



WM REPLY

ENABLE YOUR FRONTLINE WITH VIVA
CONNECTIONS



1



WHO ARE WE?

140+ CONSULTANCIES WORKING AS ONE



13,000
PEOPLE



€1.25BN+
2020 REVENUE



38
OFFICES



250+
ACTIVE CLIENTS

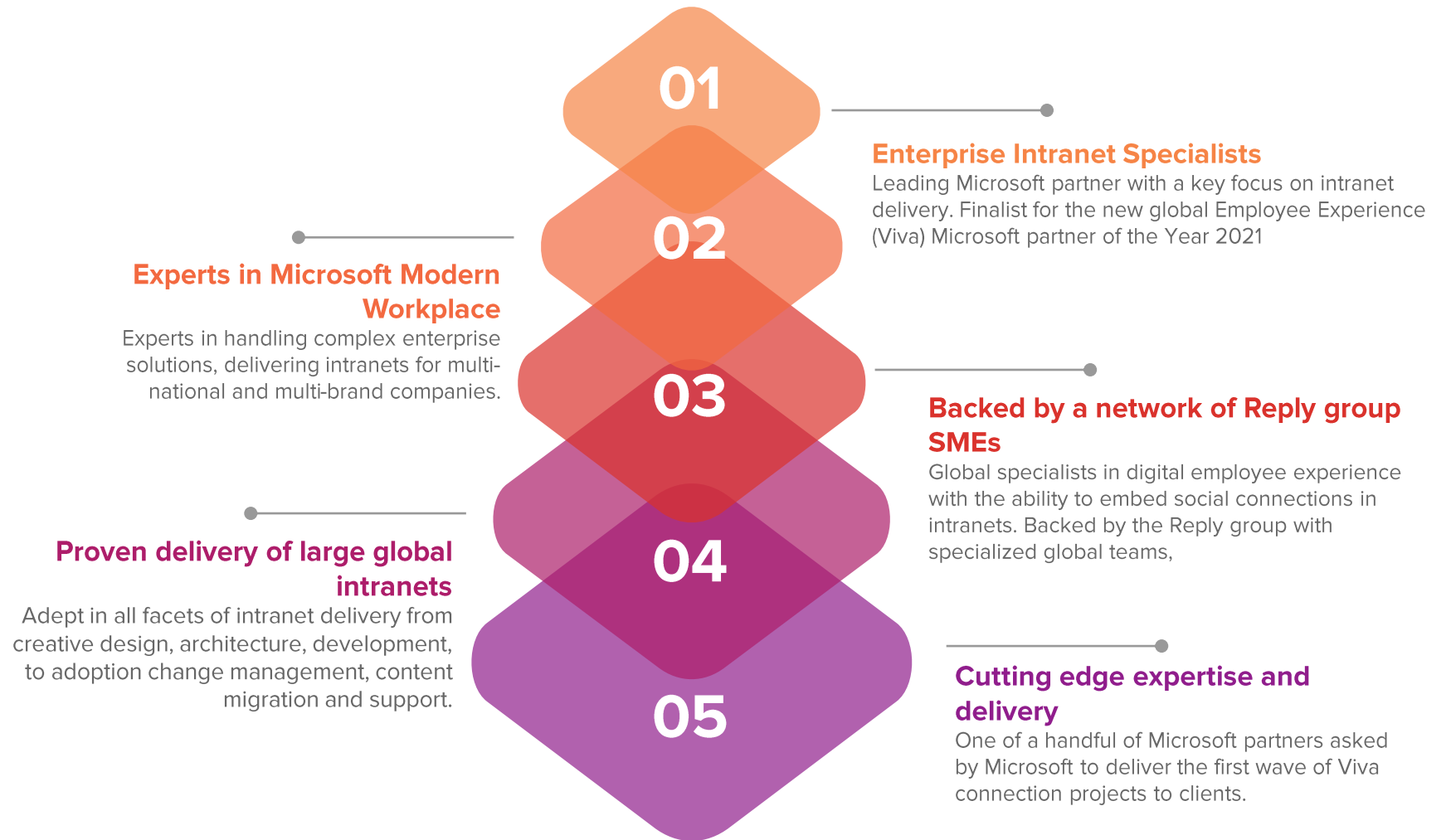


WHY WM REPLY?

Built on decades of knowledge and using the latest technologies such as **Microsoft 365, Dynamics, Teams, Yammer, and SharePoint**, we create digital solutions that enable our clients to foster meaningful engagements with both their employees and customers. We implement personalization and UX best practices to deliver customer journeys that react, adapt, and respond to everyone's unique needs, providing the very best experience for internal teams and customers alike.



2021 Partner of the Year Finalist
Employee Experience Award





2

REPLY

WM

PLEASE THROUGH



**TAKE YOUR FRONTLINE
TO THE NEXT LEVEL**



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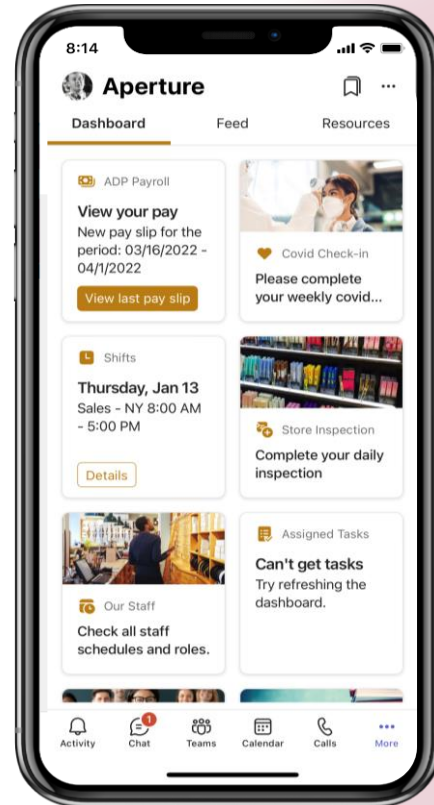
REPLY
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Frontline employees can begin and end their day in Viva Connections

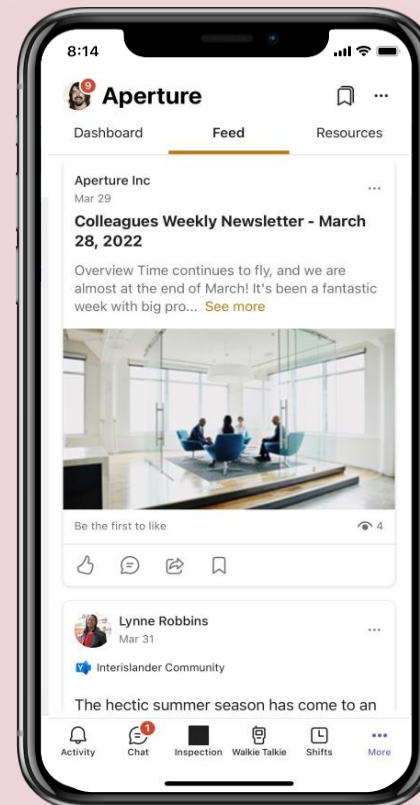
Start your day with the intranet right in Teams with **Connections**

Pull **business processes** right in Teams

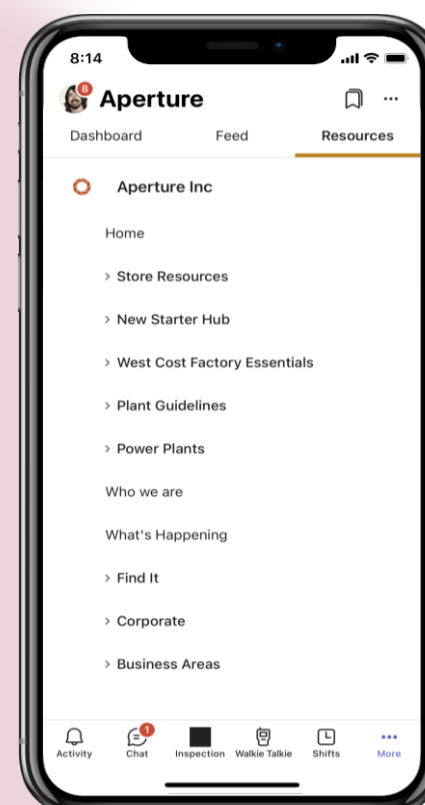
Check out **news** and **tasks** curated specifically for on-the-go workers



Personalized dashboard and apps to access key resources and help with productivity



Accessible **everywhere** on every device



End your day with a **virtual commute** – wrap up your day's tasks – all within Teams

With **notifications** to help keep your mobile workforce up to date

COMMON EMPLOYEE PAINPOINTS & CHALLENGES

- Disconnected communication with geographically dispersed workforce
- Lack of end-to-end connectedness and feeling digitally isolated
- Receiving information from head office at the frontline
- Lack of quality engagement and difficulty attracting new talent
- Inefficient onboarding, stagnant skillsets, and knowledge gaps
- Lack of recognition and acknowledgement of effort and outstanding performance



WM REPLY WILL MAKE YOUR FRONTLINE YOUR COMPETITIVE ADVANTAGE

Transform the frontline worker experience with purpose-built solutions that improve engagement, efficiency, and security across your organization — all in a single, intuitive user experience



Connect and engage your workforce

Enrich communication and employee experiences by connecting employees with the right tools, people, and devices they need to do their best work and build skills faster while balancing productivity and well-being.



Enhance workforce management

Empower your people to meet fluctuating business needs by equipping workers with agile shift scheduling tools and seamless task management



Increase operational efficiency

Simplifies everyday frontline work with a single extensible toolset for culture, automation and empowerment.

YOUR GATEWAY TO EMPLOYEE EXPERIENCE FROM YOUR MOBILE

VIEW YOUR DASHBOARD OF INSIGHTS, TASKS, AND APPS

Stay in the flow with prompts and nudges. Pin business-critical links and interactive reports. Streamline visibility into key metrics, employee resources, and other high-value info

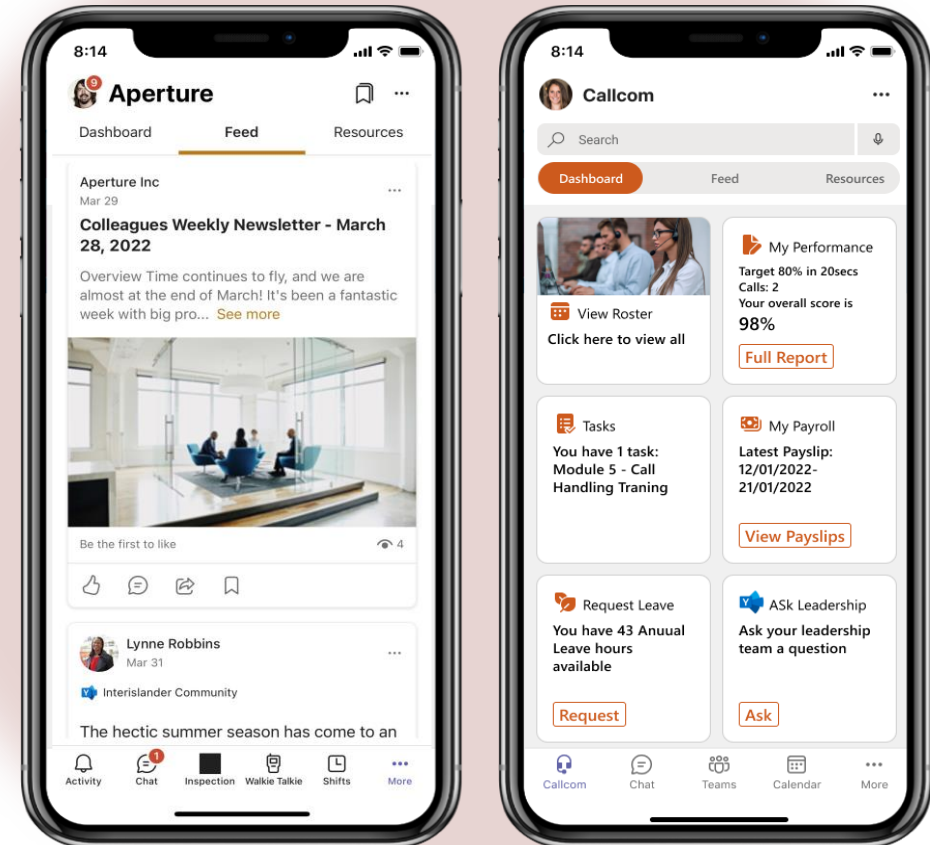
EXPLORE NEWS AND JOIN THE CONVERSATION FROM ACROSS THE ORGANIZATION IN A PERSONALIZED FEED

Aggregating relevant news from across Microsoft 365 services allows you to stay informed about what's happening in the organization.

This helps connect employees to peers and spark collaboration through Teams chat, Yammer conversations and announcements

DELIVER UPDATES TO THE RIGHT PEOPLE AT THE RIGHT TIME WITH POWERFUL TARGETING AND SCHEDULING CAPABILITIES

- Scale up or down communications and updates to keep everyone informed and moving forward
- Drive dialogue and engagement with announcements to specific communities or all employees
- Leverage modern editing features to delegate posting, schedule publishing, and track impact



YOUR EMPLOYEE DASHBOARD

YOUR DASHBOARD FOR CRITICAL APPS, TASKS, INSIGHTS AND RESOURCES

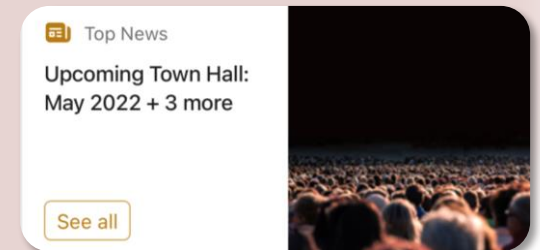
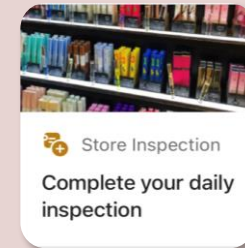
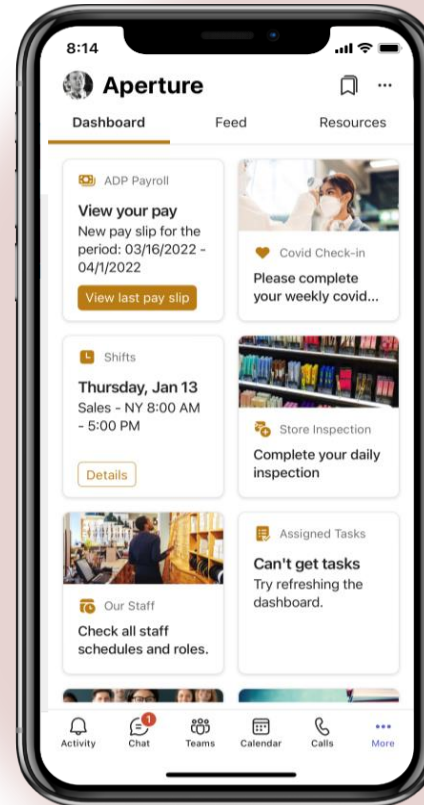
Stay in the flow with prompts and nudges.

Streamline visibility into key metrics, employee resources, and other high-value info.

Provide fast and easy access to key employee data and job-related tasks.

Create no code, low code, and custom cards

Targeted for employees across roles, markets & job functions



Frontline Card Examples

Staying up-to-date

- Shifts & upcoming assignments/key tasks
- Tracking tasks, sales, and tickets
- Hand-off activities between shifts
- Job critical information

Job tasks

- Access to resources – handbooks, sales promos
- Access to data – customer, sales
- Know who is working, connect w/ experts
- Timesheets
- Forms



MOBILE CONNECTIONS HUB

The global landing page for your entire company. All content is **personalized** based on your hub access

The homepage brings together news, events, content, and conversations to **one jumping-off point**

Audience targeting is available for various web parts (news, quick links, etc.)

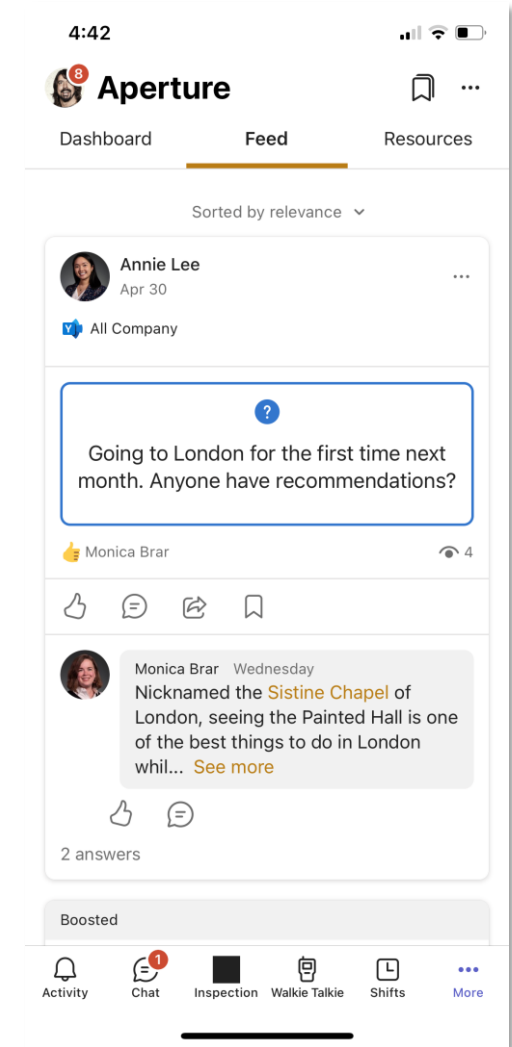
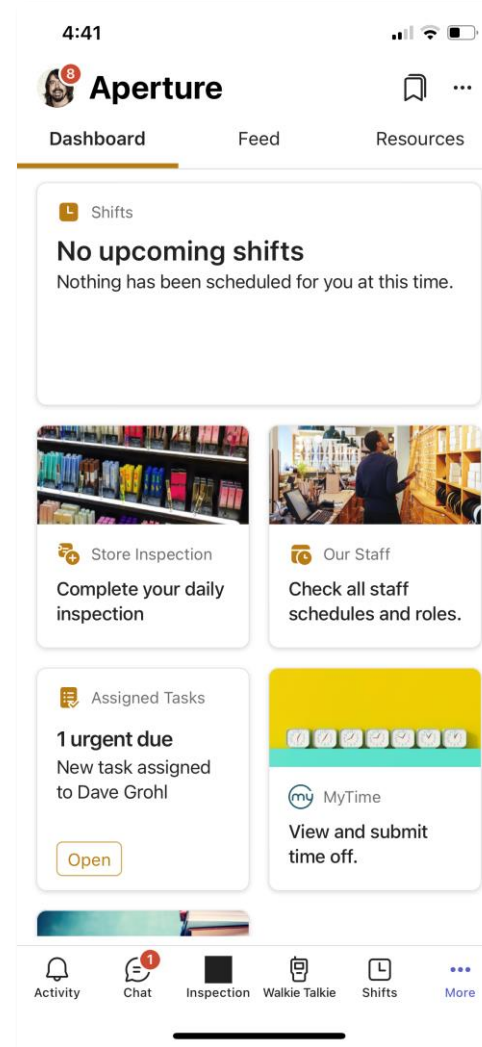
How WM Reply can help you in your journey:

Available services depending on your needs and readiness



Getting Ready for Viva Connections Pilot

Bringing Connections to Your Organisation





THANK YOU

CHICAGO

71 South Wacker
Drive, Suite 3090
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AUCKLAND

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East, Auckland,
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CHESTER

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