Reimagine your Employee Experience

Make the full power and promise of the future of work a reality

There has never been a better time to reimagine the future of work

Hybrid work will become the norm within many industries.

Digital-first ways of working will not disappear as we return to physical offices.

Location will matter less as digital engagement allows greater flexibility and faster response time—empowering us to do more as the pace of business accelerates.

91%

of employees would like at least some time working from home[1]

61%

of executives said their work transformation objectives will focus on reimagining work[2]

Unlock your most powerful advantage: human potential

When you invest in your employees, they will invest in you.

Building a best-in-class employee experience is critical to the evolution and success of your business.

22% Higher engagement for organizations with the most compelling workforce experiences[3]

4x Increased likelihood of employees who are highly engaged staying with the company[4]

12% Increase in customer satisfaction when employees are highly engaged[5]

As the future of work changes, how will your culture evolve?

To unleash the talent of your employees, you must also reimagine how you invest in them, beginning with the four characteristics of the future of work.

Workstyle

Updated workstyle preferences, norms, and options for a diverse workforce.

Behavior

Hybrid, interdisciplinary teams embracing flexibility and workplace wellbeing.

Technology

Analytics-driven workforce empowered by artificial intelligence (AI) and automation.

Mindset

Digitally-capable workforce with an open and agile growth mindset.

Reimagine your employee experience

Microsoft is uniquely positioned to help you transform your employee experience and realize the potential of the 'future of work' across seven key areas:

- Create borderless, equitable workspaces

- Enable seamless digital experiences

- Improve employee wellbeing

- Turn insights into actions to enable cultural transformation

- Unleash creativity with automation and AI

- Harness collective knowledge

- Upskill for today, reskill for tomorrow

Create borderless, equitable workspaces

To accelerate change, prioritize the unification of employees across a variety of backgrounds, demographics, functional roles, and skills.

Key considerations:

Create an employee experience that is flexible across different work locations.

Build a universal collaboration toolkit that supports cross-organizational teamwork.

Provide secure, seamless, and connected experiences, through modern technologies that facilitate sharing and discovery across applications.

52%

Higher engagement for organizations with the most compelling workforce experiences[6]

Enable seamless digital experiences

Digital experiences in our personal lives are streamlined through well-orchestrated services that are enabled through digital technology.

Key considerations:

Rethink how employees engage with processes, tools, and data that make up your enterprise.

Drive a culture of continuous innovation and measure feedback loops against expected outcomes by using KPIs.

Unify your enterprise by identifying work and processes that can be streamlined under a standard toolset and governance tool.

61%

of all employers say that COVID-19 has not accelerated their company's digital transformation[7]

# Improve employee wellbeing

Employees are facing blurred boundaries between work and home, potentially eliminating mental space between work and personal time.

Key considerations:

Create mechanisms that enable people to take breaks during their daily work. Support comprehensive wellbeing across mental, physical, financial, family, and societal areas.

Foster wellbeing and mindfulness to increase retention and provide an environment that fosters employee safety. Employees are your most precious assets.

Boost employee engagement and satisfaction while minimizing burnout. Your results will be realized through your people when you apply a structured, organizational approach to wellbeing.
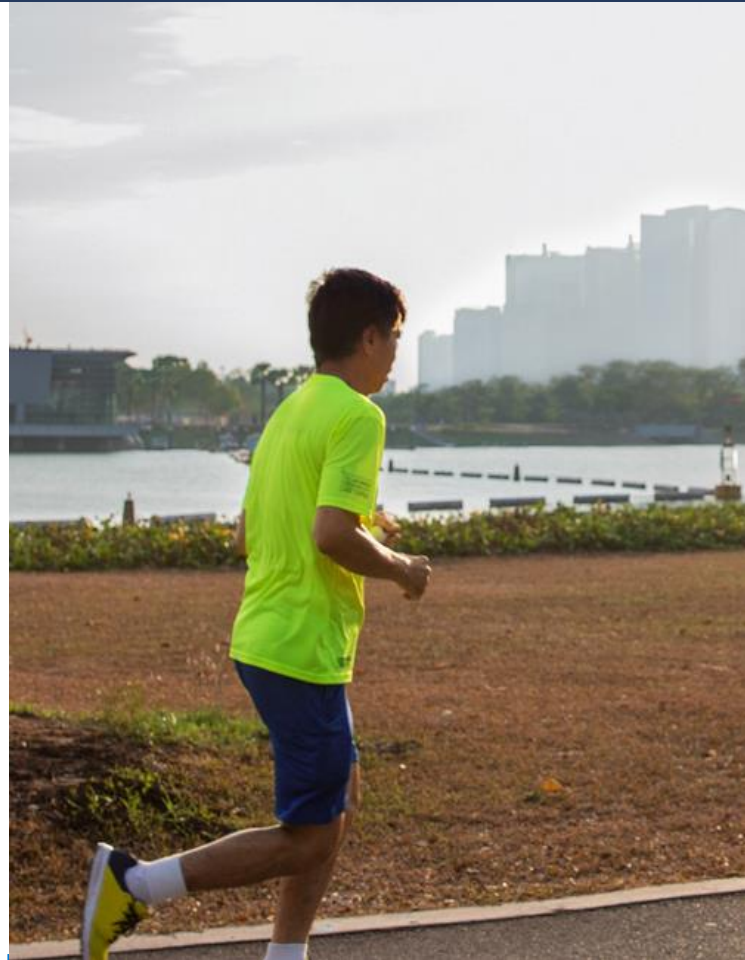
63%

of employers who offer wellness programs reported increased financial sustainability and growth. Those with highly-effective programs are 40 percent more likely to report better financial performance[8]

Turn insights into action to enable your cultural transformation

Creating a culture that motivates people helps employees engage their highest potential and do their best work.

Key considerations:

Spark positive changes through simple, repeatable behaviors and eliminate cultural challenges that represent the biggest barriers to people success.

Ensure meaningful behavioral change by leveraging insights to drive cultural transformation as part of the organizational operating model.

Model the desired behavior changes that will help you obtain your ideal culture, retain employees, and improve overall customer satisfaction.

92%

of organizations report cultural challenges related to organizational alignment, business processes, employee skills, communication, and resistance to change[9]

Unleash creativity with automation and AI

Rethinking how employees perform repetitive work can lead to significant improvements in employee satisfaction and help empower them to deliver their best to customers.

Key considerations:

Rethink your automation strategy and how it can advance your business goals. Using automation to augment and improve employee efforts gives them more time to focus on your business priorities.

Identify processes that are repetitive, time consuming, prone to errors, and of poor quality. Then choose the right set of tools with low-code platforms to progressively integrate automation.

Embrace new ways of working—focusing on flexibility, autonomy, and continuous growth—and plan for reskilling and upskilling to keep employees ahead of technology trends and business demands.

55%

of generation Z workers want to improve their work experiences with automation and productivity software[10]

Harness collective knowledge

Organizational knowledge can drive innovation and accelerate speed to market; new ways of working have affected how collective knowledge is accessed, shared, and matured.

Key considerations:

Uncover valuable insights by refining your knowledge-management strategy and connecting employees with the information they need to perform their work.

Promote knowledge creation to maximize human potential at work. Embrace an organizational culture of sharing, collaborating, and consuming knowledge.

Leverage a unified cloud strategy that unlocks the power of AI services to help employees find accurate and contextually-relevant information and expertise.

70%

of transformations are unsuccessful due to culture-related issues[11]

Upskill for today; reskill for tomorrow

Empowering your employees to succeed in a digital economy ensures access to the necessary training and technology and drives the pace of change.

Key considerations:

Provide the ability to identify near-term skill gaps within your organization. Include long-term signals from your own business strategy planning efforts.

Create large-scale reskilling programs to fill positions that are new and for which there is talent scarcity in the open market—and integrate learning experiences into your everyday apps.

Embrace community-led learning and encourage employee-to-employee skill sharing. Employees must learn from one another and build upon tacit organizational knowledge.

51%

of organizations reported that skill gaps are appearing in traditional teams as top talent moves to digital teams[12]

Mattress Firm's focus on employee engagement and training means a better night's sleep for customers

MATTRESS*FIRM*®

"As we capture and share our interactions with our guests, we'll build a customer experience that beats the competition."

Jonathan Sider
Chief Information Officer, Mattress Firm

70%
reduction in training time[13]

$1.5M
cost savings[14]

10
legacy applications consolidated[15]

Accomplishments

- Created more collaboration between stores and corporate
- Captured and shared customer insights
- Collaborated virtually to minimize disruption
- Expedited the creation of digital curricula for associates
- Consolidated planning tools to organize new initiatives
- Automated day-end reporting

Knowledge   Upskill   Automation

thyssenkrupp Steel Europe prioritizes its digital culture and forges a modern way of working

thyssenkrupp

"Using Microsoft 365 and Microsoft Power Platform, we easily develop new solutions in just a few weeks and use them in Teams and SharePoint. People now implement ideas very quickly."

Johannes Stork
Head of Productivity Solutions, thyssenkrupp Steel

66%

Reduction of processes at "digital gates"[16]

1.5M

sheets of paper saved annually[17]

1st

1000+ employee digital community[18]

Accomplishments

- Brought together technology, process, and people to improve collaboration

- Established a championship network to increase adoption

- Deployed the Company Communicator app, based on an open-source template, for executives to address employees directly

- Created a low-code community to faster build apps to build apps and automate processes

Seamless   Knowledge   Automation

HCG enables seamless outpatient cancer care with Microsoft Teams

"We've come a long way using Teams, and it's a big step forward for HCG. Through our partnership with Microsoft, we can develop more models to enhance patient care and benefit our patients."

Dr. B S Ajaikumar
Founder, HCG

Best Places to Work[19]

230
patients connected to 160 oncologists[20]

24
oncology centers connected to Virtual Consult app[21]

Accomplishments

- Chose Teams as a single collaboration tool due to HIPAA compliance and security features

- Used the Virtual OPD (out-patient-department) Consult app within Teams as a telemedicine platform enabling doctors to deliver care to patients virtually

- Offered patients access to quality healthcare from the comfort of their homes

- Increased IT efficiency with easy and intuitive Teams implementation

Seamless   Equitable   Wellbeing

Rabobank empowers employees to strengthen client relationships and drive sustainable growth

Rabobank

"With Microsoft 365, people can work together better, and that's what Rabobank is all about: people who work together to help our customers thrive."

Janine Vos
Group Chief Information Officer, Rabobank

80%

of employees empowered with core productivity tools[22]

2000

Local mortgage advisors use Yammer to share knowledge[23]

40K

employees with secure encrypted connections[24]

Accomplishments

- Empowered employees to be productive whether they are at a bank branch, corporate office, at home, or at a customer site

- Enabled employees to create their own communities to share best practices or discuss corporate policies

- Promoted cooperative and meaningful relationships inside the bank

- Brought employees together to innovate and find better solutions

Seamless   Equitable   Knowledge

Transport for NSW presses pedal to the metal on digital transformation

"I think the main reason that we were successful was that it was Microsoft delivering it at the end of the day. The live events streaming to all staff were one of the most important forms of communication during the pandemic."

Richard Host
CHRO and Managing Board Member, NSW

87%

reduction in training time[25]

$57.5B

Infrastructure projects under management[26]

270K

Collaboration calls made per month[27]

Accomplishments

- Designed new and more flexible ways of working
- Provided equitable access to tools and information
- Enhanced digital communication channels
- Broke down geographic barriers
- Turned data into insights that are used for decision making

Seamless   Upskill   Equitable

How will you set **your organization apart?**

What culture do you **aspire** to be known for?

How will you adapt?

How will your employees describe the **culture of your organization?**

How will you **unleash the full potential** of your people and teams?

We are living our own employee experience journey; let us share our success with you

Strategic

Be intentional about people priorities and related strategies. Invest in driving a customer-obsessed, transformative culture focused on growth.

Data driven

Use the data available to gain insights about your workforce and make strategic decisions.

Self-service and simplified processes

Create new delivery systems and models for HR services. Simplify and provide self-service tools for HR, standardizing routine processes.

Skills

Invest in new skill development and training.

Digital transformation at Microsoft: Rethinking how to empower employees

We have helped organizations across numerous industries
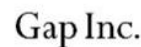
Education

Financial Services

Government

Health

Manufacturing

Retail

Other Industries

Next steps

Visit aka.ms/EmpExp for more information about how we can help enhance your employee experience.

Microsoft

References

[1] Murphy, Mark (November 2020).
The Surprising Truth About How Many Employees Want To Keep Working From Home

[2] MIT Technology Review Insights (April 2021).
The future of work is uniquely human

[3] Deloitte Insights (July 2019).
The digital workforce experience

[4] Jouany, Valene & Makipaa, Mia (Jan 2021).
8 Employee Engagement Statistics You Need to Know in 2021

[5] Prossack, Ashira (May 2019).
How Employee Satisfaction Affects Customer Satisfaction

[6] Spataro, Jared (July 2020).
The future of work—the good, the challenging & the unknown

[7] Rembulat, Jeremy (March 2021).
75 Employee Stats on the Future of Work

[8] Killian, Anne (June 2017).
Workplace Wellness Goes Beyond ROI

[9] Bean, Randy (February 2021).
Why Is It So Hard to Become a Data-Driven Company?

[10] Roe, David (January 2021).
Automation Is Still Growing in the Workplace Despite Concerns

[11] Dewar, Carolyn & Doucette, Reed (March 2018).
Culture: 4 keys to why it matters

[12] Dhasarathy, Anusha & Frazier, Ross & Khan, Naufal & Rahul, Amit (February 2020).
Managing the fallout from technology transformations

[13-15] Microsoft Organization (February 2021).
Mattress Firm associates collaborate with Microsoft 365 to improve in-store, digital customer experience

[16-18] Microsoft Organization (June 2021).
Digital culture at its core: thyssenkrupp Steel Europe forges a modern way of working with Microsoft 365

[19-21] Microsoft Organization (May 2020).
HCG, a specialist in cancer care, enables seamless outpatient care with Microsoft Teams

[22-24] Microsoft Organization (June 2020).
Rabobank empowers employees to strengthen client relationships and drive sustainable growth

[25-27] Microsoft Organization (March 2021).
Transport for NSW presses pedal to the metal on digital transformation