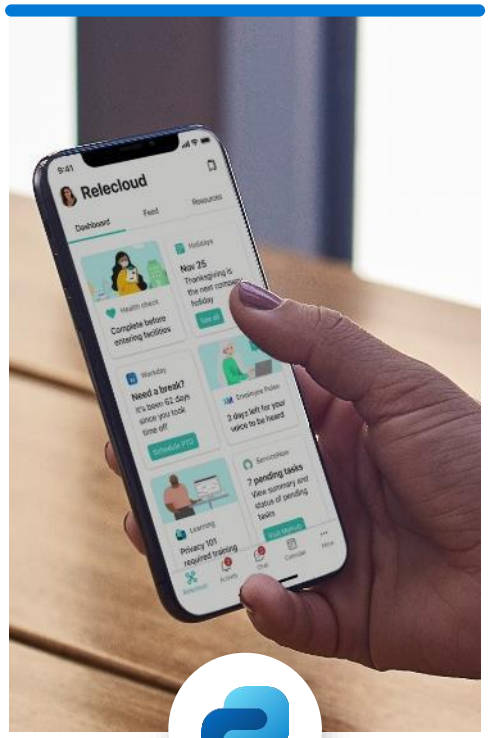
Culture & Communications
News, Events, Company
Resources, Communities

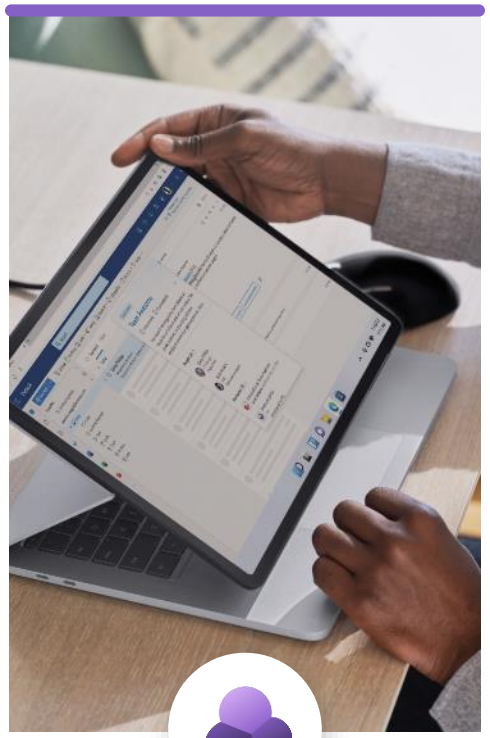


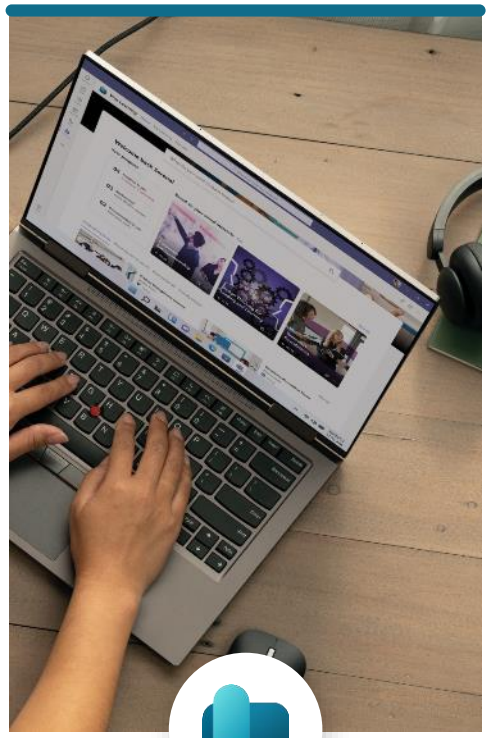
Wellbeing & Engagement
Physical, Mental, Financial
Nudges, Feedback & Sentiment

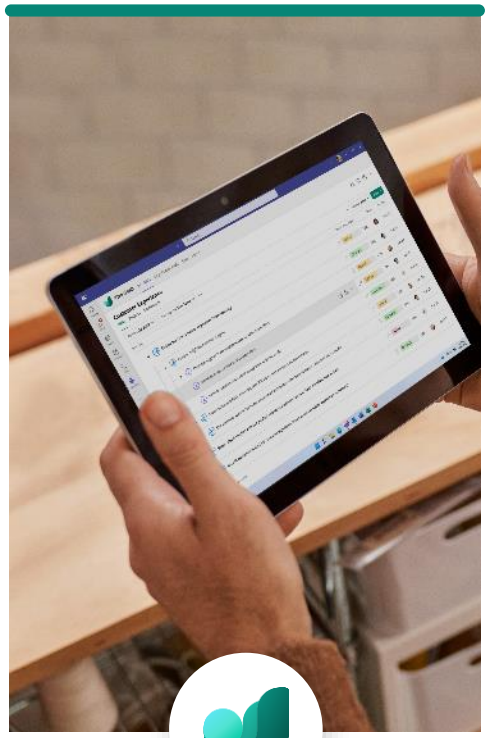
Knowledge & Expertise
People & Experts
Documents & Content

Microsoft Viva: employee experience platform for the new world of work









Viva Connections

Culture and communications

Viva Insights

Productivity and wellbeing

Viva Topics

Knowledge and expertise

Viva Learning

Skilling and growth

Viva Goals

Purpose and alignment

Microsoft Viva

Employee Experience Platform for the Digital Era

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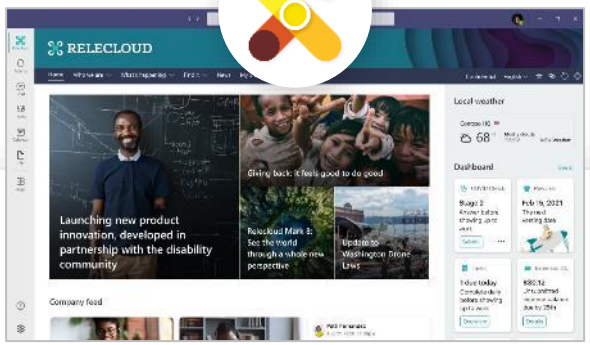
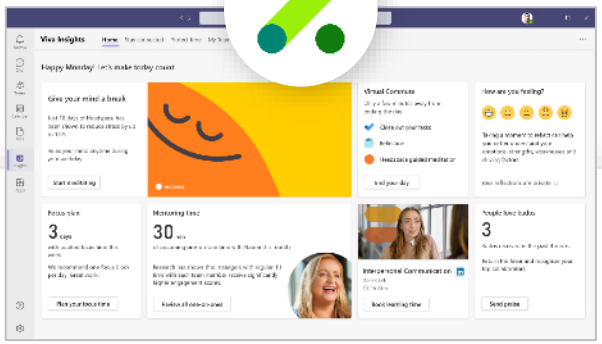
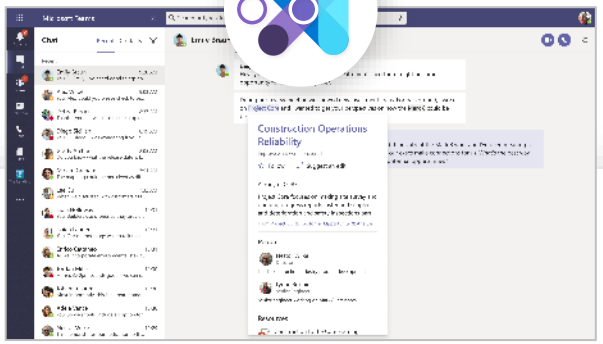
Positive digital flow



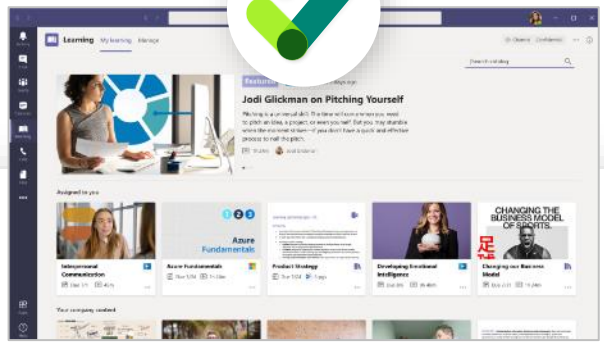
Viva Connections



Viva Insights



Viva Topics



Viva Learning

ERP HCM LMS Content Apps CRM Wellness Many more...

Employee experience guiding principles

1. Put people at the center

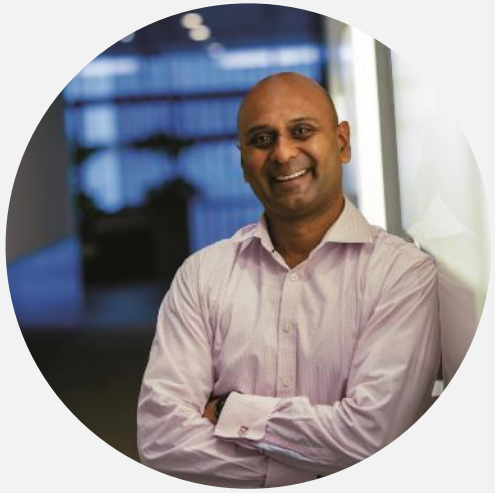
2. Support employees and managers from hire to retire

3. Make it easy for HR, IT, and managers to improve the employee experience

Microsoft Viva target audience

Key personas

Employees



Managers

Operators (HR, L&D, Operations, IT)

Decision-Makers

Viva Connections

Culture and communications

Keep everyone connected

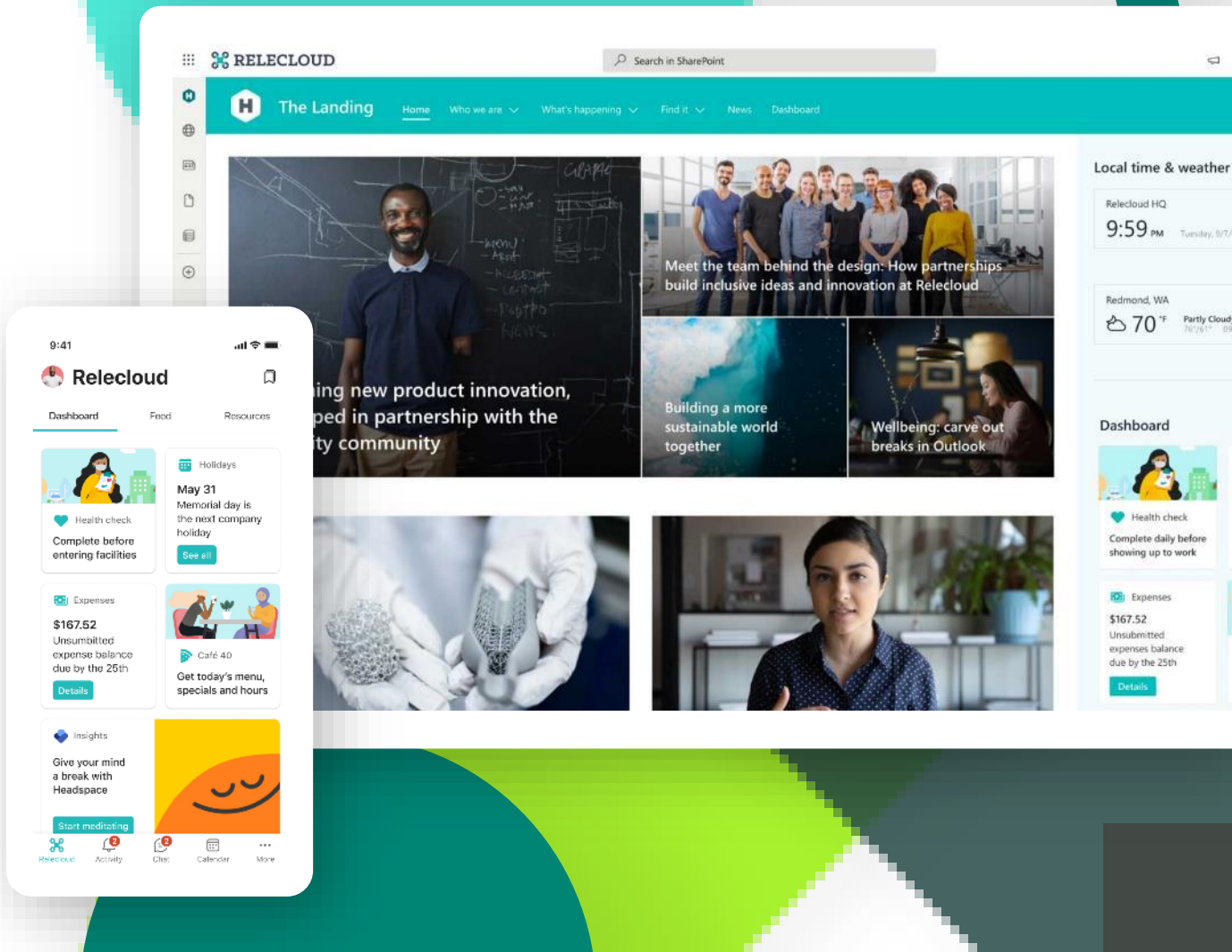
Encourage meaningful connections across the organization by enabling employees to easily discover relevant communications and communities.

Make it easy for people to contribute

Foster a culture of inclusion by empowering every employee to contribute ideas and share feedback.

Unite and inspire your organization

Align the entire organization around your vision, mission, and strategic priorities.



Learn more about Viva Connections at aka.ms/vivaconnections

Viva Insights

Productivity and wellbeing

Deliver personalized and actionable insights

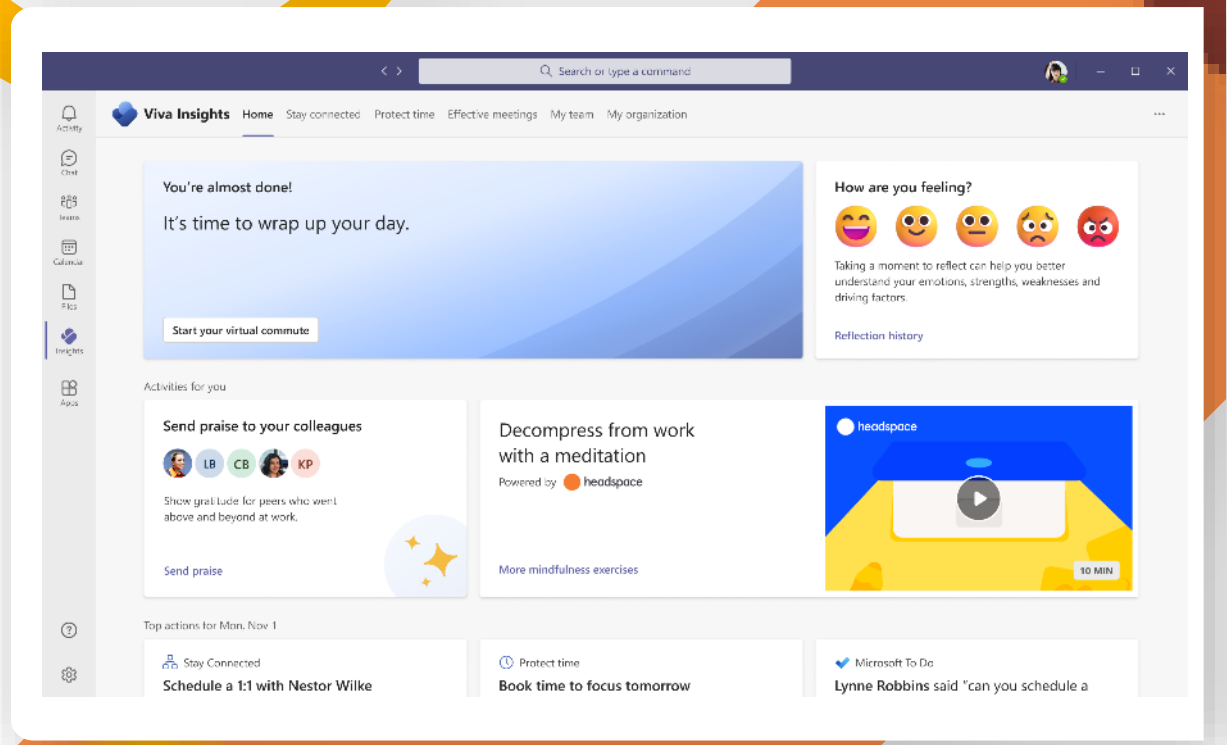
Empower individuals, teams, and orgs to achieve balance, build better work habits, and improve business outcomes with personalized insights and recommended actions.

Quantify 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.



Learn more about Viva Insights at aka.ms/vivainsights

Viva Topics

Knowledge and expertise

Turn content into usable knowledge

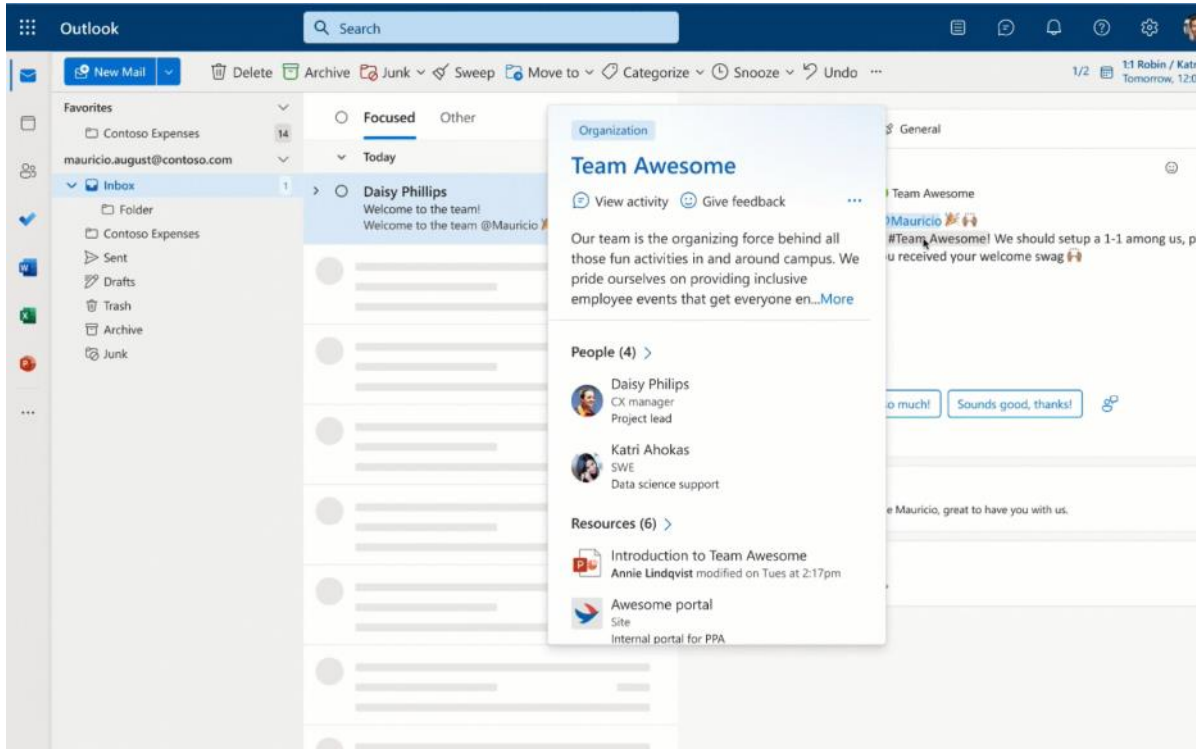
Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.

Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

Make knowledge easy to discover and use

Deliver relevant topics cards in the apps people use everyday.



Learn more about Viva Topics at aka.ms/vivatopics

Viva Learning

Skilling and growth

Learn in the flow of work

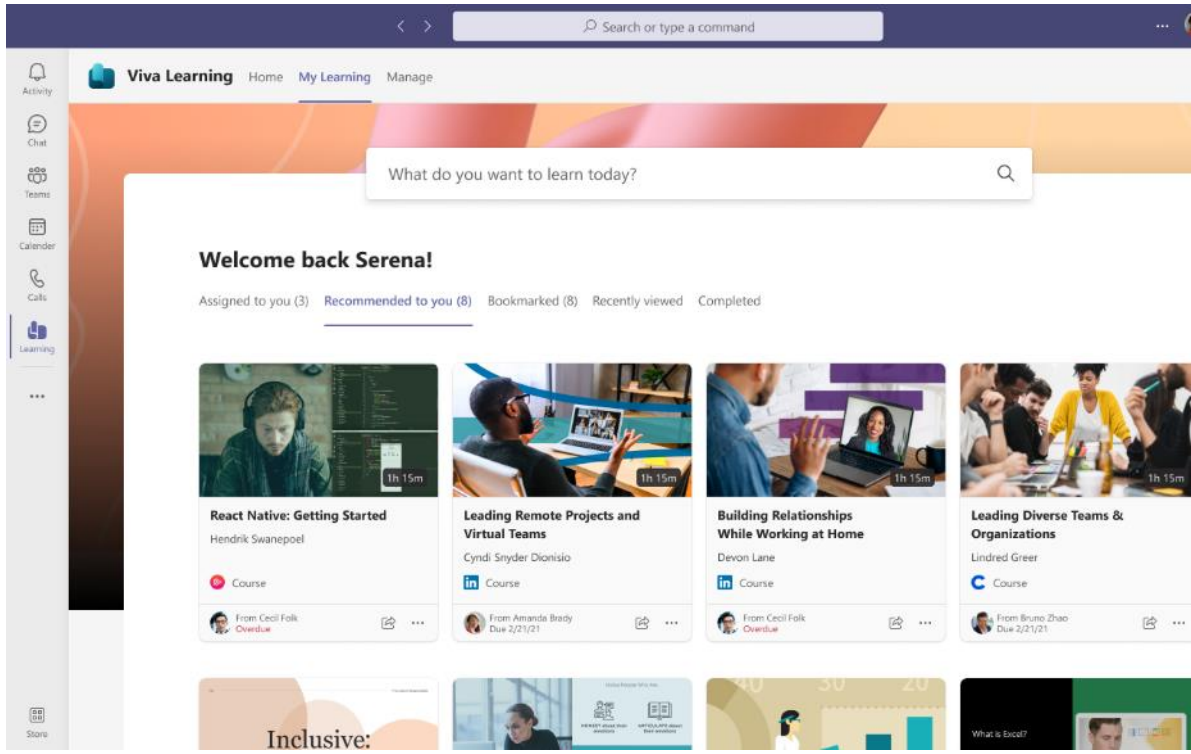
Integrate learning into the tools and platforms where users already spend their time with Microsoft Teams and Microsoft 365.

Simplify and centralize learning

Bring together learning content and tools from different sources in one central hub.

Get personalized and relevant content

Find the right content and discover new skills with personalized recommendations and search.



Learn more about Viva Learning at aka.ms/vivalearning

Viva Goals

Purpose and Alignment

Create clarity and stay aligned at scale

Define success as a team, connect work to outcomes and align at all levels of the organization

Focus teams on impact, not output

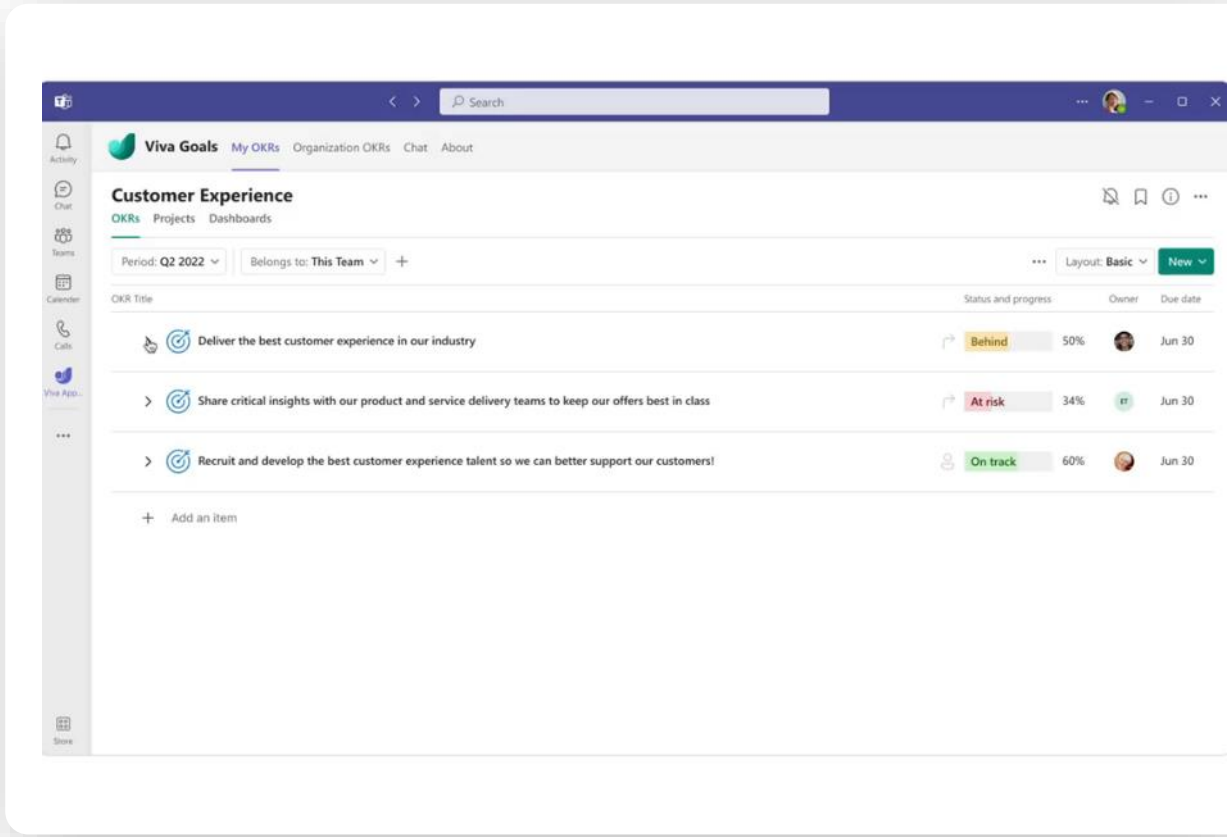
Share progress and insights across the organization, focus on work that moves the business forward, and stay agile at scale

Bring goals into the flow of everyday work

Brings data and actions seamlessly into where people are working

Key dates:

- **Private Preview** - Now
- **General Availability** – Q3 2022



Learn more about Viva Goals at aka.ms/Viva/Goalsblog

Microsoft Viva: employee experience platform for the hybrid era

Microsoft Viva suite

Includes all premium subscription capabilities[1]

Viva Connections[2]

Viva Insights

Viva Topics

Viva Learning

Viva Goals[3]

Delivered through

(and other Microsoft 365 apps)

Extensible with

Partners • APIs

Managed in

Microsoft 365 admin center

Promotional price of $9 per user per month[4]

[1]Without the Viva suite, the premium subscription for Viva Insights, Viva Topics, and Viva Learning is each $4 per user per month. [2]Viva Connections is available at no additional cost to any employee licensed for SharePoint.
[3]Formerly Ally.io. [4]Promotional pricing ends Dec. 31, 2022, when the Viva suite will increase to the standard price of $12 per user per month.

Agenda

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03 **Customer stories**

04 Next steps: Digital Flow & Build Intent

Empowering frontline workers with Viva Connections

Challenge: Blum employs a total of 8,800 people worldwide. Of those, more than 2,000 employees work on the factory floor, without desks or easy access to computers and email.

Solution: Wanting to support its entire workforce, the company evaluated options for an employee experience platform and decided to adopt Microsoft Viva. Blum started with Viva Connections to focus on connecting and empowering employees.

Benefits:

- With Viva Connections easily accessible via mobile devices, Blum's frontline workers can use Viva on the factory floor for messaging colleagues, reserving time off, reviewing paystubs, and ordering snacks for breaks.
- By making Viva Connections available to all employees, Blum helps equalize technology access company wide.
- Employees can communicate important incidents to leadership more quickly than before, helping Blum become more agile.

> "We believe that employees who see their employer's honest intent to keep them informed and updated will feel more loyal to a company. Plus, employees get tangible benefits through Viva Connections, such as discounts and ordering options for food and snacks, which adds a personal touch."
>
> — **Sarah Blum**
> Employer Branding and Recruiting Specialist, Blum

Industry:
Manufacturing

Organization size:
Large (1,000 – 9,999 employees)

Country:
Austria

Viva module:
Viva Connections

Benefit pillar:
Culture & Communications

Read the customer story here

Strengthening its focus on employee experience with Microsoft Viva

Challenge: Avanade is a Microsoft-focused consulting company with 56,000 employees in 26 countries. While the global business has an undeniable impact on improving how customers work, the IT landscape within the company was large and complex.

Solution: Today, Avanade is exploring the use of all four Viva modules as part of its strategy to help Avanade employees enjoy a new way of working, renew their focus on wellbeing, and improve how they deliver value to customers around the globe.

Benefits:

- With Microsoft Viva, Avanade is delivering new experiences faster, encouraging colleagues to take charge of their wellbeing with data-driven insights, and forging new connections.
- Combining "AI smartness" with "the power of [their] people," Viva Topics brings tailored knowledge directly to Avanade employees in the flow of work.
- Viva Learning gives employees a chance to engage with a learning path that is very accessible, for learning on the go.

> "Microsoft Viva is a game-changer: it puts the information in the hands of our people in a way that they can adjust to suit the different lifestyles they have."
>
> — **Marci Jenkins**
> IT Executive, Workplace IT Experience, Avanade

Industry:
Professional Services

Organization size:
Corporate (10,000+ employees)

Country:
United States

Viva modules:
Viva Connections
Viva Insights
Viva Topics
Viva Learning

Benefit pillars:
Culture & Communications
Productivity & Wellbeing
Knowledge & Expertise
Skilling & Growth

Read the customer story here

Improving employee wellbeing with Viva Insights

Challenge: As COVID-19 drove PayPal to move to remote operations to protect employee health, it created a strain on many aspects of day-to-day business, including how managers and employees connect to align on priorities and objectives.

Solution: The company uses Viva Insights and regular pulse polls in Glint to monitor and measure the effectiveness of employee wellness initiatives and empower everyone in the organization with the tools and experiences to help those initiatives succeed.

Benefits:

- With Viva Insights, PayPal has the capacity to identify urgent workplace problems, quickly generate business insights, and determine when, where, and how to take effective action to protect the welfare of its employees.
- PayPal has seen a 25 percent improvement in cross-region collaboration between US and Asia-Pacific workers, reductions in off-hours meetings, and charts showing that employee-manager meetings continue to rise.

> "With Viva Insights, we have the capability to understand our employees' work-life balance while respecting individual privacy. On days we set aside for focused work activity, we can see how successfully people stay focused or not on that day."
>
> — **Saumil Gandhi**
> Senior IT Director, PayPal

Industry:
Banking and Capital Markets

Organization size:
Corporate (10,000+ employees)

Country:
United States

Viva module:
Viva Insights

Benefit pillar:
Productivity & Wellbeing

Read the customer story here

Empowering employees to do their best with Microsoft Viva

Challenge: Teams across Microsoft had been developing individual employee experience tools well before the pandemic. While the efforts met Microsoft's goals, the teams working on those projects realized their efforts were at times disjointed, and that the ideal employee experience would come from a centralized platform that delivered a holistic, personalized user experience.

Solution: Microsoft HR and the Digital Employee Experience team worked together with the Viva product team to help Microsoft Viva become a reality.

Benefits:

- With about 25,000 topic pages in Viva Topics today, employees can easily locate the information and expertise they need to drive innovation.
- With Viva Connections, Microsoft has centralized its many news feeds and places to get information—bringing the intranet experience into the flow of work—and offers employees more personalized content, powered by AI.
- Using data collected with Viva Insights, the HR team has helped managers implement a personalized approach to work-life balance for their teams as they transition to hybrid work.
- Viva Learning gives employees access to professional development resources, and managers the flexibility to promote learning for their teams.
- Teams use Viva Goals to understand their priorities and drive company objectives such as growth, diversity, and employee wellbeing.

"Our goal was that regardless of where people are located, we give them the tools they need to be successful: the culture and connection, the ongoing learning and development, as well as the ability to balance productivity with wellbeing."

— **Seth Patton**
General Manager, Microsoft 365 Productivity and Usage, Microsoft

Microsoft

Industry:
Professional Services

Organization size:
Corporate (10,000+ employees)

Country:
United States

Viva modules:
Viva Connections
Viva Insights
Viva Topics
Viva Learning
Viva Goals

Benefit pillars:
Culture & Communications
Productivity & Wellbeing
Knowledge & Expertise
Skilling & Growth

This customer story is part of a series that describes how Microsoft Viva was developed and deployed at Microsoft. Read the first story here; read the second story here; read the third story here; and, read the fourth story here.

Agenda

01 Inetum-Realdolmen

02 Empower your employees through a meaningful employee experience

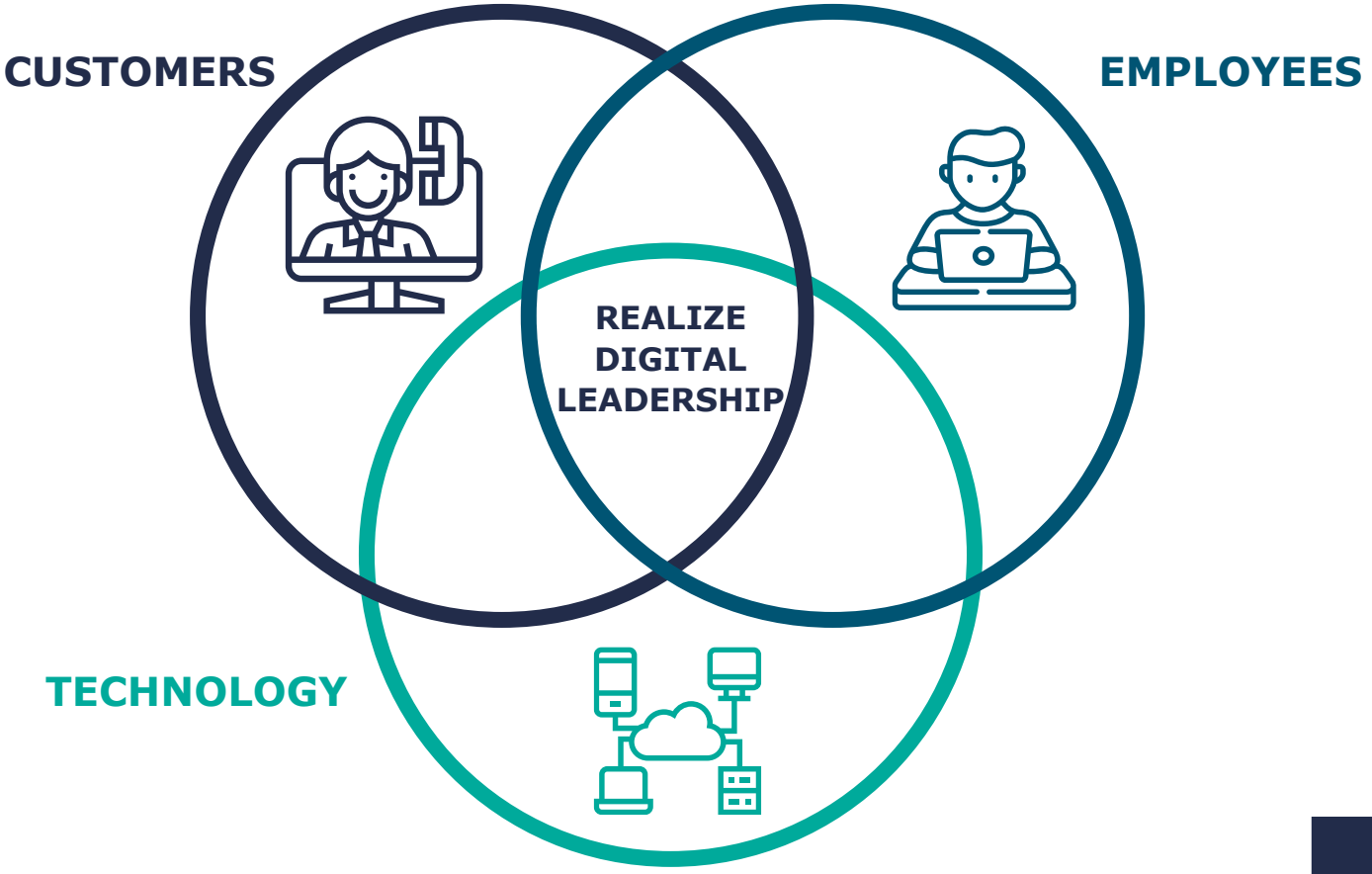
03 Customer stories

04 **Next steps: Digital Flow & Build Intent**

inetum realdolmen
Positive digital flow

We believe the magic happens when we cross borders

We believe that the **MAGIC HAPPENS** when we **CROSS BORDERS**…



"We create impact by being both the **trusted TECHNOLOGY expert and BUSINESS partner** of choice bringing organizations into their Positive Digital Flow **and** help realize your **DIGITAL LEADERSHIP**."

Unlock the value of Digital Leadership

inetum realdolmen
Positive digital flow

Digital strategy

Leverage digital technology to develop your strategy and gain a competitive advantage in your market.

Unique potential

innovation to unlock your unfair advantage.

Digital leadership

as a driver for an ongoing Digital Flow.

Business Outcome

through pragmatic and proven approaches as part of a sustainable transformation process

Operational & IT Efficiency

carry out end-to-end digital transformations, addressing all operational & IT roles: from business to infrastructure

What to expect from Inetum-Realdolmen?

COACH

Inetum-Realdolmen

Customer

CO-CREATE

Inetum-Realdolmen

Customer

UNBURDEN

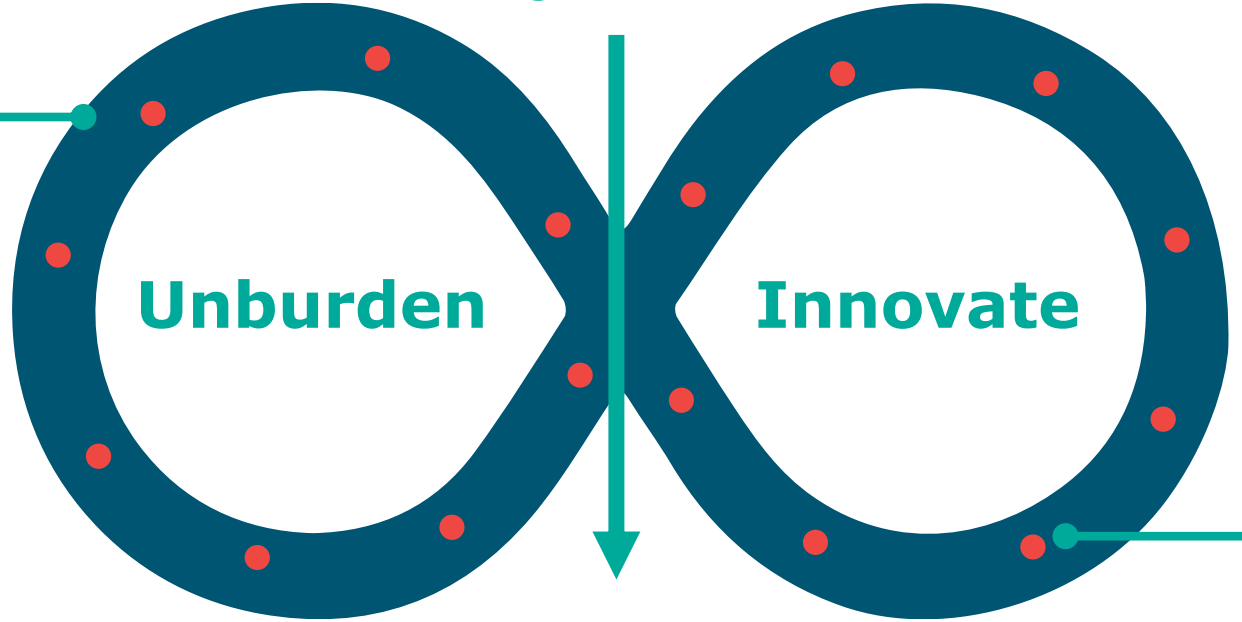
Inetum-Realdolmen

Customer

To master **DIGITAL LEADERSHIP** today, is to go for **DIGITAL FLOW**

Digital Transformation Projects
Digital Paradoxes
Digital Silos

Optimize today
for tomorrow



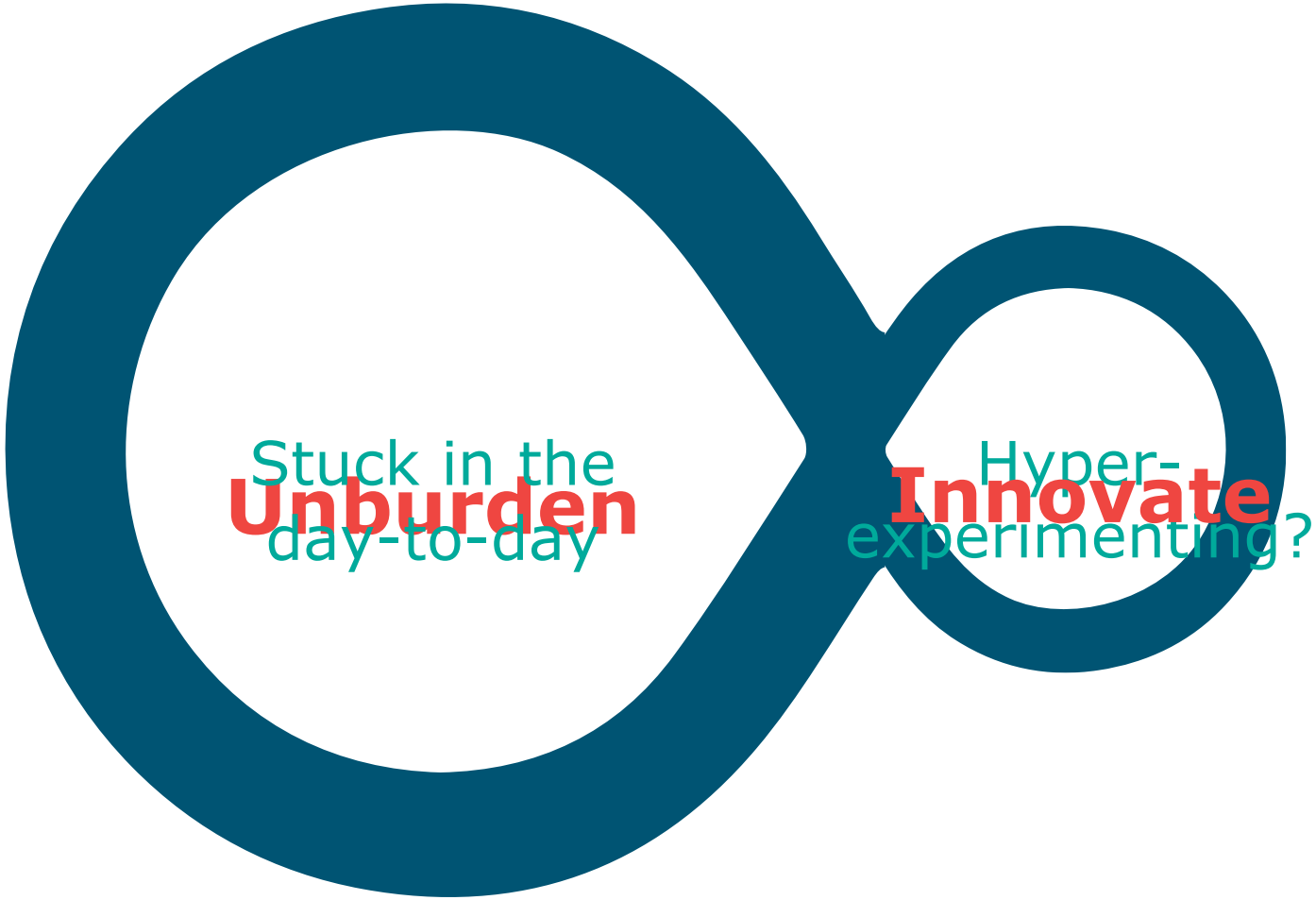
Integrate tomorrow
into today

An Infinite Perspective
A Both And More Reflex
A Digital Attitude

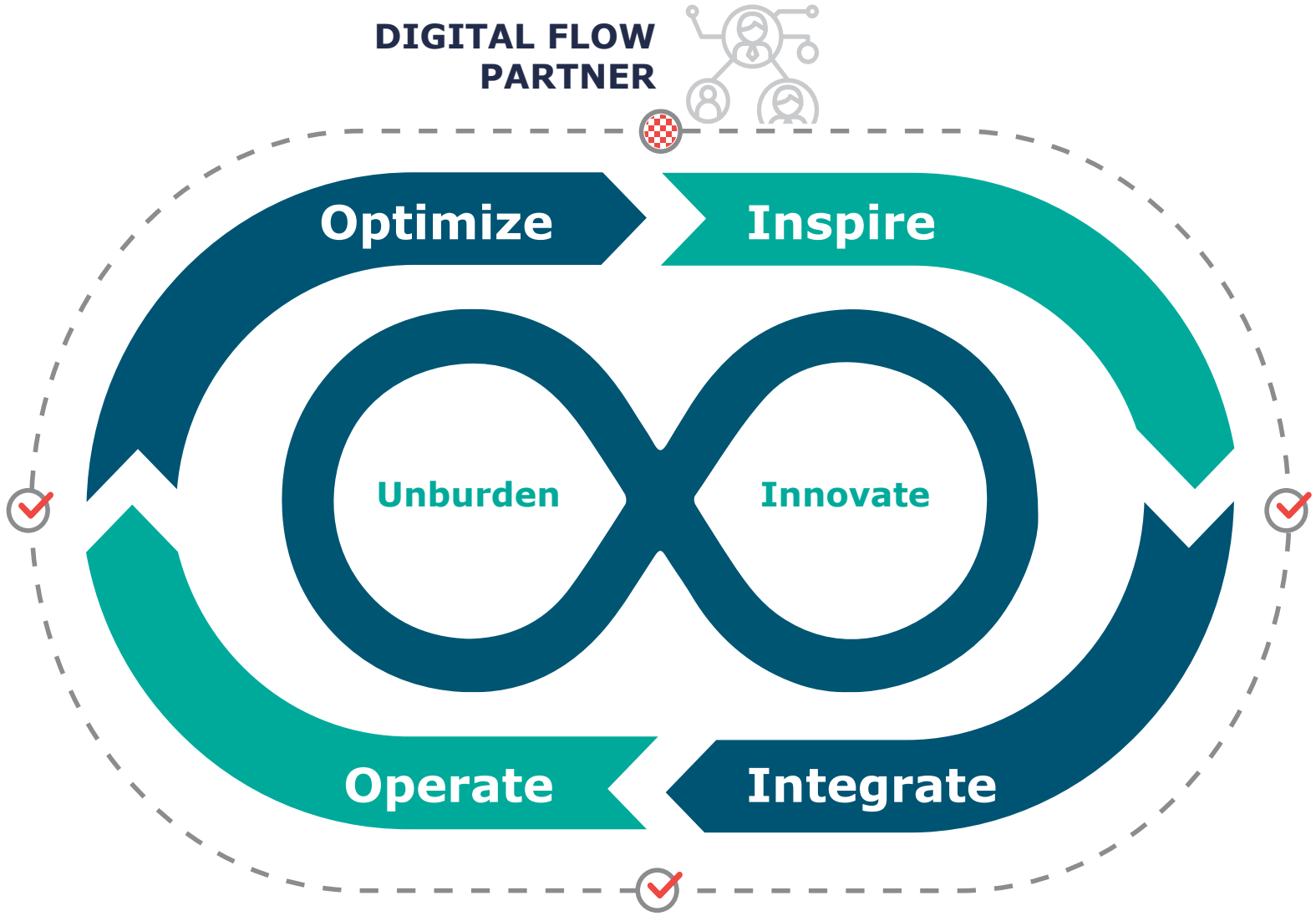
It’s **OUR MISSION** to help our clients get the best out of **THIS DIGITAL FLOW**

How to realize your **Digital Flow**?

How **BALANCED** are you?



In order to **keep your balance**, you must **keep moving**



Our offer: take a first step through our Build Intent program

- A 2 week workshop trajectory in which we take a deep dive into the possibilities of Microsoft VIVA
- Extensive demos inspire you to discover your business scenarios
- Prioritization of your use cases so you can set up a POC that delivers value
- Introduction to adoption and change management
- Possibility of funding for a specific set of customers

Workshop objectives

Be amazed about what VIVA can mean for an optimal employee experience

Match technological capabilities with the right target audience and deliver value

Get insights into challenges and opportunities

Discover what your workers really need and deliver value

Build and create a plan for success

… and let your vision come to life into a POC

Results / deliverables

What you can expect:

- ✓ Insights into business scenarios that can be enabled by Microsoft VIVA
- ✓ Extensive demos of the possibilities for your workforce
- ✓ A modest plan of action so you can go for a quick win
- ✓ An introduction to adoption and change management
- ✓ …

BDM’s have their own specific challenges

IT

- Provide bricks and bytes so employees can do their job properly
- Keep an eye on security

HR

- Immerse employees in the mission and vision of the organization
- Ensure attention for well-being to increase retention

Communications

- Define a strategy for sending the right message through the right channel
- Find a balance between different types of stimuli

Head of department

- Generate output faster and more efficiently
- Narrow the gap between management and employee

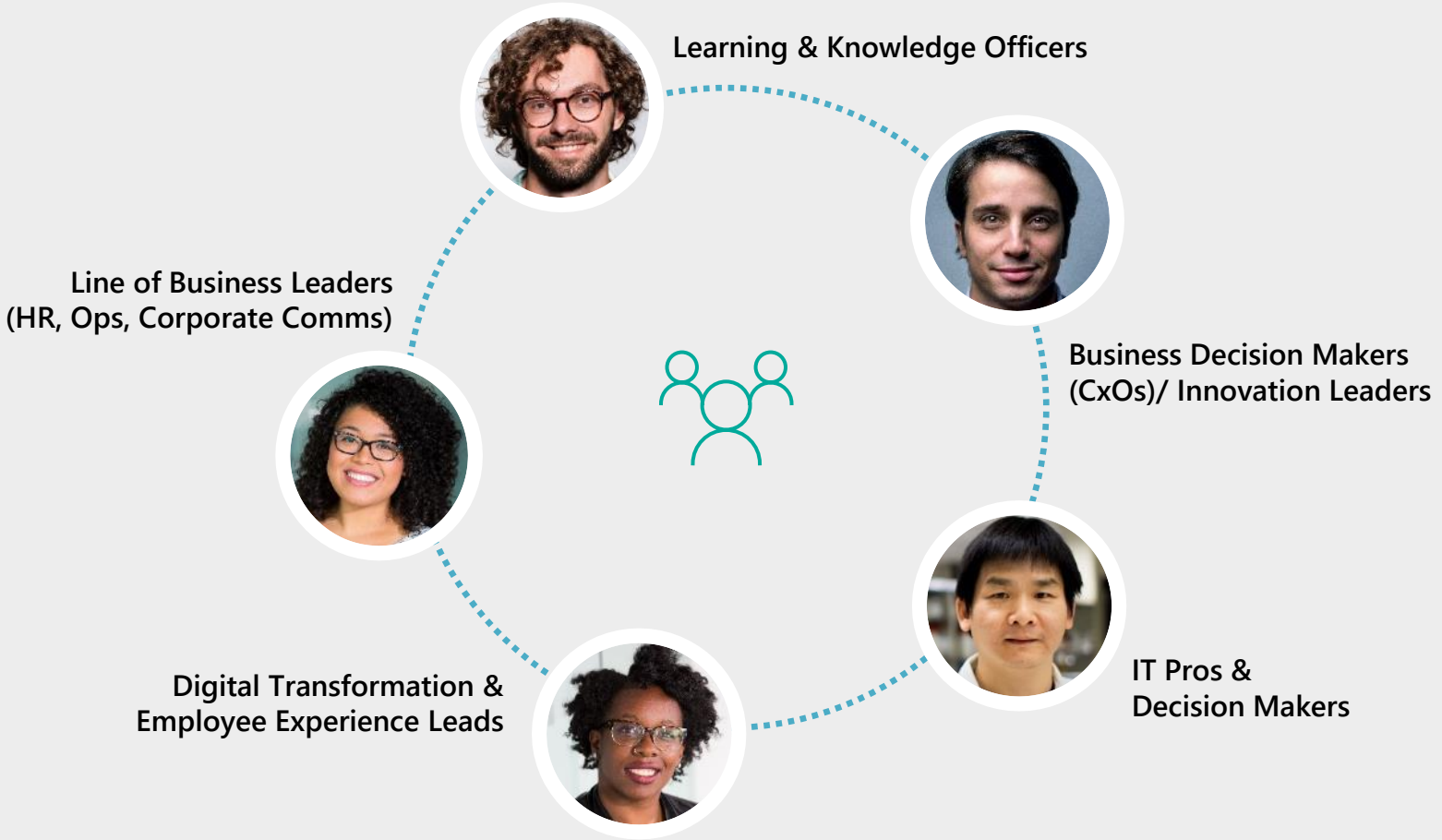
…

…

Who should attend Microsoft Viva workshops:

For the best experience and impact, both key Business Decision Makers and IT Pros should be in attendance.

We recommend at least three (3) individuals attend for an inclusive and thorough conversation around your employee experience goals and scenarios.



Microsoft Viva

Employee Experience Workshops

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Positive digital flow

Core (REQUIRED)

Assess

❑ Pre-engagement Kick-Off	30 min
❑ Pre-engagement Questionnaire	
❑ [Optional] Bersin Assessment	

Art of the Possible

❑ Art of the possible Kick-Off	15 min
❑ Viva Suite Interactive Overview	60 min

Build the Plan

❑ Build the plan Kick-Off	15 min
❑ Use case & scenario discovery	60-180
❑ Adoption & Change Management	45 min
❑ Report and Recommendations	60 min

Select your Viva pathway (at least 1 required)

Pathways (at least 1 required)

Viva Topics

❑ Put knowledge to work with Topics	45 min
❑ [Optional] Turn content into knowledge with SharePoint Syntex	30 min

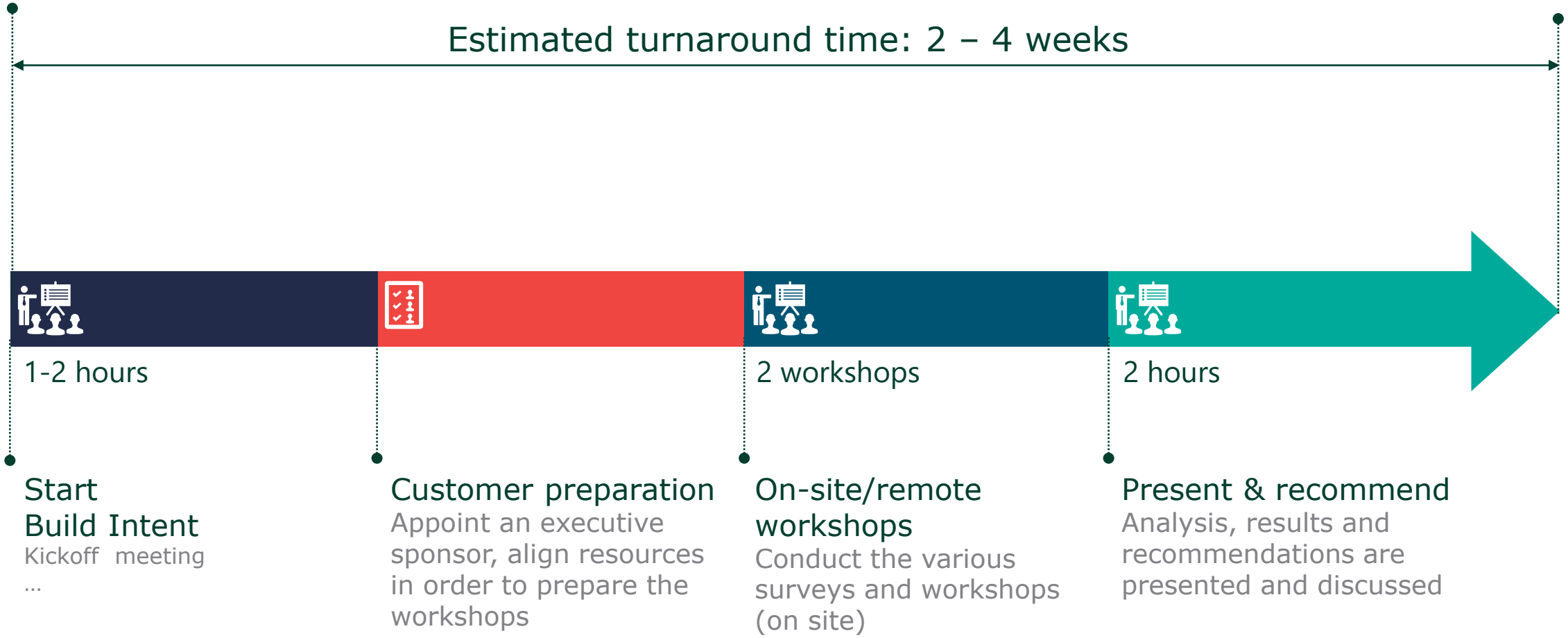
Viva Connections

❑ Drive Employee Engagement with Viva Connections	45 min
❑ Connections Dashboard	30 min

Viva Learning

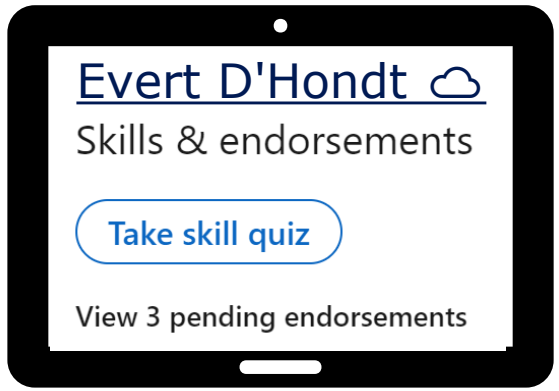
❑ Accelerate Skilling and Growth with Viva Learning	60 min

Timeline

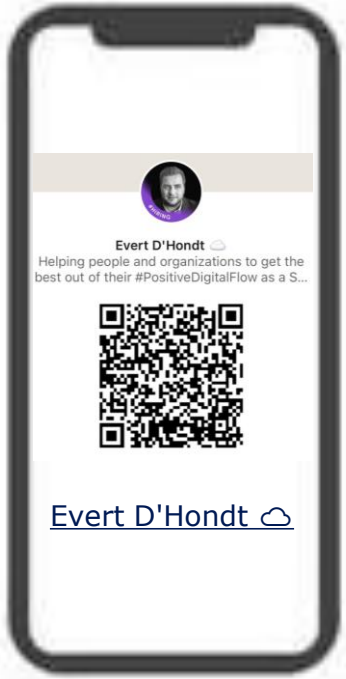

Estimated turnaround time: 2 – 4 weeks
1-2 hours
2 workshops
2 hours
Start
Build Intent
Kickoff meeting
…
Customer preparation
Appoint an executive sponsor, align resources in order to prepare the workshops
On-site/remote workshops
Conduct the various surveys and workshops (on site)
Present & recommend
Analysis, results and recommendations are presented and discussed

Thank you! Let’s stay in touch!

Endorse me on LinkedIn



Socials



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Make learning easy and helpful with Microsoft Viva Learning

Foster a culture where people thrive with Microsoft Viva Insights

Learn more about Microsoft Teams apps and workflows

Start building custom apps with all the tools and information you need from the Microsoft Teams Dev Center

Learn more on using apps in Microsoft Teams

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