



Solution Brief

## Enable Frontline Workshop

Get ready to achieve more with Microsoft Teams

### Overview

Frontline Workers are the backbone of your business. Workers in customer-facing roles or functions have a direct impact on business growth and operations. But, because those services are sometimes routine, Frontline Workers, often those considered essential, may be overlooked during digital transformation efforts.

These people represent tremendous potential that you can unlock by enabling them to do their best work. Provide Frontline employees with experiences that deliver back to the bottom line, with powerful and intuitive tools and devices that help every employee succeed and contribute to your business success.

### Related services

- Insight Microsoft 365 Continual Adoption
- Insight Persona Research & Development Service
- Insight Connected Workforce Assessment

### Our partners







## Our solution

As the hub for teamwork, Microsoft Teams is designed to help organisations improve collaboration and increase efficiency by automating key business processes. With the Enable Frontline Workshop, clients will work through various frontline worker challenges and pain points to identify top prioritised scenarios for their frontline workforce.










What to expect		
		
Identify and prioritise key use case scenarios.	Explore opportunities to streamline business processes and improve productivity outcomes.	Provide an implementation plan and next steps to help you achieve your desired goals.

## Business outcomes

Enable your frontline workforce to achieve more			
 <b>Connect and Engage your workforce</b>	 <b>Enhance workforce management</b>	 <b>Increase operational efficiency</b>	 <b>Safeguard your business</b>
<b>Highlights include:</b> <ul style="list-style-type: none"> <li>• Teams chat, voice &amp; file sharing</li> <li>• Viva (Connections Learning, Insights), Yammer</li> <li>• Praise, Walkie Talkie, Surface, Partner Devices</li> </ul>	<b>Highlights include:</b> <ul style="list-style-type: none"> <li>• Shifts and Tasks in Teams, Time Clock</li> <li>• Workforce Management ISV connectors (Kronos, Blue Yonder, Reflexis)</li> </ul>	<b>Highlights include:</b> <ul style="list-style-type: none"> <li>• Teams Platform, Power Automate</li> <li>• Approval, List, Virtual Visits</li> <li>• Line of Business apps and integrations</li> </ul>	<b>Highlights include:</b> <ul style="list-style-type: none"> <li>• Frontline policy packages, Teams Templates</li> <li>• AAD Identity &amp; Access Management</li> <li>• Microsoft Endpoint Manager, Surface</li> </ul>

## Why Insight?

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services Solutions	 Data centre transformation	 Next-generation tech skills	 App dev & IoT expertise	 Insight Digital Workspace™	 Partner alignment
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For more information, please contact your Insight Account Manager.

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