

# Transform your business with an engaging digital workplace experience for frontline.



Labor shortages and skyrocketing attrition rates have pushed frontline workplace experiences into the spotlight as operations leaders are expecting their frontlines to serve customers with greater dexterity and efficiency. **Avanade Workplace Advisory helps unlock the full potential of your frontline workers through digital workplace and cultural transformation.**

**2x**

Increase in Customer Satisfaction

**50%**

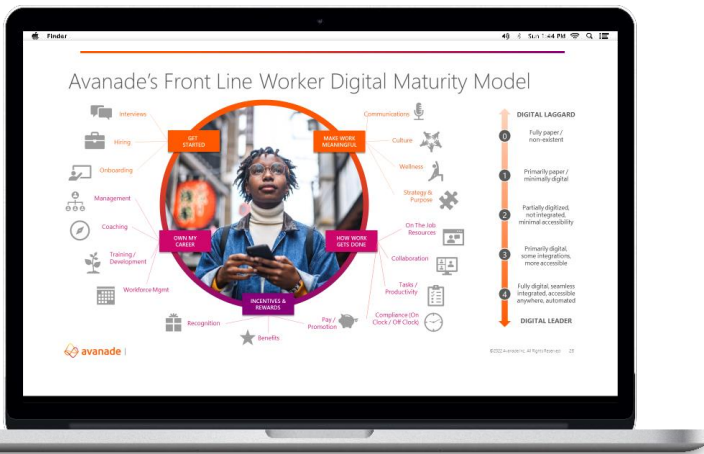
Increase in Frontline Worker productivity

**33%**

Reduction in attrition

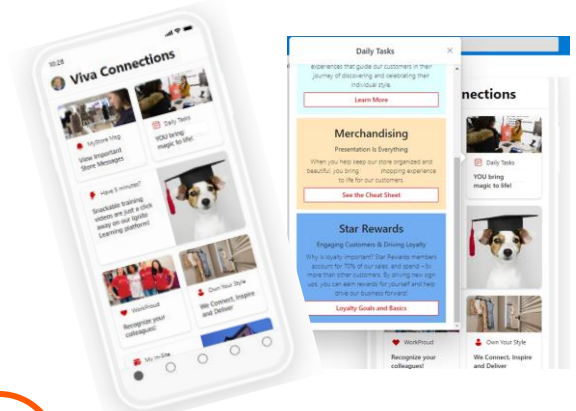
**75%**

Increase in Frontline Worker satisfaction



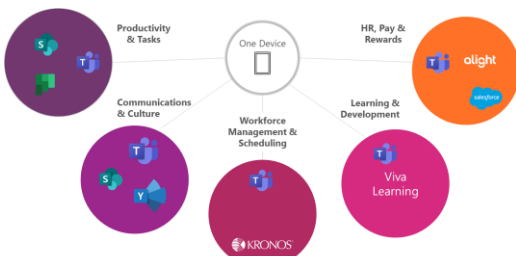
## EMPLOYEES

- Deliver a better employee experience through Workplace Experience applications for frontline
- Empower frontline to do their best work everyday,
- Align work to purpose and culture to drive employee engagement and innovation



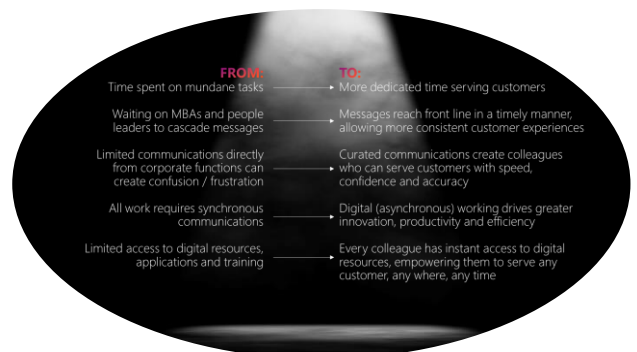
## OPERATIONS

- Transform manual and paper-based processes into integrated, digitally powered applications driving efficiency and accuracy
- Streamline communications from corporate functions to the frontline
- Curate training, development and resources to frontline based on role, tenure, career goals, etc.



## CUSTOMERS

- Deliver a better customer experience through Workplace Experience applications for frontline
- Serve customers with greater agility, accuracy and dexterity through digital enablement



# Value Levers of Frontline Digital Workplace

<b>Reduce Time to Productivity</b>	Digitally enable new hires where work gets done to accelerate onboarding and greatly reduce time to productivity.	<b>Deliver Messages that Matter</b>	Curate communications to audiences on the frontline, ensuring that the messages that matter are read.
<b>Increase Safety &amp; Security</b>	Enable frontline workers with digital tools that drive greater compliance and reduce safety risks and security risks.	<b>Improve Wellbeing</b>	Support the wellbeing of your frontline with access to schedule management tools and well-being resources.
<b>Increase Productivity</b>	Provide access to digital resources, training and tasks, reducing reliance on word-of-mouth and printed documents.	<b>Make Work Meaningful</b>	Evolve employee experiences to focus on purpose and values to create meaningful work beyond tasks.
<b>Improve Space Utilization</b>	Make room for what really matters and free up workspaces from paper clutter, binders, printers and printer supplies.	<b>Increase Innovation</b>	Connect frontline workers across stores/sites, increasing diverse networks and innovation opportunities.
<b>Create a Culture of Recognition</b>	Embed rewards and recognition into your culture by enabling frontline employees to digitally send praise.	<b>Elevate Customer Experiences</b>	Enable frontline workers to better serve customers in real time with confidence.

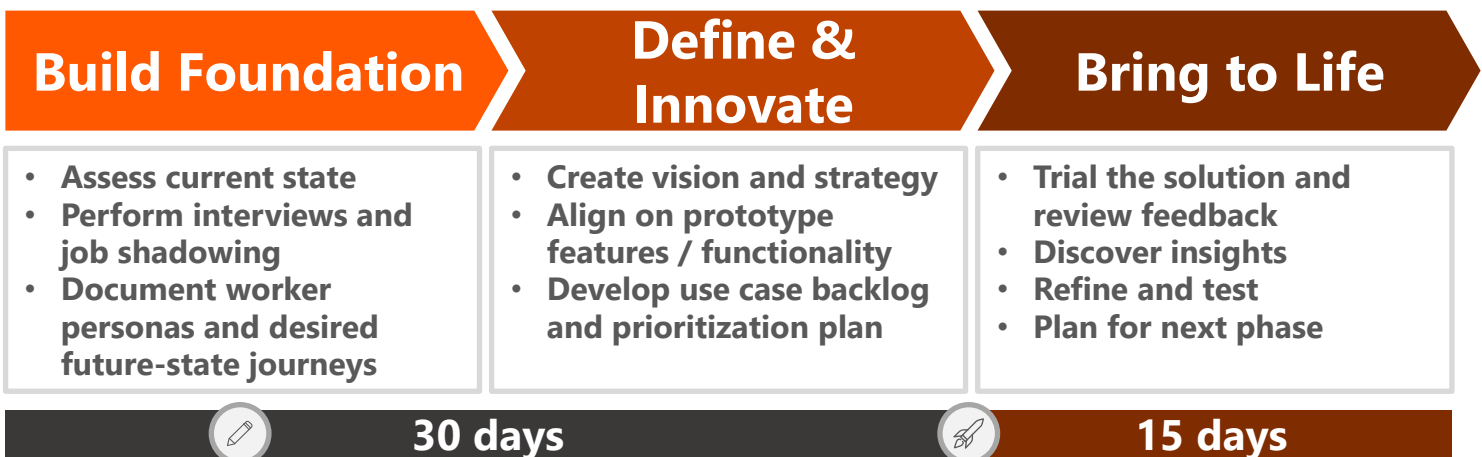
## How do I start my FLW Digital Workplace transformation?

### What's included?

- FLW Maturity Assessment
- FLW Vision & Strategy
- FLW Roadmap & Enablement Plan
- FLW Business Case (Demonstrate Value)
- FLW Digital Workplace Enablement Pilot / Prototype Experience

### Potential outcomes:

- Understand what's needed to create a digital workplace for frontline workers, enabling them to reach greater potential, productivity and reduced attrition
- See the path forward to creating a more inclusive frontline work environment that makes work meaningful and supports flexibility and wellbeing
- Address communication and operations challenges that stem from a lack of digital workplace tools for frontline workers



**Transform the frontline experience by empowering them with digital workplace tools so they can better serve your customers.**