

Navigating the disruptive world of work
with Viva Insights Analytics

FRONTIS – Who We Are and What We Do?

FRONTIS ➤➤

Fast-forward
Digital Transformation

www.frontiscompany.com

Our World View

Next Normal is
Superspeed Disruption

Our Mission

We accelerate
digital transformation
from vision to reality

What We Do

FRONTIS >>



Strategy Consulting

- Business Consulting
- Technology Consulting
- Strategy Implementation
- Change Management



Business Solutions

- Marketing Transformation
- Sales Excellence
- Customer Experience
- Employee Engagement & Productivity



Data Analytics

- Customer Analytics
- Marketing & Sales Dashboards
- Financial Dashboards
- Employee Analytics
- Operations Dashboards
- Supply Chain Analytics
- Public Policy Dashboards



AI Technologies

- Machine Learning (ML)
- Robot Process Automation (RPA)
- Video Analytics
- Image Analytics
- Text Analytics
- Internet of Behaviors (IoB)
- Internet of Things (IoT)

The Future of Work & Viva Insights Analytics

The Future of Work is Now (or Never)

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4 Key Disruptions pushing “People” as a “CEO Agenda”



Digital
Disruption



Next-Gen
Workforce



Hybrid Work
Forever



Great
Resignation

Remodel to Survive
Reskill to Progress



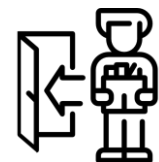
Gen Z & Millennials'
Conflicting Expectations



WFH & On-Site with Better
Productivity & Wellbeing



The New Time Bomb
of Human Fragility



7 Letters of Organization Transformation in the Post-COVID World

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Agile Leadership



ปลูก Mindset ของผู้นำองค์กร เน้นถามว่า "ทำไม" เพื่อให้ตอบได้ว่า "องค์กรต้องเปลี่ยนไปอย่างไร"

Business Adaptation to Tech



ปรับวิธีการทำงานเข้าหาเทคโนโลยี ไม่รอให้เทคโนโลยีปรับเข้าหา เพื่อให้เกิด Digital Transformation อย่างรวดเร็ว

Clear & Flexible Objectives



สร้าง Objective Key Results (OKR) ที่ชัดเจนและยืดหยุ่นให้ทุกคน "ร่วมภารกิจในการ Transform"

Data-driven Organization



ใช้ Big Data ในการเข้าใจคนและองค์กร (People & Organization Analytics) เพื่อหาจุดสมดุลระหว่าง Productivity, Engagement และ Wellbeing

Easy Employee Experience



พัฒนา Employee Experience Platform เชื่อม "Digital Silos" ในองค์กรและลด "Digital Fatigue" ของคนทำงาน

Fun at Work

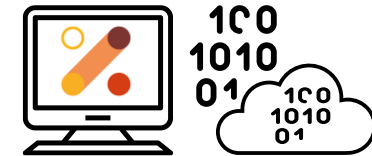
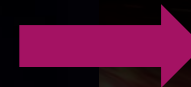


เปิดใจ "ผู้ใหญ่" ใช้ Gamification มาทำให้การทำงานและการเรียนรู้กลายเป็นเรื่องสนุกของคนรุ่นใหม่

Gig & Growth Careers Remodel



เปลี่ยน Career Models และ Career Paths เพื่อรองรับทั้งกลุ่มคนที่มองหา Flexibility แบบ Gig Economy ควบคู่ไปกับกลุ่มคนที่มองหา Responsibility แบบ Growth Economy



Viva Insights Analytics
as the key enabler to help drive
Organization Transformation

Viva Insights – What is it?

A marriage of organization data from HR records and collaboration data from Microsoft 365 to allow analytics on digital behavior patterns

HR Data

Contextual information about Employees
(e.g. employee ID, job title, level, location, etc.)

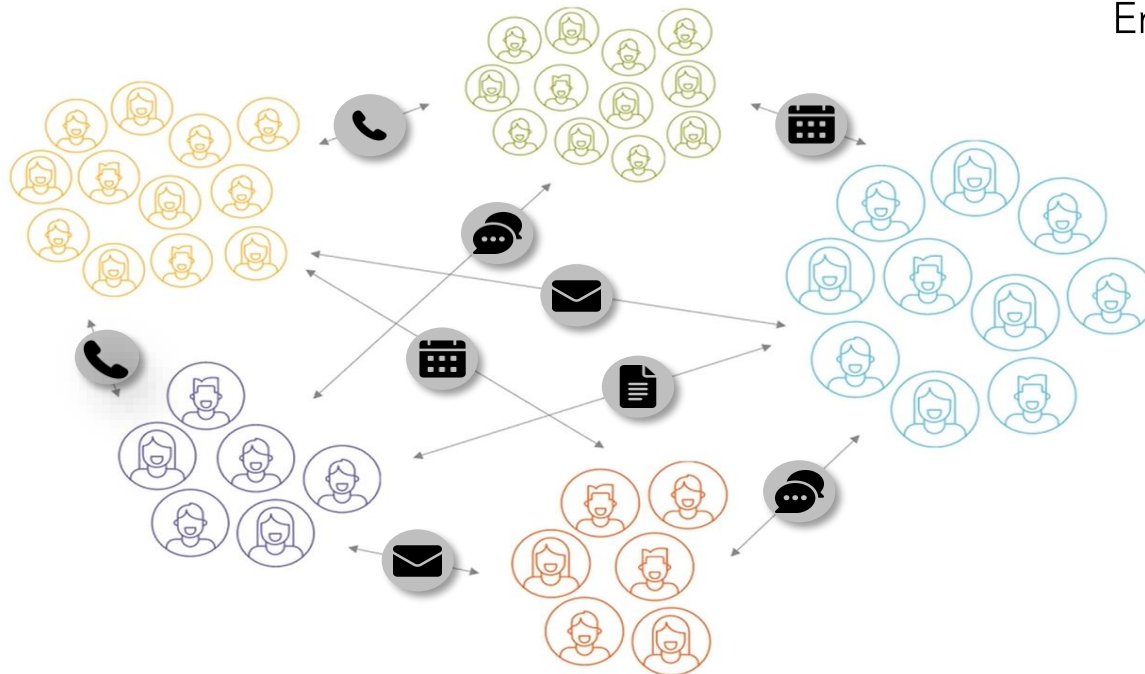


Exchange Data from Microsoft 365

Digital Activities & Behaviors
(e.g. e-mail, calendar, call, instant message metadata, etc.)



Enabling insights into key questions such as...



How much time do people spend in different collaboration channels?

How is collaboration load impacting after-hours?

Who in the organization is at highest risk of burnout?

How have the well-being goals evolved over time?

How FRONTIS can help customers
in this journey...

How leading organizations drives success with Viva Insights

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Organizational Journey towards success with Viva Insights as the platform for employee and organization analytics...



How FRONTIS works with organizations to accelerate this journey...

Drive understanding
& buy-in with executives
and key stakeholders

1-2 Weeks

Set up & configure
Viva Insights to
start usage in
the organization

4-8 Weeks

Provide business analysis &
suggest actions under
"Analytics as a Service"
model

Every 2-4 weeks

Broaden & deepen
analysis with customized
dashboards connecting
other data sources

2-4 months

Context for Engagement

- Executives would like to explore how Viva Insights can be used in the organization to match the context and needs
- FRONTIS can help accelerate the “crystallization” process and align the vision and business pain points as well as how Viva Insights can support this

Benefits to Organizations

Align business objectives and define how Viva Insights can address

Key Activities	<ul style="list-style-type: none">• Prepare content to introduce Viva Insights including customer case studies, tool capabilities, etc.• Set up a demo to showcase dashboard samples• Conduct a half-day exploration workshop with customers to understand the tool and generate use cases specific to the business needs
Output	Summary of use cases and how Viva Insights can help
Duration	1-2 weeks (from content preparation to workshop conclusion)

Context for Engagement

- Organizations want to start using Viva Insights in the organization but need help setting this up quickly and effectively
- FRONTIS can help set up and configure Viva Insights to suit the business needs

Benefits to Organizations

Accelerate implementation to set up and start realizing benefits of Viva Insights at speed

Key Activities	<ul style="list-style-type: none">• Gather user requirements and facilitate use case ideations• Propose Viva Insights dashboards to support the use cases (based on the pre-defined dashboard templates provided by Advanced Insights)• Provide guideline on license and role assignment• Develop the HR data template for customers to prepare HR datasets• Configure organization parameters to set up the customers' context in Viva Insights• Develop data model as well as perform data mapping, validation, and processing• Implement the Viva Insights dashboards• Test and deploy• Conduct trainings for key user groups and system admins
Output	10 – 20 Viva Advanced Insights dashboards
Duration	4 – 8 weeks (from ideation to go live)

Context for Engagement

- The organization already has Viva Insights set up but do not have team capacity to analyze the data, or would like third-party support on analytical capabilities
- FRONTIS can help analyze data from Viva Insights, and present key findings, recommend actions and track results to executives on a regular basis

Benefits to Organizations

Continue to gain analytical insights to realize business benefits

Key Activities	<ul style="list-style-type: none">• Monitor Viva Insights dashboards• Analyze data and uncover insights from employees' working behaviors, engagement & collaboration patterns, well-being, etc.• Develop a monthly report to summarize findings and provide recommendations for customers
Output	Analytics-as-a-Service Reports and Presentations with key findings, insights and recommended actions
Duration	Every 1-4 weeks or as needed

Context for Engagement

- Customers want to gain insights beyond what the basic Viva Insights dashboards allow.
- These insights often involve integrating data from other sources e.g. HRIS, Performance Management, Learning & Development, CRM, BPM, ERP, etc.
- FRONTIS can help design and implement these customized dashboards with Power BI to meet the business needs for each customer.

Benefits to Organizations

Gain deeper insights into organizational data analytics

Key Activities	<ul style="list-style-type: none">• Gather user requirements and facilitate use case ideations• Design dashboards for the use cases that require customization (based on Power BI capabilities)• Identify other data sources and assess data readiness• Design solution architecture and data integration methods for the customization• Develop database and data models• Integrate data and build dashboard visualizations• Test and deploy• Conduct trainings for key user groups and system admins
Output	Power BI system with dashboard visualizations from Viva Insights data and other data sources
Duration	2 – 4 months or based on scope

Burning Questions

Are the current work patterns and workloads affecting our employees' engagement?

...So that our organization will lose talents?

...And our business performance will be impacted?

...What can be done to solve problems and mitigate risks?

Other Data Sources x Predictive Models

Leave Management System

e.g. sick leave request & frequency, absenteeism rate

Employee Satisfaction Survey

e.g. satisfaction level, net promoter score

People Performance Management

e.g. KPI's, OKR's, etc.

Human Resources Information System

e.g. turnover rate, retention rate

Financial Performance Management

e.g. revenue, sales, profit, loss, cash flow, etc.

External Data Sources & Researches

e.g. benchmark of employee engagement & welfare

HR Marketing & Recruitment Management System

e.g. candidate pool, average recruitment time, conversion rate, etc.

Customer Use Cases & Dashboard Samples

Thailand's Top Oil & Gas Corporation leveraged Viva Insights for WFH & Hybrid Work

uncovering opportunities to improve well-being and work-life balance of >5,000 employee's...

The Solution helped **sustain employee engagement** during transition to the 'Work from Home' model during COVID-19 crisis, as well as helped improve productivity for Hybrid Work.

Thailand's Financial Sector Regulator leveraged Viva Insights to improve digital collaboration effectiveness

To understand meeting effectiveness & collaboration patterns on the digital platform

Key insights led to discovering effects of digital behaviors on staff engagement and productivity during remote work and Hybrid Work, improving staff retention rates as well as team collaboration performance

Advanced Insights Dashboard Gallery

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Wellbeing – balance and flexibility

#Boost employee engagement #Foster innovation
#Enhance organizational resilience



Ways of working tracker

#Transform meeting culture #Boost employee engagement
#Develop effective managers #Accelerate change



Business continuity

#Enhance organizational resilience



Microsoft Teams insights

#Accelerate change #Improve agility



Ways of working assessment

#Transform meeting culture #Boost employee engagement
#Develop effective managers



Manager effectiveness

#Develop effective managers



Return to worksites

#Enhance organizational resilience



And many more...



Advanced Insights – Wellbeing, Balance and Flexibility Dashboard Samples FRONTIS ➤

Wellbeing – balance and flexibility

Ways of working assessment

Ways of working tracker

Manager effectiveness

Business continuity

Return to worksites

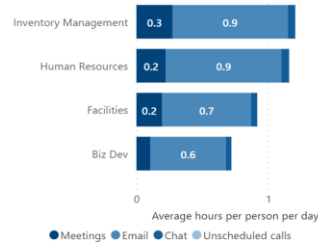
Microsoft Teams insights

After-hours collaboration 1

0.9 hours

spent collaborating after-hours each day

After-hours collaboration by communication tool

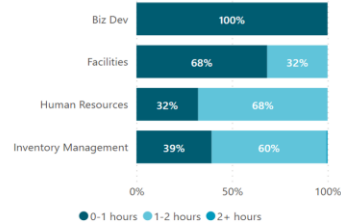


After-hours distribution 1

0%

of employees have 2+ after-hours collaboration hours per day

Distribution of employees by after-hours collaboration

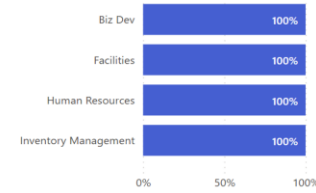


Weekend collaboration 1

100%

of employees are active during the weekend at least once a month on average

Percentage of employees active during the weekend at least once a month on average



Flexible start times 1

100%

of time employees have a start time outside of 09:00 AM to 10:00 AM

Weeks with at least one day of flexible start time

Percentage of weeks per employee



Recurring time to disconnect 1

52%

of time employees maintain the same hours of inactivity each day of the week

Weeks with recurring breaks daily

Percentage of weeks per employee



Control active hours 1

0%

of time employees limit their daily activity to 8 or less distinct hours per day

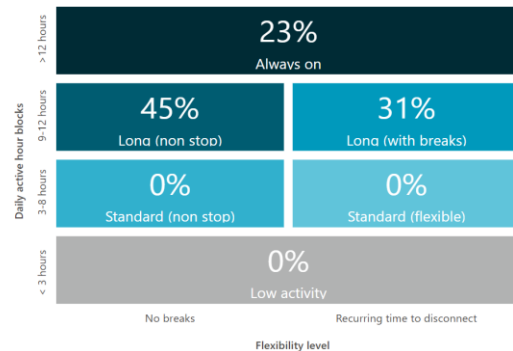
Weeks with 8 hours or less active hours daily

Percentage of weeks per employee



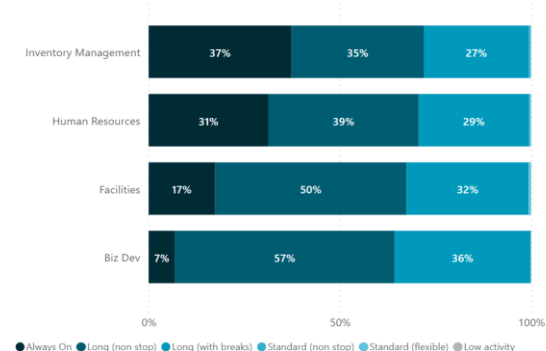
Activity patterns 1

Percentage of weeks per employee



Activity patterns distribution

Distribution of activity patterns



- Identify whether employees have time to focus
- Determine whether employees are protecting their personal time
- Learn whether employees are embracing a flexible schedule
- Understand how employees are connecting with colleagues
- Track how work patterns are evolving
- Discover opportunities to improve employee wellbeing

And many more...

Advanced Insights – Ways of Working Assessment Dashboard Samples

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Wellbeing –
balance and
flexibility

Ways of working
assessment

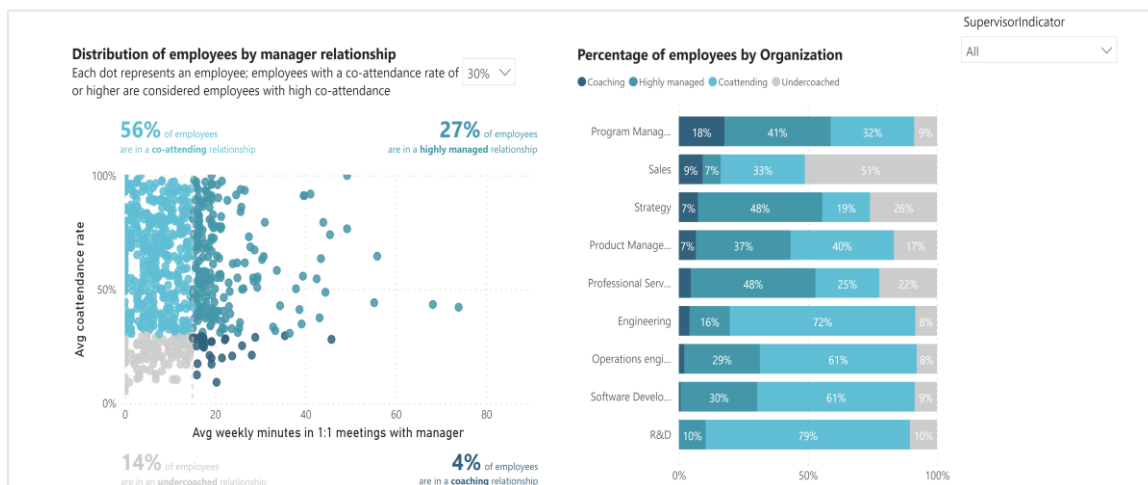
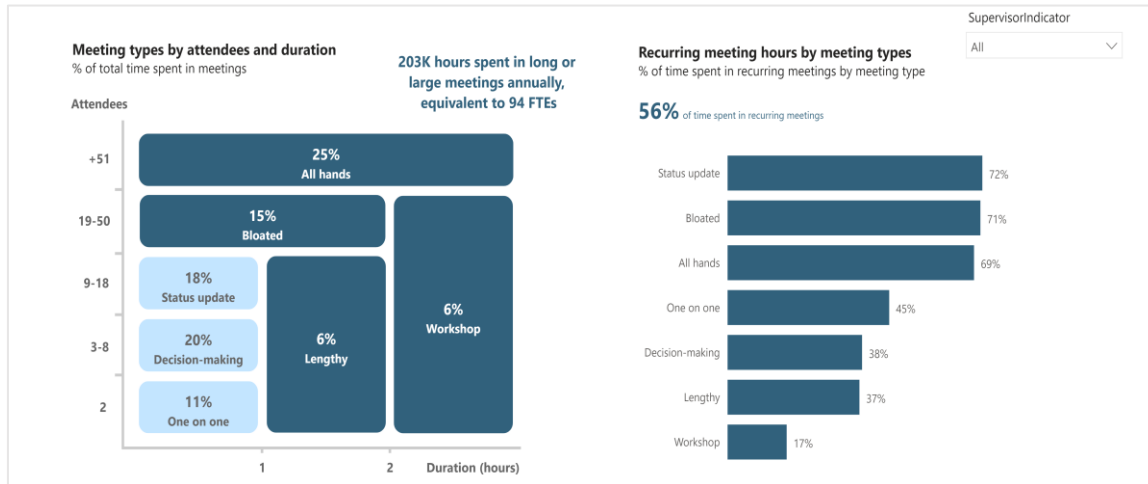
Ways of working
tracker

Manager
effectiveness

Business
continuity

Return to
worksites

Microsoft Teams
insights



- Learn how collaboration is impacting after-hours activity
- Understand how organization spends its meeting time and who is creating the most workload
- Reclaim focus time and identify low-quality meetings
- Identify groups of employees who might be at risk of burning out
- Find opportunities to develop more effective managers

And many more...

Advanced Insights – Ways of Working Tracker Dashboard Samples

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Wellbeing –
balance and
flexibility

Ways of working
assessment

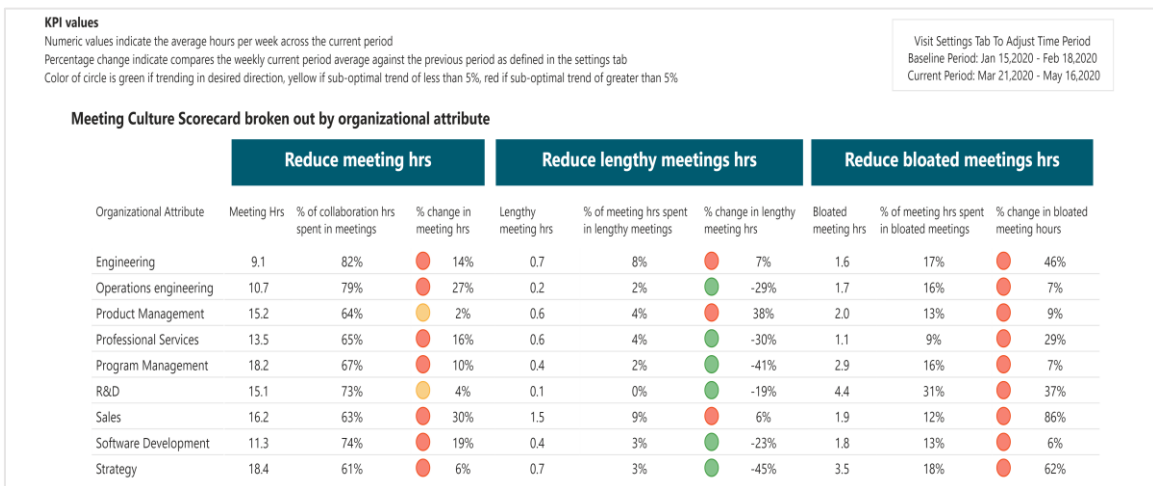
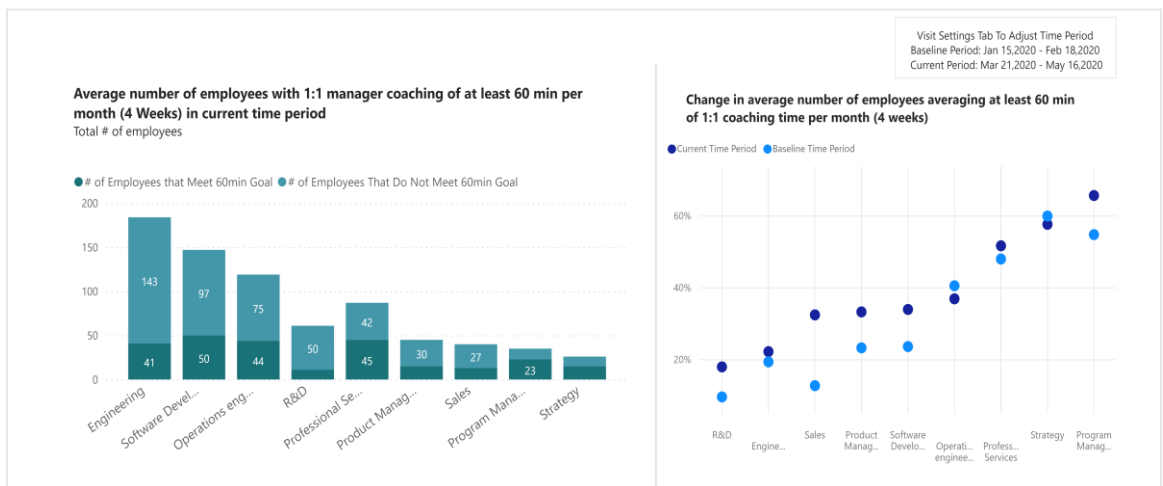
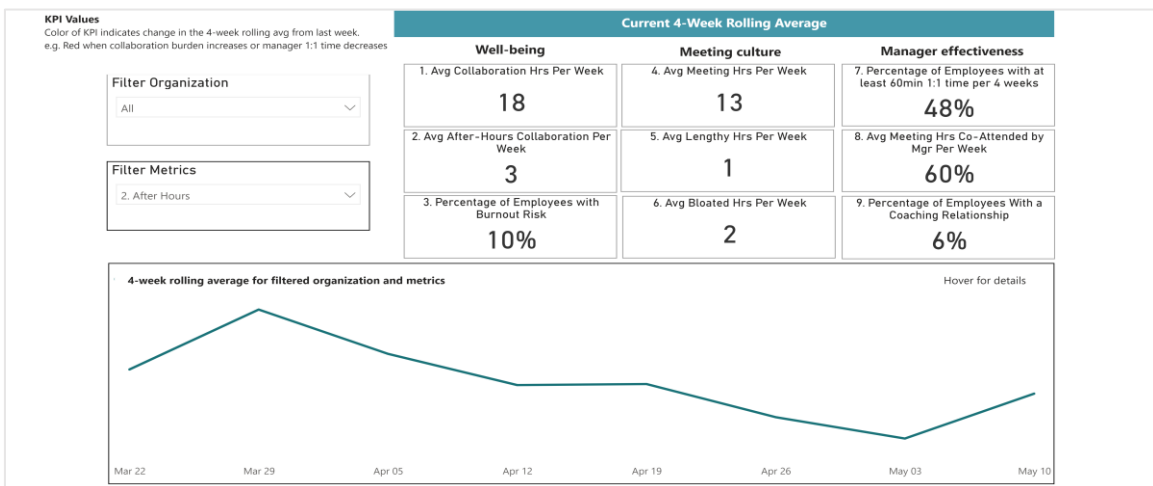
Ways of working
tracker

Manager
effectiveness

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Return to
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Microsoft Teams
insights



- Monitor trends in wellbeing, meeting, and manager metrics
- Ensure that efforts to drive behavior change are effective

And many more...



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Contact us

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