

Frontline Worker Production Pilot

By Rightpoint, a Genpact Company

Pilot Approach

Objective: Improve communications with your Frontline employees.

Scenarios: Manufacturing floor, Retail storefront, Healthcare provider, Field force support

A limited pilot using Microsoft Viva will be deployed to test effectiveness and feasibility.

The communication will flow from:

- Corporate Communication to Location Managers/Workers.
- Location Managers to Location Workers.

The strategy for the rollout is a crawl, walk, run approach. During the crawl phase, all communication will be one way with limited access and features enabled. Success criteria (KPIs) will need to be created to establish a north star for this initiative.

The Pilot will consist of a subset of employees in up to five (5) locations. Actual number of pilot users TBD. Upon a successful pilot, production release can be planned for all employees and locations.

Scope

- Identity and Infrastructure (Customer)
- Discovery
- Pilot Workspace Structure
- Communication Flow
- Multilingual
- Pilot Implementation
- Pilot Feedback

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Pilot to Full Rollout Roadmap

