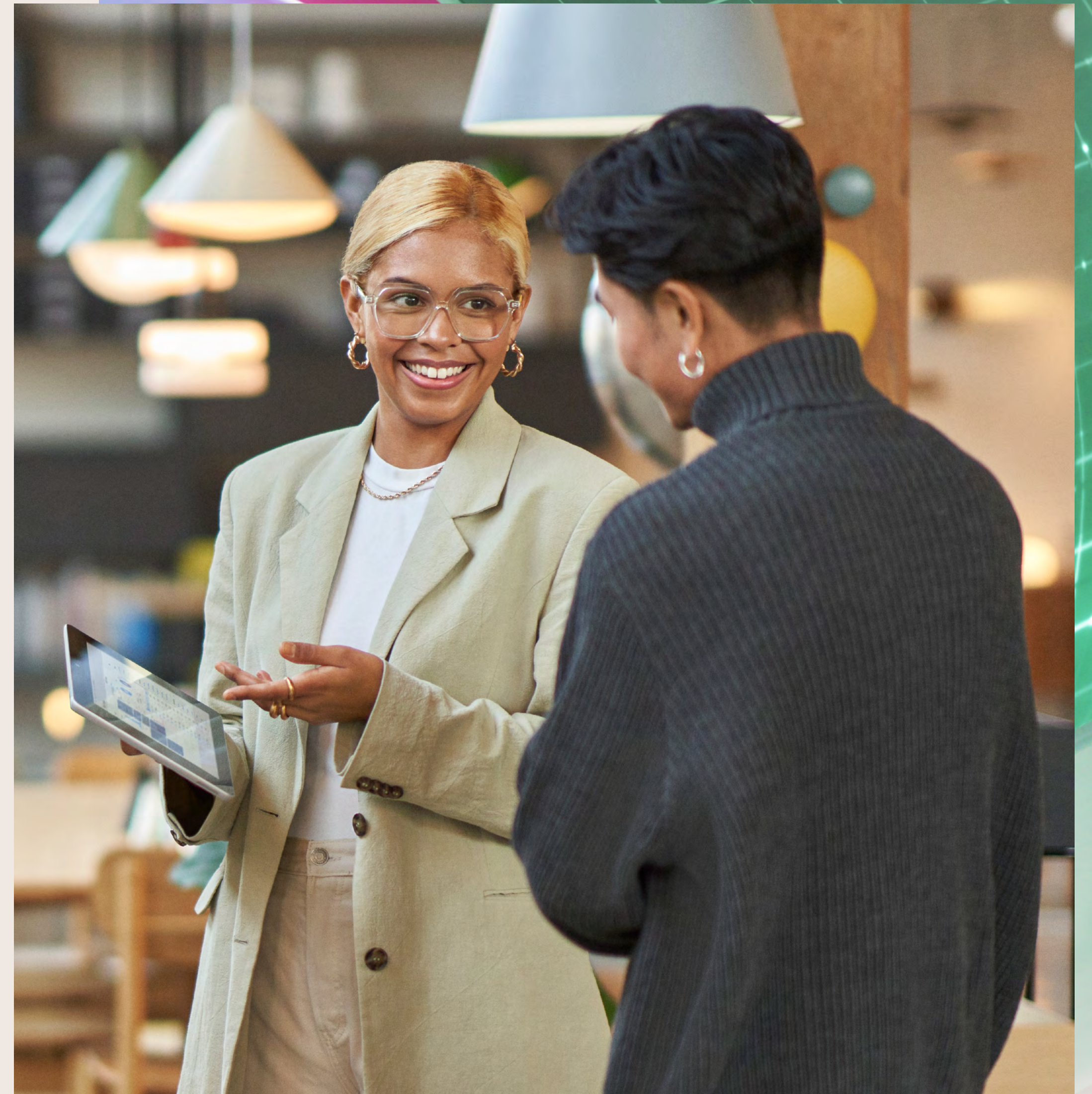


# A Blueprint for Transformation

Deploying digital tools for your frontline workers



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Begin transforming your frontline with Microsoft Teams

# A proven path to frontline worker efficiency



Successful organisations listen to and empower their frontline workers. In doing so, these organisations can fully understand the scope of frontline worker needs and provide the tools and solutions necessary for these teams to operate most efficiently. Microsoft has designed a progressive model for implementation that helps organisations bring Microsoft Teams to the frontline more efficiently than ever before.

By building upon your platform's foundation, you'll be able to deploy Teams to your frontline and allow for further capabilities to be customised and deployed as needed. This eBook provides such a guide, as well as helpful tips and tricks to successfully deploy Teams to frontline workers – strengthening communication and operational efficiency faster than ever before.

## You'll learn how to:

Identify what Teams tools and features will be the most valuable to your organisation to catalyse change

Establish a strong initial foundation that gets your frontline workers up and running quickly

Follow a progressive model of implementation to build valuable solutions for your frontline workers and organisation at scale



The progressive model for implementation developed by Microsoft gets the right tools into the hands of frontline workers – faster.

A woman with short brown hair, wearing a striped shirt and a dark apron, is smiling and looking at a smartphone in her hands. She is in a coffee shop setting, with a coffee bag and a cup visible in the foreground. The background is blurred, showing shelves with various items.

## Key factors for success

To better understand how best to integrate frontline worker needs with the needs of your business, Microsoft has identified five elements of success from organisations that have empowered their frontline with Teams.

These organisations:

- Kept frontline workers at the centre of every decision, capturing their feedback as part of pilot programmes.
- Communicated prioritised use cases for frontline workers in ways that best apply to them.
- Ensured structured collaboration and engagement between business and IT stakeholders by using the right tools to find solutions quickly and efficiently.
- Partnered with frontline managers, as they often define the ways of working and drive adoption of new technology with their frontline teams.
- Started simple for rapid time-to-value, then expanded frontline solutions continuously to drive evolving business outcomes.

# A progressive model for implementation

Our model begins with establishing, piloting and deploying a foundation of core Teams capabilities. Once deployed at scale, you can explore and customise additional features and capabilities using the same deployment process as your foundation. Through these capabilities and applications, you'll be able to enhance group productivity, elevate individual productivity and drive organisation-wide engagement for a more cohesive and productive frontline experience.

While Teams provides many capabilities and applications, Microsoft recommends focusing first on this foundation in order to reduce time to deployment so your frontline can work more efficiently, faster.

The steps to implementation:

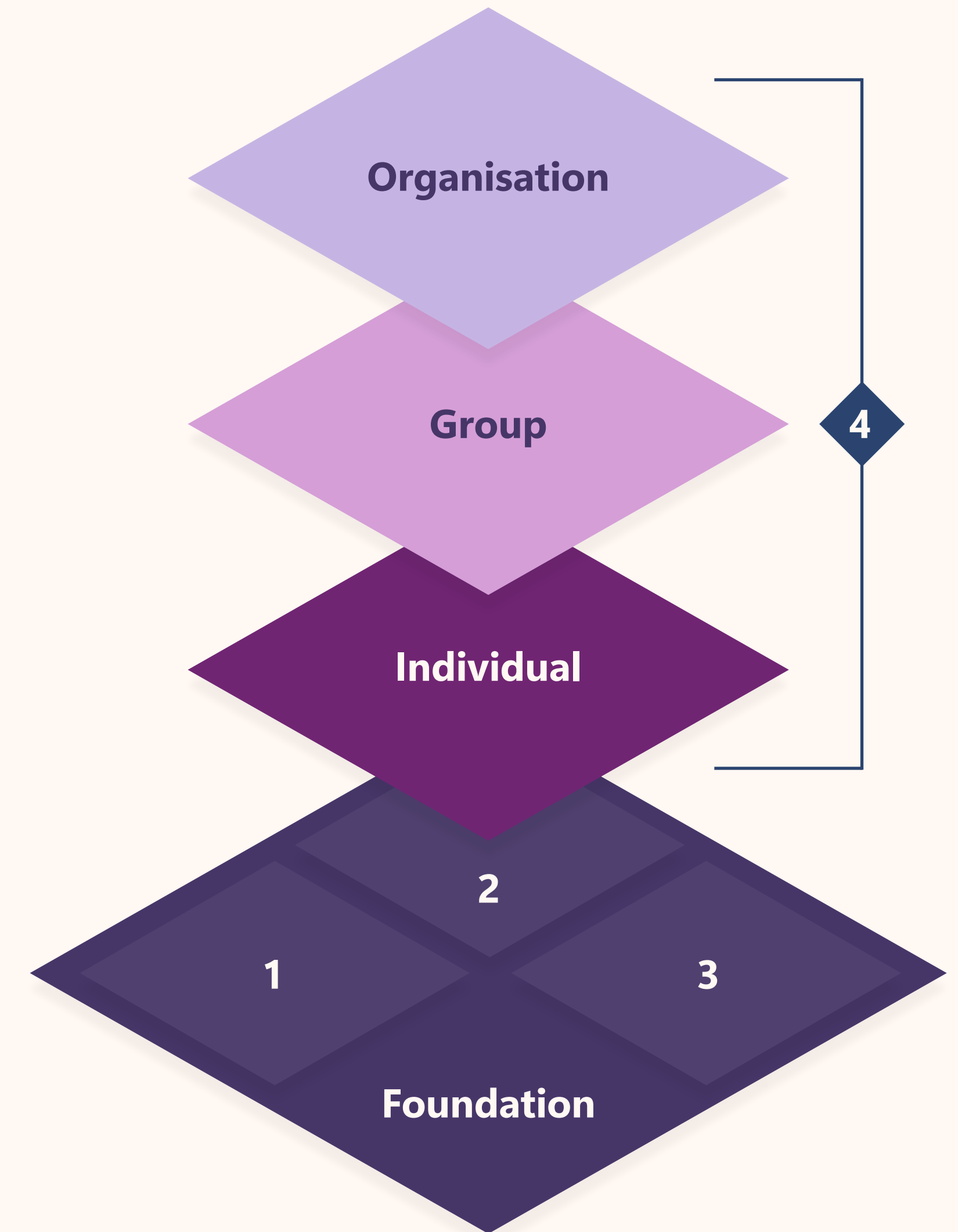
1 / Establish your Teams foundation

2 / Pilot your Teams foundation

3 / Deploy your Teams foundation at scale

4 / Scale and deploy additional Teams capabilities

- Individual productivity
- Group productivity
- Organisation-wide engagement





Start:

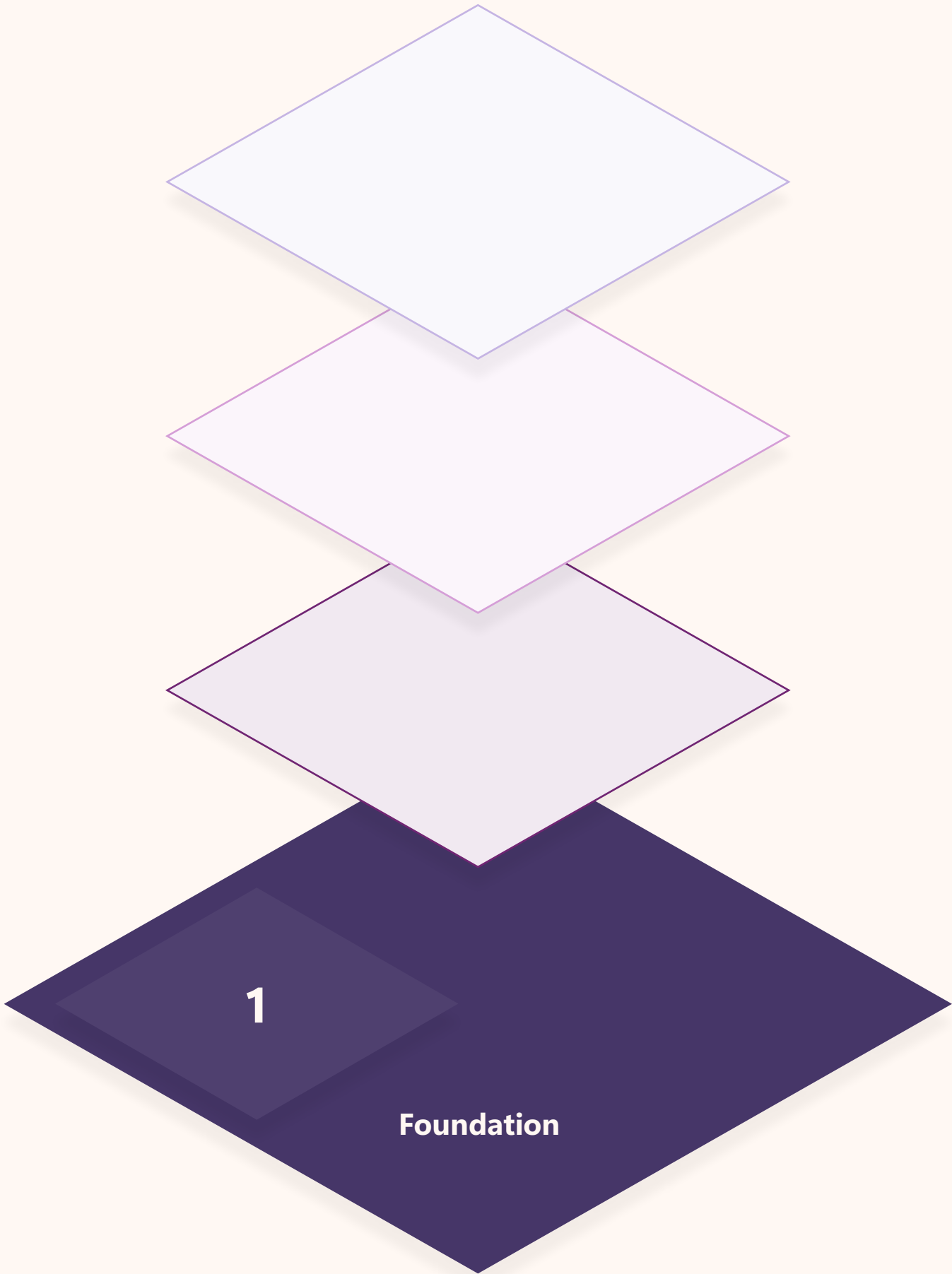
# Establish your Teams foundation

To begin, we start with the foundational elements of Teams that enable ad-hoc communication across the frontline: text, voice and video chat, predictable and relevant notifications and efficient management and security. Developing the base of your new technology programme is essential for a successful Teams deployment. In doing so, organisations and frontline workers alike get ample time to adapt to this base technology and recognise the value within it.

This foundation is comprised of:

- Enabling real-time one-to-one communication, Team Chat and voice across workers and managers
- Enabling departmental and/or local communication and collaboration
- Identity, security and management
- Mobile-first client with predictable notifications and relevant search

This key foundation will enable Teams to become your frontline workers’ single destination for communication and collaboration, delivering the ability to add quick actions and enable glance-and-go scenarios. Once these foundational elements are in place, you’re ready for the next step: piloting.



**TIP:** Pinning often-used foundational Teams applications like Calendar, Chat and Activity allows users to collaborate quickly with others.



Next:

# Pilot your Teams foundation

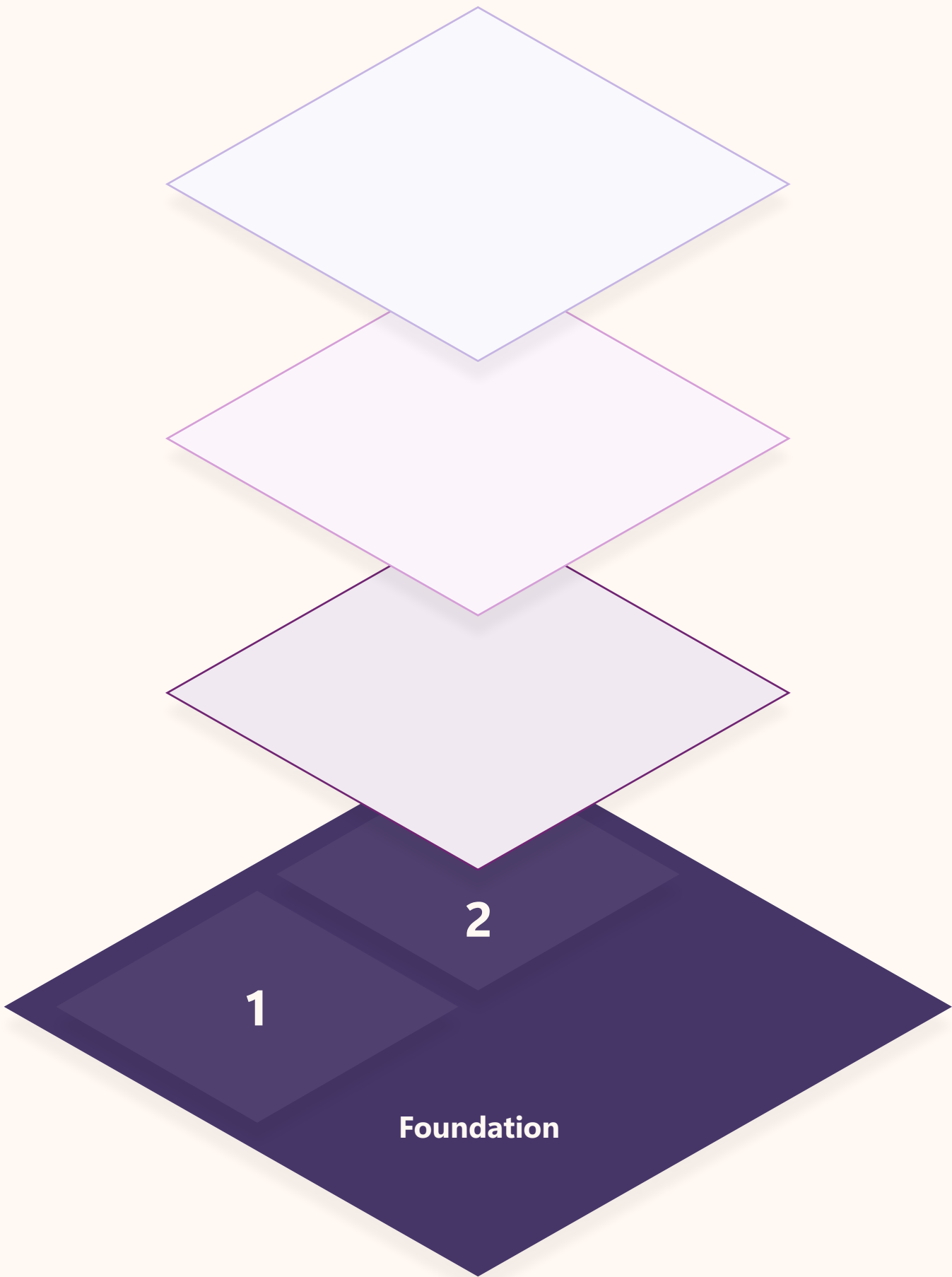
When first implementing Teams, pilot your solution at a few select locations first. By initially using smaller groups, your organisation will be able to test the pilot tools before company-wide deployment.

**TIP:** Microsoft recommends enabling the ‘Show favourite channels in Chat’ setting for frontline users of Teams. Configuring Chat in this way simplifies the user experience, delivering a layout your frontline workers will already be familiar with.

Establishing identities and permissions when setting up and adjusting your pilot programme is made easy with Microsoft Entra, a cloud-based identity and access management solution from Microsoft 365. With built-in and custom user attributes in place to help you set up the programme, your organisation can test the deployment tools to a pilot location, then apply them to a broader set of locations in phases.

You can define core attributes such as geographic location, email addresses and job titles, in addition to collecting additional employee information during sign-up. Membership of frontline dynamic teams is determined and managed by these sets of attributes and automatically managed over time as frontline workers are onboarded, offboarded or change locations.

This smaller, initial deployment is a good time to capture feedback and incorporate it into any changes. Partnering with frontline managers can also help you better understand what your frontline may need to adopt this new technology. After troubleshooting and identifying what features best support your frontline, you can refine and adjust your foundation as needed after the initial pilot.





Then:

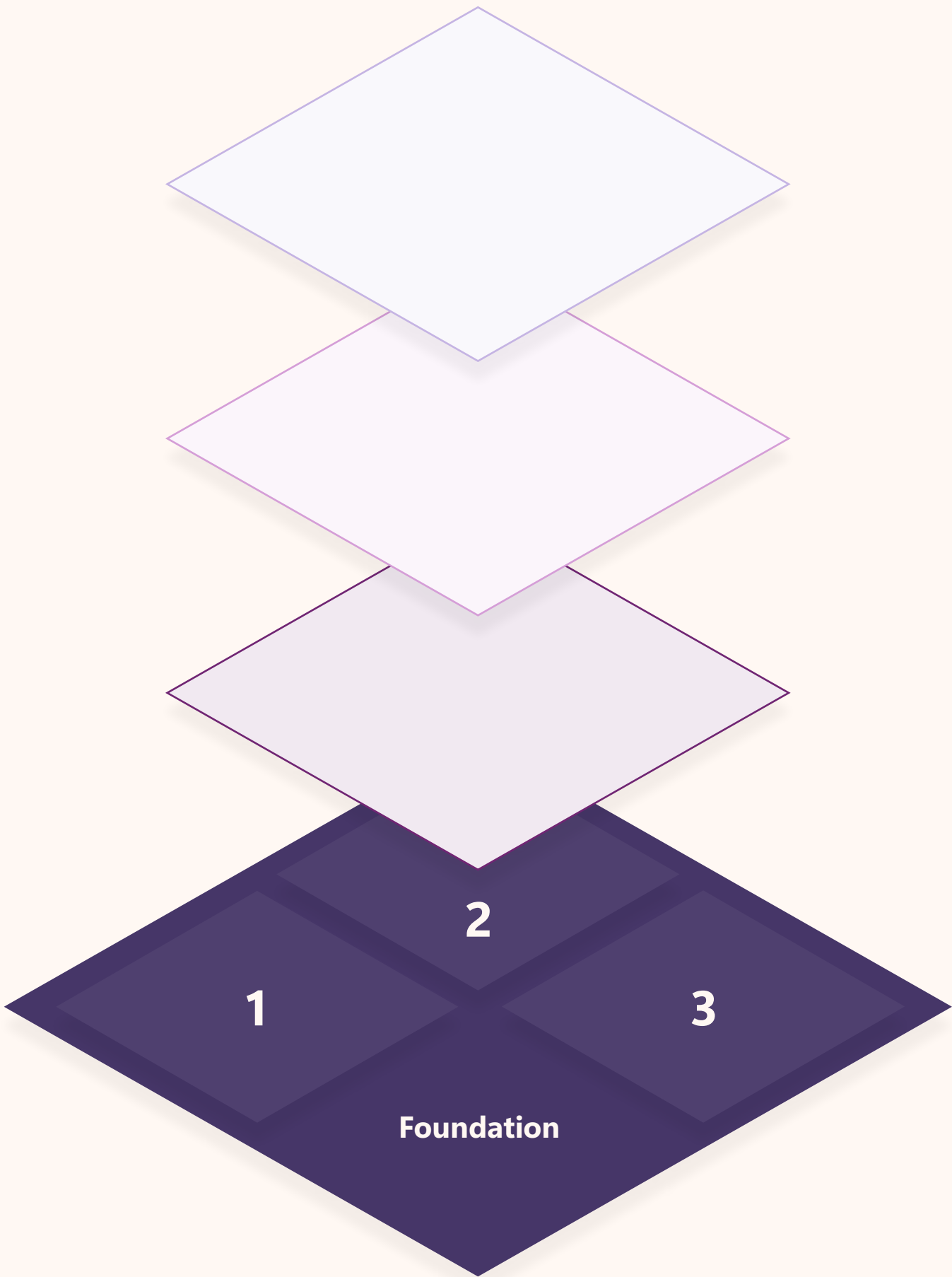
# Deploy your Teams foundation at scale

To meet the needs of a dynamic frontline workforce, IT teams require dynamic solutions. To deploy more efficiently, Microsoft has developed a step-by-step process to frontline technology deployment.

**TIP:** To get a list of your frontline team IDs, in the Teams admin centre, go to Teams > Manage frontline teams, and then in the Frontline teams section, select Download CSV.

- ↓ Once you’ve set up and piloted Teams, click the ‘Manage frontline teams’ page to deploy.
- ↓ From here, you can review your settings, view the list of locations that don’t yet have a frontline dynamic team created and select additional locations you’d like to create teams for.
- ↓ Click ‘Deploy.’ This process can take up to a few hours depending on how many teams you’re creating. You can repeat this process in the future for any other frontline locations that don’t yet have a team.
- You’ll continue to have the opportunity to fine-tune and adjust Teams as often as needed.

Now that Teams has been successfully deployed, management of your frontline dynamic teams is easy whenever changes happen within your organisation. In the Teams admin centre, you’ll be able to create new teams for newly opened locations, edit your frontline team settings and receive analytic reports on frontline usage. Once your entire frontline organisation is using Teams, you can begin to roll out additional capabilities and tools.





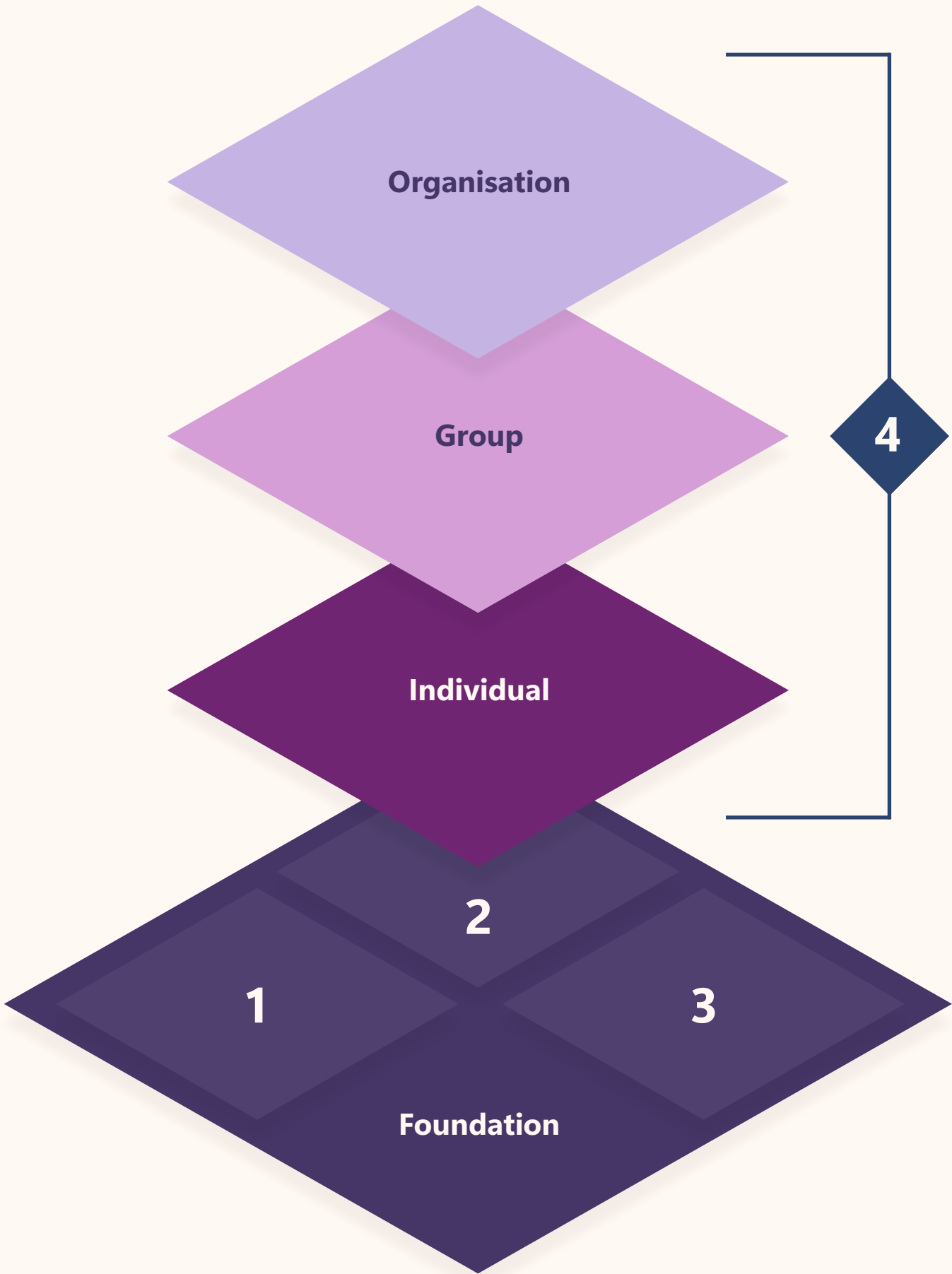
Progressing Forward:

## Scale and deploy additional Teams capabilities

At this point, you’ve built and deployed your Teams foundation and empowered frontline workers across your organisation to communicate on one single platform. Now you can begin to roll out additional capabilities and tools that best serve your unique organisational needs.

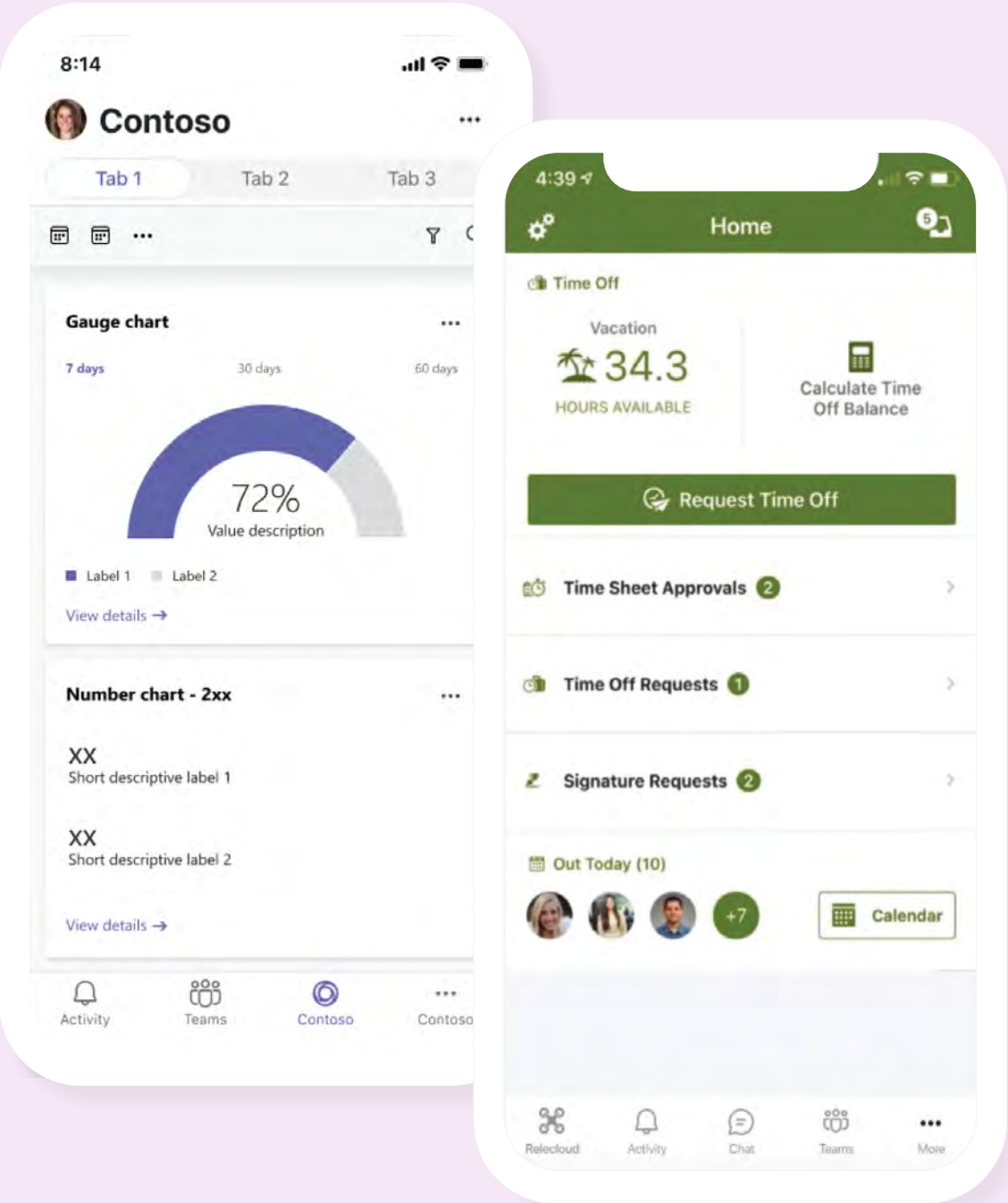
Some capabilities and applications are already included with Teams such as Chat, Channels, Praise and Approvals. Others are available for purchase or may be developed for your organisation. These include third-party applications created by independent developers or custom applications created specifically for your organisation.

Layering in additional Teams capabilities is organised through three core pathways: **individual productivity, group productivity and organisation-wide engagement.**



**TIP:** The admin running the deployment process must be a Global administrator.

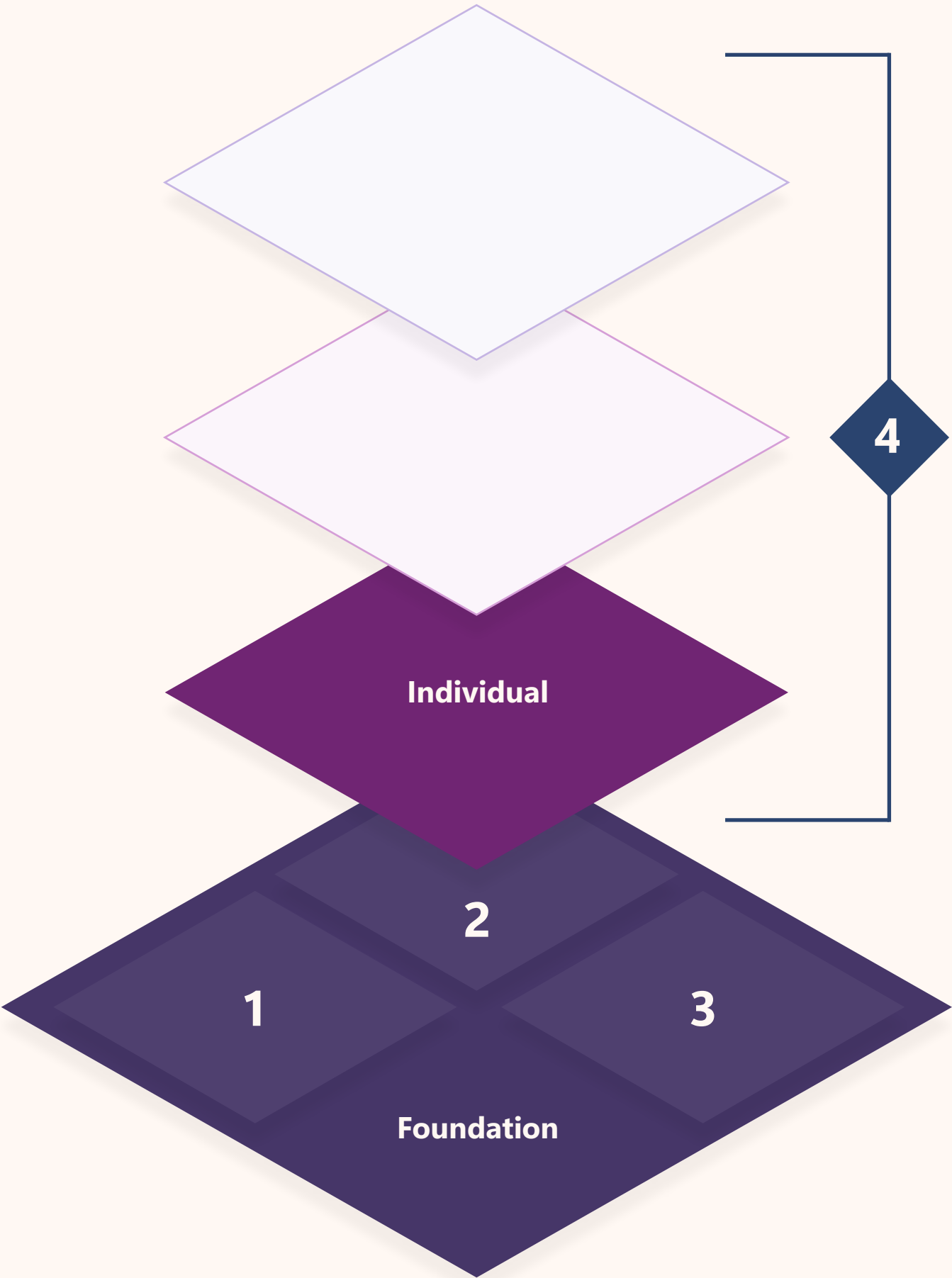
# Individual productivity tools and capabilities



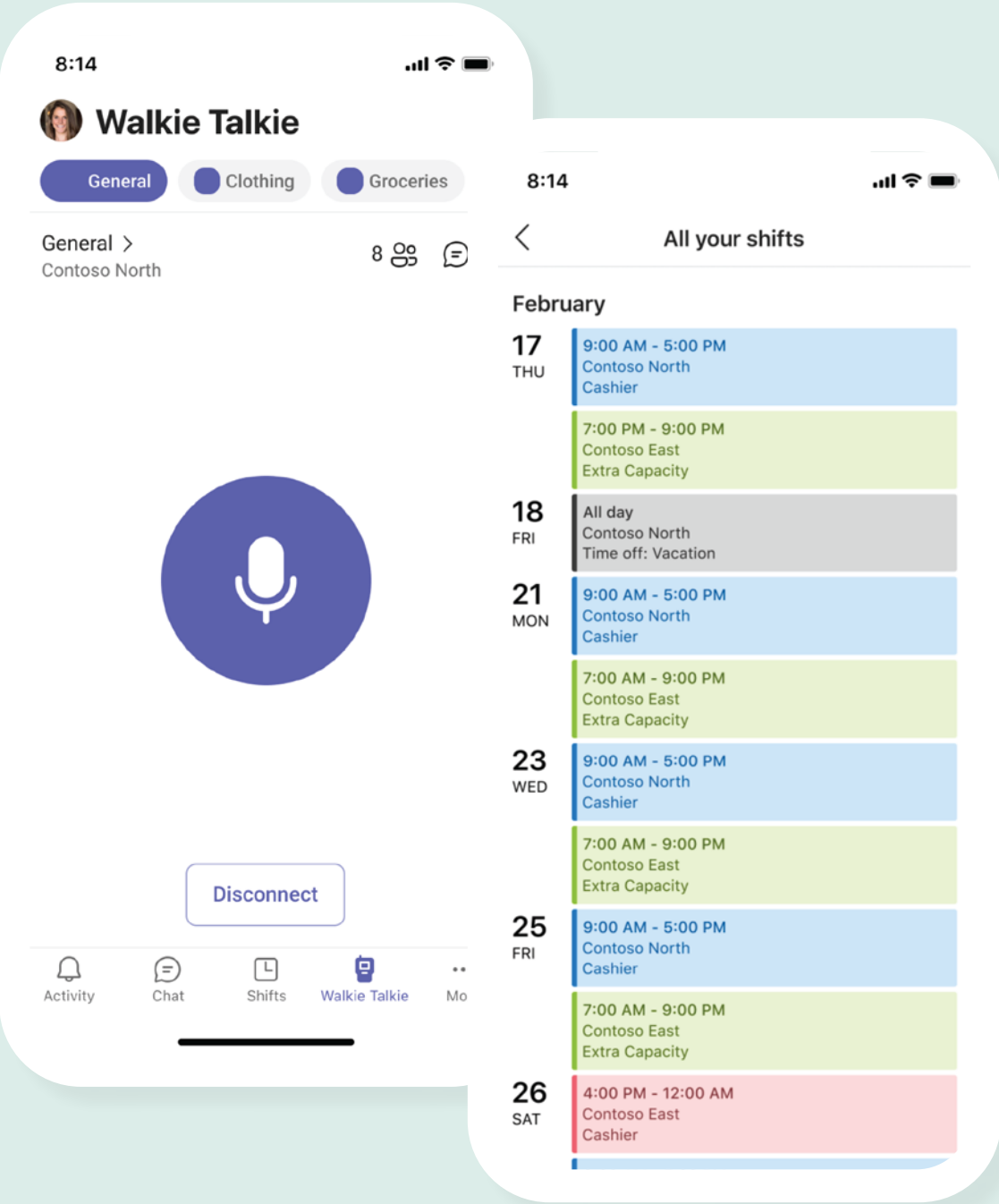
Use Teams to further increase frontline productivity by enabling employees to complete tasks without requiring group interactions. Consider the following first steps toward further empowering the individual:

- Customise line of business (LOB) applications created by your organisation to better support specific frontline roles.
- Discover Viva Learning, a central hub for learning in Teams where individuals can share, recommend and learn from content libraries across your organisation.
- Integrate third-party app solutions directly into Teams to further connect with your work on one platform.
- Enable frontline workers with a shifts marketplace that allows them to swap shifts, request time off and clock in and out.

Individuals are empowered to customise their own Teams workplace within your organisation. Whether it be pinning certain channels or applications for ease of use or equipping their workspace with specific LOB or third-party applications, Teams helps individuals personalise their experience with settings and tools that allow them to be their most productive.



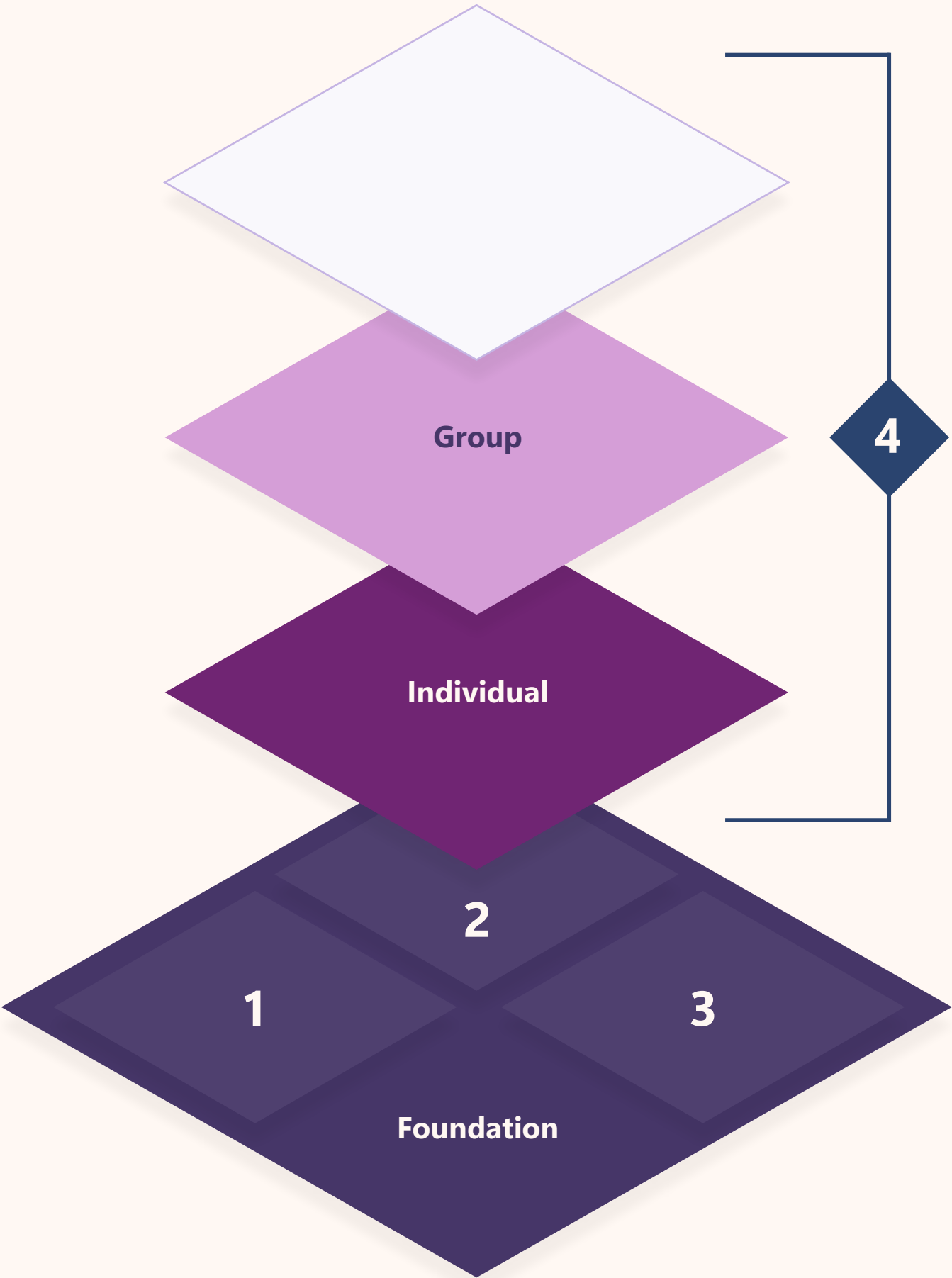
# Group productivity tools and capabilities



Enhancing the functionality of Teams with unique capabilities and applications can elevate group productivity on the frontline. When bringing a frontline team together, a managed shared space for groups of employees to communicate and collaborate towards an outcome can be essential. Some examples of how group productivity can be amplified are:

- Standardising organisational structures and schedules through collaborative applications like Calendar, Shifts and Tasks.
- Utilising collaborative communications by assembling Teams and channel communications that best connect the appropriate team members.
- Using the Walkie Talkie feature to connect quickly with teams over voice chat in real time.
- Extending a business workflow or process using third-party applications that directly sync with Teams to advance design, project management and more – all on one platform.

Applications and capabilities within Teams are completely customisable for distinct groups within your organisation. This flexibility helps support the specific and unique needs of each frontline team, ensuring these employees always have access to the tools they need.

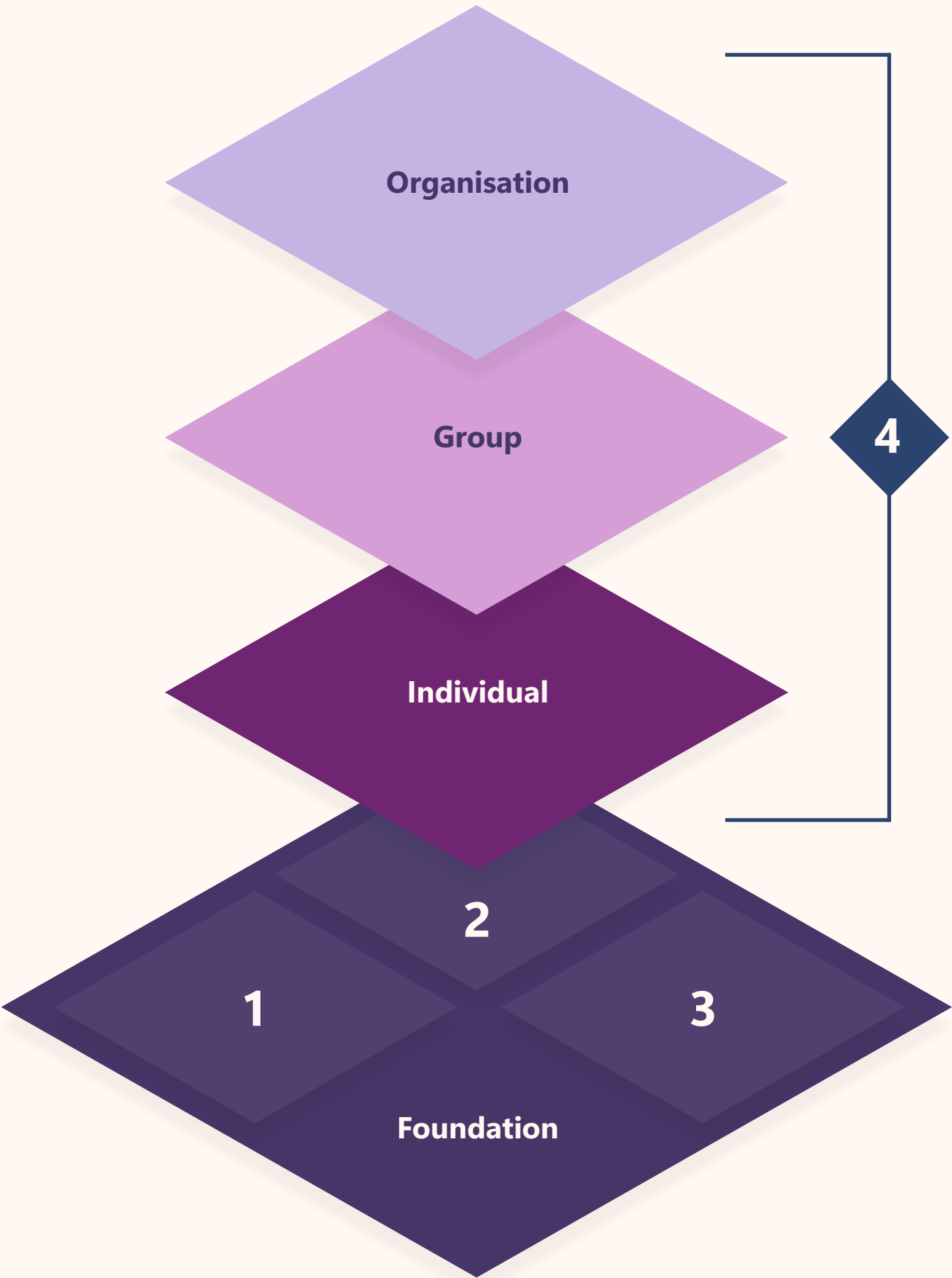


# Organisation-wide engagement tools and capabilities

Beyond individual or group productivity, Teams can also drive increased mission alignment and employee engagement across your entire organisation. With additional capabilities in Teams, frontline workers can better understand the impact of their contributions and feel like they are part of something bigger. Consider these methods that can drive engagement across your entire organisation:

- Help frontline workers find belonging in Viva Engage Communities, where groups within an organisation have a central place for their conversations, files, events and updates.
- Guide frontline workers to SharePoint News where they can discover new and applicable knowledge.
- Distribute corporate communications, enabling frontline workers to stay connected to your mission and strategic priorities – regardless of role or location.

By creating communities within your organisation that allow users to share important news regardless of team or geographic location, it becomes easy for your frontline to feel like a critical part of the team – no matter the physical distance between them.





# Begin transforming your frontline with Microsoft Teams

Through this guide, we've learned that with a progressive model for implementation, you can seamlessly bring Teams to your organisation. Now you'll be able to confidently establish your Teams foundation, scale your new technology within your organisation and expand upon initial Teams capabilities and tools to better serve your frontline.

The progressive model from Microsoft makes it easier than ever before to guide adopters and users to operational success. Get started transforming the deployment and management of frontline solutions at scale with Microsoft Teams today.

# Empower your frontline



**Explore plans and pricing**

## Sources

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<https://www.microsoft.com/en-us/worklab/work-trend-index/technology-unlocks-a-new-future-for-frontline>



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