



# Frontline Workers Workshop

**Frontline Workers are, and always have been, the backbone of the world economy. This has become even more obvious in the face of the pandemic. While some are returning to work as parts of the world reopen, others have continued to work throughout the pandemic.**

Frontline workers are vitally important in companies of all sizes. They use a wealth of knowledge and first-hand customer insights to provide essential services. These workers often compose the majority of the workforce and are in roles where they are the first to engage customers, to see products and services in action, and to represent your brand. It's their efforts that translate strategies into action, delight customers and move the organization forward.

## Introducing the Frontline Workers Workshop

This complimentary engagement is funded by Microsoft\* and you will receive a modular engagement to identify and understand business priorities while focusing on specific scenarios that drive culture transformation. This workshop engagement is designed to help us understand your frontline workers structure, challenges and pain points so we can produce some actionable recommendations to deploy and adopt Microsoft Teams.

## How long are the workshops?

We have developed the workshop to be delivered remotely or in person and they're typically delivered within 2 days.

The workshop will be delivered by our professional service team, engaging with your business stakeholders, to ensure we cover all aspects of your deployment.



## 1. Connect your workforce

Improve productivity and engagement by connecting employees with the tools they need to do their best work.

- Chat, video, file sharing in Teams.
- Teams Announcements.
- Accessibility features.



## 2. Accelerate onboarding

Quickly onboard employees and enable them to build skills rapidly.

- Stream on-demand video content.
- Teams channels.
- Yammer communities.



## 3. Protect your organization

Safeguard your business with best-in-class security and compliance features.

- Shared Device Mode.
- Advanced encryption.
- Firstline policy packages.



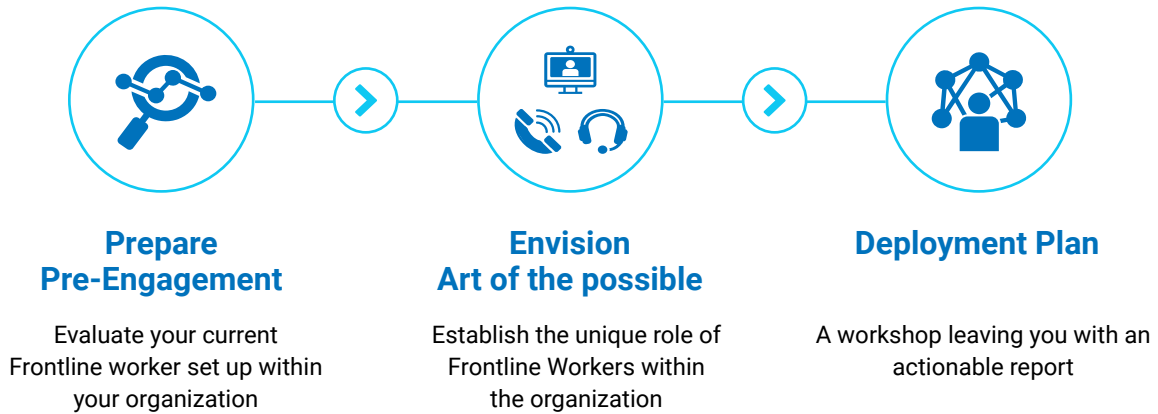
## Business outcomes

**70%** of organizations who empower Frontline Workers see increased sales and revenue.

**82%** of organizations that invest in frontline workers see improved compliance with regulations.

**84%** of organizations who digitally empower frontline workers increase worker satisfaction.

**91%** of business leaders see an increase in Frontline Workers' performance and productivity when digitally empowered.



## The workshop – at a glance:

### Objectives:

To gain an understanding of your organisation's structure to provide you with insights on the benefits of investing in this area, organizational and financial, and provide you with industry figures in support. To help you identify any potential blockers and challenges for your Frontline workers.

### Recommended Attendees:

- Consultants.
- Solution Architects.
- Developers.
- Design Leads.

### Pre-requisites (preferable but not essential):

- Success measures: What does success look like?
- Employee locations, numbers & current workforce needs (if known).
- IT Device offering (if any).
- Budget & Timeline.

### Workshop Deliverables:

Once the workshop has concluded, we will provide you with a report to help you understanding how to empower your Frontline workers to stay connected, motivated and productive while maintaining security and control of your organization's platforms utilising the full Microsoft 365 stack.

**78%**  
of business leaders see empowering Firstline Workers as critical to their long-term strategy.

### Contact us

[Contact us](#) to find out if you qualify for a complimentary workshop through your existing Microsoft licensing agreement.

Microsoft  
Partner  


2019 Partner of the Year  
Intelligent Communications

### About NTT

NTT believes in resolving social issues through our business operations by applying technology for good. We help clients accelerate growth and innovate for current and new business models. Our services include digital business consulting, technology and managed services for cybersecurity, applications, workplace, cloud, datacenter and networks – all supported by our deep industry expertise and innovation. As a top 5 global technology and business solutions provider, our diverse teams operate in 80+ countries and regions and deliver services to over 190 of them. We serve over 80% of Fortune Global 100 companies and thousands of other clients and communities around the world.