

Beyondsoft Digital Innovation for Frontline Workers

Deployment: 10-Week Implementation

Beyondsoft

Beyondsoft will deploy a collection of solutions from Microsoft Teams, Microsoft Power Platform and Microsoft Viva to address the most significant technological challenges to help you drive digital innovation for frontline workers.

What are Beyondsoft Digital Innovation for Frontline Workers Services?

Frontline workers are the backbone of every industry, delivering essential services and products to customers and society. However, they often face challenges such as high stress, inadequate training, and limited access to technology. These challenges have been exacerbated by the pandemic and the economic uncertainty, leading to high turnover and low morale among frontline workers. Main challenges today are:

- **Inadequate technical training:** Frontline workers may not have the skills or knowledge to use new technology effectively, which can lead to frustration, errors, and low productivity. They may also feel pressure to adapt to new technology over fear of losing their jobs.
- **Inter-office communication difficulties:** Frontline workers may have limited access to communication channels with their managers, colleagues, and corporate staff, which can result in isolation, misinformation, and lack of alignment.
- **Lack of relevant information:** Frontline workers may struggle to access the data or resources they need to perform their tasks, especially when working in remote or dynamic environments. They may also have to deal with outdated or inaccurate information that affects their decision-making and quality of work.
- **Lack of motivation:** Frontline workers may feel undervalued or unappreciated by their employers, which can lead to low morale, high turnover, and poor performance. They may also lack opportunities for learning and growth, which can limit their career prospects and potential.

To address these issues, Beyondsoft offers a range of digital solutions that can help frontline workers communicate, collaborate, learn, and grow in their roles. These solutions include:

- **Microsoft Teams:** A platform that enables frontline workers to share information, chat, make calls, and join meetings from any device. Teams also provides features such as Shifts, Walkie

Talkie, and Virtual Visits to help frontline workers manage their schedules, connect with colleagues and customers, and automate tasks.

- **Microsoft Power Platform:** A set of low-code tools that enable frontline workers to create and use custom apps, workflows, chatbots, and dashboards. It can help automate repetitive or manual tasks, such as filling forms, sending notifications, or updating records and access real-time data and insights from various sources, such as Microsoft 365, Dynamics 365, Azure, or third-party systems.
- **Microsoft Viva:** An employee experience platform that provides frontline workers with a personalized dashboard for company news, resources, and conversations. Viva also offers learning content from various sources and recognition tools to help frontline workers upskill and feel valued.

But how do you innovate frontline workers in your organization? That's where we come in. We are a team of experts who can help you deploy Microsoft solutions in a fast and efficient way. We can help you:

- Enable solutions that deliver proper training and support workers to learn how to use new tools and applications.
- Deploy technology that enables workers to share information, chat, make calls, and join meetings from any device.
- Build custom applications that automate processes, generate workflow approvals, integrate with company data for real-time data and insights.
- Leverage AI to increase safety and well-being with sensors, wearables, or alerts, that can monitor and protect health and environmental conditions.
- Offer workers with solutions that provides them with real-time data and access to company news, resources, and conversations.
- Build an experience where frontline workers feel recognized, rewarded, and empowered.

With our services, you can benefit from:

- Saving time and resources by leveraging our experience and best practices.
- Reducing risks and errors by ensuring a smooth and secure deployment.
- Increasing value and insights by optimizing an adoption strategy.
- Enhancing trust and collaboration by empowering your frontline work force.



What does the Beyondsoft Digital Innovation for Frontline Workers service include?

With **Microsoft Teams for frontline workers**, we will help you deploy a set of out of the box tools to quickly deliver value to your workforce. This includes:

- **Chat:** Chat with teammates one-on-one or in groups.
- **Teams and channels:** Post team announcements, share updates, files and information.
- **Task app:** Track and assign individual and group work.
- **Shifts app:** Create, update, and manage schedules for your team.
- **Teams Walkie Talkie:** Turn your telephone into a simple and secure instant voice communication device.
- **Approvals app:** Create new approvals, review requests and find all approvals in one place.

Our services include:

- Installing and configuring Teams for frontline workers on your devices and systems and ensuring their compatibility and security.
- Training and supporting your frontline workers on how to use Teams for frontline workers effectively and efficiently.
- Evaluating and improving the performance and impact of Teams for frontline workers on your productivity, efficiency, and engagement.

With **Power Platform**, we will assess your needs and goals, envision one prioritized business scenario and design and build a customized enterprise Power App to be deployed in production.

Microsoft Power Platform solutions activated in this offer:

- **Power Apps:** Create custom apps to digitize processes and improve efficiency.
- **Power Automate:** Automate repetitive tasks and connect data to improve agility and productivity.
- **Power Virtual Agents:** Build low-code chatbots to provide conversational, AI-driven insights and information.
- **Power BI:** Discuss and visualize data to align teams and confidently make data-driven decisions.

Our services include:

- Engaging with business decision makers, assessing and deciding one key process suitable for delivered by this engagement.
- Designing and building a Power Platform solution, deploying it into production and conducting adoption services to help users get most of the app.
- Evaluating and improving the performance and impact of the application on your productivity, efficiency, and engagement.



With **Microsoft Viva**, we will help frontline workers and their managers to stay connected, productive, and well-being in the hybrid workplace.

Microsoft Viva solutions activated in this offer:

- **Viva Connections:** Provides a single-entry point to access important information, tasks, announcements, and resources from the organization. Frontline workers can use the Viva Connections dashboard on their mobile devices to view their shifts, check in and out, see the latest news and videos, and more.
- **Viva Learning:** Helps frontline workers to learn new skills and stay updated with the latest training and development opportunities. Frontline workers can access Viva Learning on the desktop or on a mobile device within Teams and view personalized learning content from various sources.
- **Viva Engage:** Helps frontline workers to engage with their co-workers, team leads, and supervisors across the organization. Frontline workers can use Viva Engage to join communities, participate in group conversations, ask and answer questions, provide feedback, and attend live events and town halls.
- **Viva Insights:** Helps frontline workers to balance their work and life by providing personalized and privacy-protected insights and recommendations. Frontline workers can use Viva Insights to set aside time for focus and well-being, track their daily health checks and wellness reminders, and access health and wellness resources.

Our services include:

- Identifying key scenarios to help decide which Viva solutions and Microsoft 365 services you want to use for your frontline workers.
- Setting up your environment and core Microsoft 365 services related to domain, users, groups, licenses, security, and device enrollment.
- Configuring Viva apps, fine tuning features and access needed for each scenario.
- Assisting you with the adoption of Viva, creating an adoption plan that leverages guides, templates, and trainings to help workers understand the benefits and features of Viva.
- Evaluating and improving the performance and impact of Viva on your productivity, efficiency, and engagement.

Overall Project Outline:

- One-week Overall Assessment and Planning Phase.
- five-week Building and Deployment Phase.
- Three-week Onboarding and Adoption Phase.
- One-week Knowledge Transfer: Frontline Administration Workshops

**Additional Details:**

- All terms, conditions, final scope and pricing are custom to each engagement and must be accepted before start of engagement.
- Up to 100 users can be onboarded across all solutions deployed.
- The business scenario choosed to deploy the Power App must meet a size capable of being delivered by this offer and will be deploy to a pilot group of users.

Customer Requirements:

- Paid or trial licenses of all products related to this offer.
- Azure costs if applicable.