

Frontline Worker for Retail

80% of the global workforce are frontline workers. They are the first touch point and the face for your company¹. However, 1/3 say that they do have the right technology to do their job effectively².

Cognizant's Frontline Worker for Retail Offering enables you to design and deploy a reimagined employee experience for your frontline workers. Our solution, built on Microsoft Teams, provides your employees with a centralized workplace hub for real-time communication, collaboration, personalized content and information delivery, and access to the tools and applications they use every day via a "single pane of glass", eliminating the need to switch back and forth between multiple applications and devices.

Business Focused Outcomes

- Access to key information and applications is streamlined into one application
- Instant voice communication speeds up customer service in-store, back of house and curb side
- Employees receive personalized content with audience segmentation
- Manage shifts and tasks seamlessly with a simple and secure mobile tool
- Employee praise happens within the flow of work
- Automation frees up time to focus more on customers
- Employee growth and development is accelerated

Increase employee engagement and achieve improved business outcomes with Frontline Worker for Retail

Phase 1 – Envision and Plan

Get started with a 3-day workshop where you will be immersed in the art of the possible and learn how Teams can be used to transform your workplace experience. We will work with you to create a prioritized list of business scenarios that can be addressed with Teams and to define a high-level transformation roadmap.

Phase 2 – Design

During design, we use our proprietary workshop-driven, human-centric design methodology to re-imagine the workplace experience for your frontline employees. Our approach ensures a well-rounded view of business objectives, user needs and technology landscape and translates that into effective and elegant design solutions. Our approach harnesses the power of humans empowered by Microsoft technology to build personalized experiences at scale.

Phase 3 – Build

During build, we implement the design blueprint. This includes configuring Teams for Frontline for each persona to include the unique suite of Teams, 3rd party, and Power Platform applications in scope for each. Additionally, we offer professional development services to build personalized dashboard cards, applications, chatbots, and automated workflows to further enhance the workplace experience.

Phase 4 – Device Deployment & Management

Our team of Endpoint Device Management experts provide complete end-user device lifecycle management services from planning and deployment through support, refresh and disposal.

