Empowering Frontline Workers
Building for success is at the first line of business

78% of business leaders see empowering frontline workers as critical to their long-term strategy.

91% 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.

Investing in modernization and digital transformation means investing in the future of every worker. Integrating the entire workforce will raise productivity, streamline communication, and simplify workflow. Putting all workers, devices, and software on equal footing will increase ROI, reduce TOC while safeguarding data. During this reset, now is the time to respond and rebuild for the future.

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 frontline workers to drive out legacy tools and manual processes, reduce your costs and improve job satisfaction.
The firstline workforce is first

Comprise 80% of global workforce

First to engage your customers
First to represent your brand
First to see your products in action
Our frontline vision
Is to maximize the impact of the frontline workforce.

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

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<td>Train and upskill employees</td>
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<td>Digitize business process</td>
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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

- Crowdsourced 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
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.