

# Reimagine the frontline worker experience



In today's world, the frontline workforce, which represents nearly 2 billion people worldwide, is the backbone of communities and economies around the world. <u>88% of organizations</u> employ people in frontline roles and when frontline workers say something is not working, we can't afford to ignore them.

And that's where industry-specific solutions tailored for the unique needs of frontline workers can help foster a more innovative, productive and engaged workforce.

Discover how frontline workers paired with the right tools can accelerate the digital transformation, build and strengthen organization's culture.



# **Frontline Worker Pilot**

The new Pilot program will enable you to transform frontline experiences with solutions that improve engagement, efficiency and security.

This 12-week Partner-led pilot will provide you with an accelerated hands-on experience to modernize your frontline employee experience with purpose-built, cloud-based modern work solutions in your environment.

# Pilot framework



### Plan





# **Enable**



#### **Grow**



- Identify success factors capturing customer's vision, expectations and goals
- Prioritize 2 to 3 scenarios to pilot
- Identify up to 500 frontline workers to participate in the pilot (minimum requirement is to activate at least 100 to 250 users)
- Complete base configuration of relevant Microsoft 365 components
- Setup and onboard frontline workers in the customer's tenant
- Deploy identified top frontline scenarios
- Regular status meetings to discuss pilot progress and challenges

- Identify blockers, key learnings and feedback from users who participated in the pilot
- Deliver an executive summary of results to key business decision makers
- Develop actionable purchase and adoption plans that effectively meet customer requirements and needs

