

Health insurance providers, in the business of making quality and cost-effective health care available to their members and equipping them with the resources to make their best health care decisions undergo dramatic workload overdrive waves throughout the calendar year, impacting product development and customer services representative acutely.

The cyclic nature of many industries creates a recognized impact for certain employee groups across the enterprise. Product development organizations inevitably experience overburdened seasons associated with release cycles, and service representatives experience the same during launch and onboarding. While we are familiar with the symptoms: of increased burnout, decreased well-being as well as diminishing social capital, there is an urgent need to understand the experience more granularly and in a timely manner so that we can reimagine and redesign the employee experience digitally.

Point B is extremely familiar with employee experience impacts during these seasons: business demands exceed available resource capacity, constraints force negotiation and prioritization, depleted employee well-being paired with increased burnout, and eroded social capital. The need to understand the experience more granularly and in a timely manner is paramount so we can manage through these periods and reimagine better employee experiences for future seasonality based on data.

Historically we've used employee surveys and similar time-bound tools to gain insight into the reality of employee experience but have lacked the insight to guide actionable decisions to create productive change.

Discover how Microsoft Viva, an integrated platform built on top of Microsoft Teams, will enable your managers to listen granularly, experiment, and measure immediate impacts to design a work experience that actually maximizes their team's effectiveness during each cycle of their business calendar.

Microsoft Viva Insights Workshop

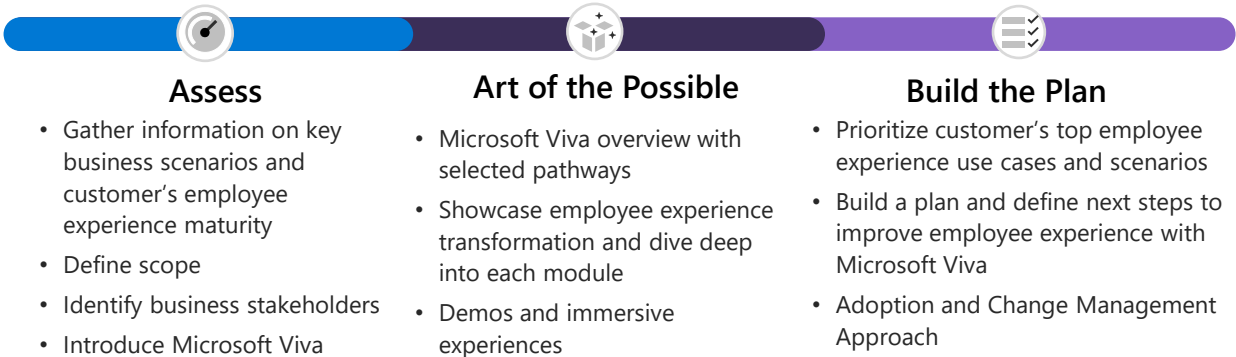
Discover Microsoft Viva Insights that help individuals, managers, and leaders gain personalized insights and actionable recommendations that help everyone in the organization thrive.

The workshop provides an in-depth exploration of Personal, Manager, and Leader insights with privacy controls and data analysis capabilities to:

- Understand the impact of work patterns on productivity and wellbeing
- Provide privacy-protected insights and actionable recommendations
- Address complex challenges with advanced tools and capabilities



Workshop framework



Contact us today to get started!

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