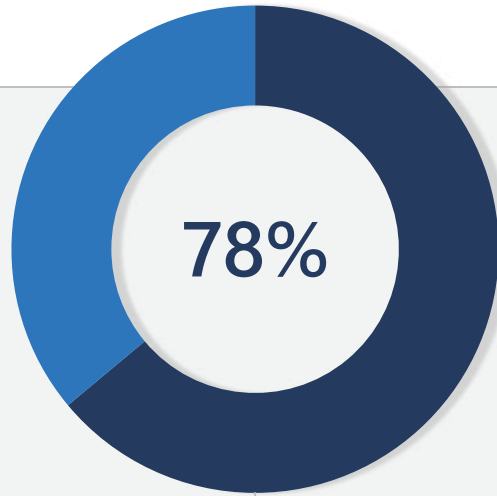




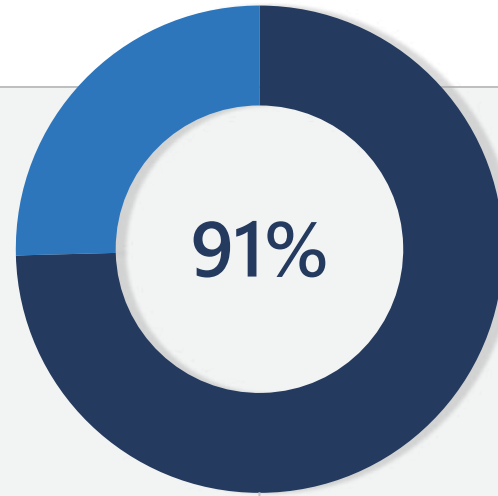
Empowering Frontline Workers



Building for success is at the first line of business



of business leaders see empowering frontline workers as critical to their long-term strategy



of business leaders indicate an increase in frontline worker performance and productivity when digitally empowered



Companies with great employee experiences outperform the Standard & Poor's (S&P) 500 by 122 percent

Investing in modernization and digital transformation = Investing in the future of every worker

Transform your organization by empowering Frontline Workers



- Modern tools, devices, and services raise productivity, streamline communication, and close gaps in your security and compliance posture.
- *Prioritize technology for your firstline workers* to drive out legacy tools and manual processes, reduce your costs and improve job satisfaction.





The firstline workforce is **first**



**First to engage
your customers**

**First to represent
your brand**

**First to see your
products in action**

Our firstline vision

Is to maximize the impact of the firstline workforce

Driving digital transformation for firstline workers to enhance efficiency and effectiveness, create better business outcomes, and increase profitability.



Foster culture and community

Train and upskill employees

Digitize business process

Deliver real-time expertise

Minimize risk and cost



Foster culture and community

- Broadcast interactive town hall meetings
- Coordinate distributed teams with a hub for teamwork
- Share and find best practices across the company
- Build inclusive communities of interest





Train and upskill employees

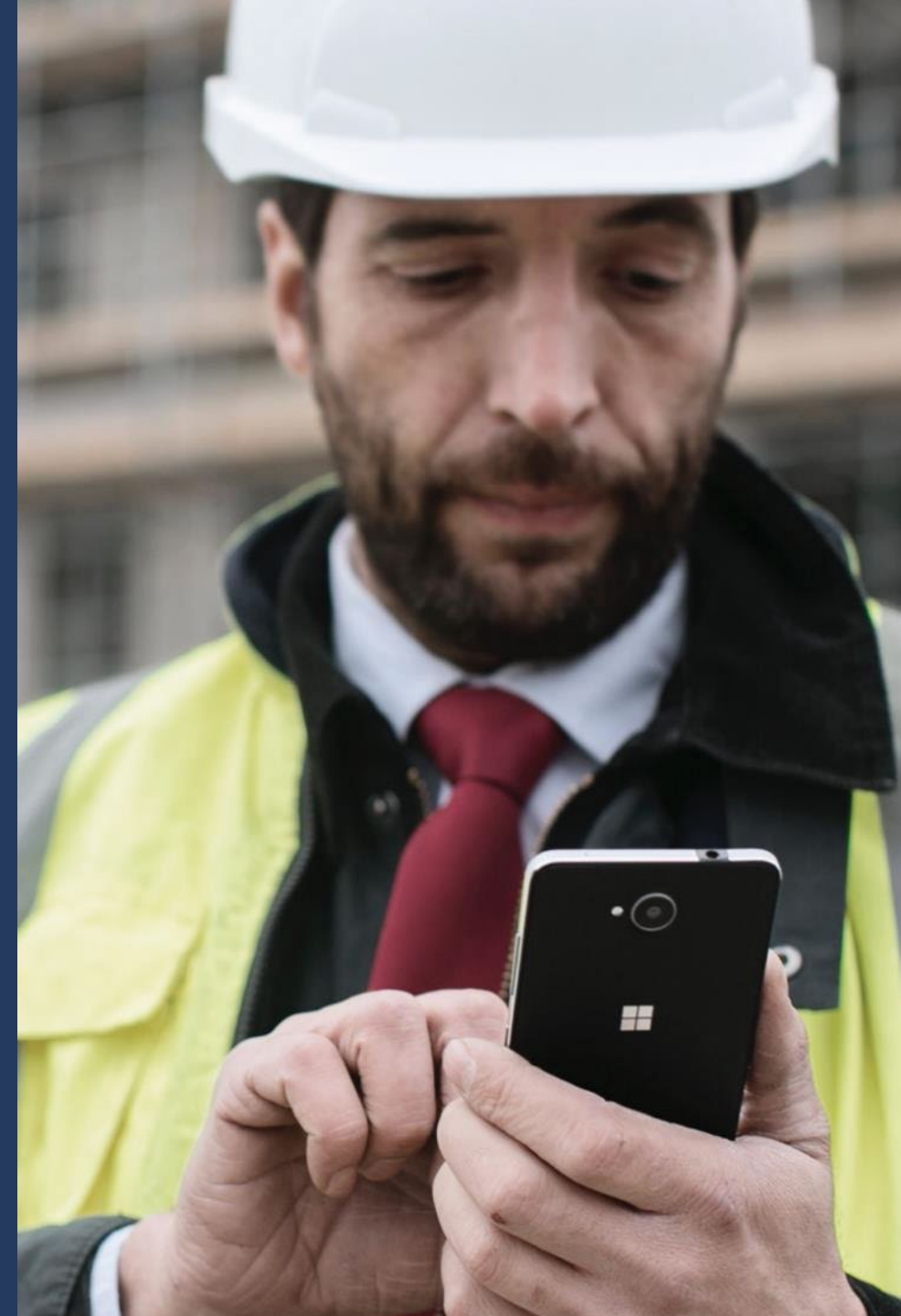
- Distribute onboarding material and training on any supported device
- Share dynamic, role-based content and video
- Enable employees to find and build on the work of others
- Retain and manage institutional knowledge in one place





Digitize business process

- Create, update and manage schedules and tasks
- Automate everyday activities and workflows
- Optimize resource allocation using IoT-based signals
- Includes Microsoft StaffHub, the go-to tool for Frontline Workers





Deliver real-time expertise

- Crowdsource new ideas and solutions
- Work in context across physical and virtual space with mixed reality
- Connect across remote sites on any device
- Tap available talent when and where it's needed





Minimize risk and cost

- Streamline management across devices, including kiosks and signage
- Secure Frontline access to corporate apps with identity-drive protection
- Meet evolving workplace regulatory requirements
- Accelerate GDPR compliance



Technology benefits



[Microsoft Teams](#)

Your go-to resource for all things Teams: find the right pricing plan, watch a demo, discover training and tech guidance videos, download the app, learn about free Teams free trials, etc.

[Microsoft 365 F1](#)

Explore all the features and purpose-built tools, find resources in deployment, adoption, and data migration, and get the latest updates on Microsoft 365. You can also find where to connect, collaborate, and share best practices with peers and experts in the Microsoft Tech Community.

[Azure Active Directory](#)

Learn what Azure Active Directory is, who uses it, find internal vs external resources, quickstarts and concept information, and how-to guides to get you started.

Third Party Devices Partners

- [Samsung](#)
- [Real Wear](#)

“ We’re partnering with Microsoft to reinvent the employee experience, to build a modern and secure workspace and to empower every employee, from the boardroom to the Frontline Worker, to achieve more every day. ”

Brandon Antin


Vice President of Social Responsibility and Innovation



Frontline Workers
drive business
impact

Owens-Illinois

Boosting workplace collaboration and manufacturing efficiency

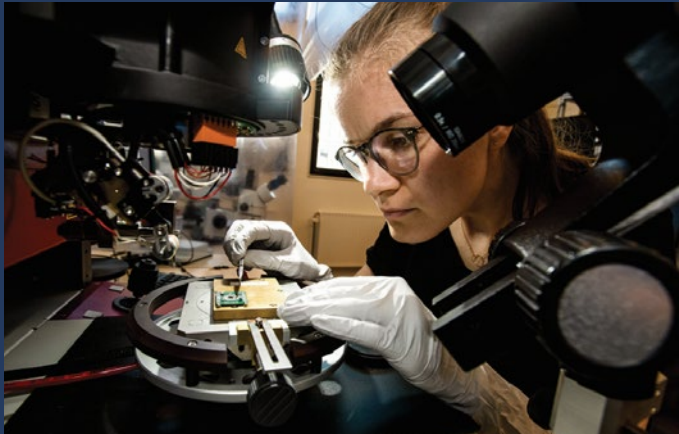
 *O-I benefits from the added voice of our Frontline Workforce because the shop and plant floor employees are the experts on the ground and hold the answers to many of the dilemmas we face every day. We'll be using Office 365 to help unlock the power of all of our 27,000 employees.*

Kristin Kelley

Vice President of Global and Corporate Communication



Example Scenario – Frontline Worker Insights



Microsoft IoT, Microsoft 365

Improve and accelerate decision making with a 360-degree view of business and the unique insights of the Frontline Workforce.



Microsoft 365, HoloLens

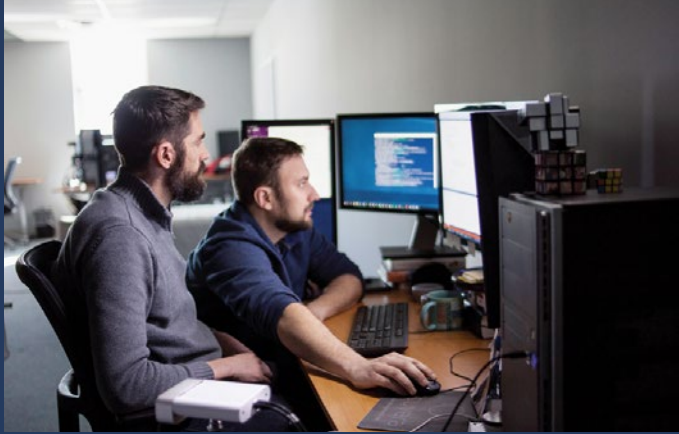
Connect and collaborate across geographic and organizational boundaries to turn insights into action.



Microsoft 365

Ensure Frontline Workers are fully engaged, equipped and connected throughout the process to contribute and execute on a new direction in real-time.

Example Scenario – Empowered Field Service



Microsoft IoT

Reduce downtime with predictive maintenance and proactive alerts from connected devices.



Dynamics 365

Improve response times and reduce maintenance costs by dispatching the right technician with intelligent routing.



Microsoft 365, HoloLens

Ensure service technicians are fully equipped to deliver a first-time fix with access to remote expertise and resources for maintenance, repairs and operations.