Microsoft Azure

# Workplace Intelligence Solution Accelerator

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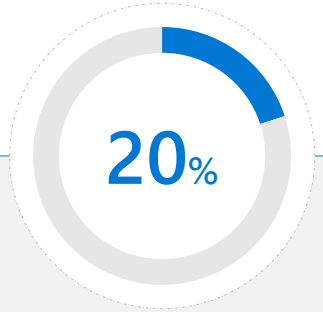
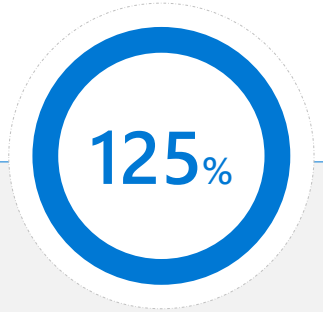
# Data is transforming the way we work

Business leaders are looking beyond systems and toward people to maximize digital efforts

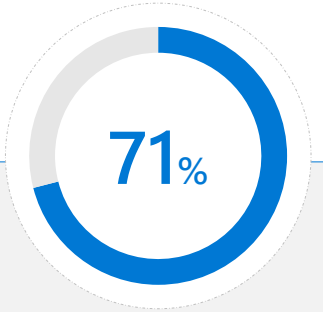



productivity lost to "organizational drag" that prevents people from getting things done.[1]

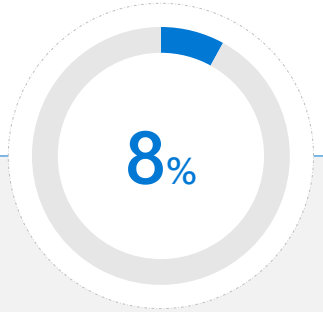



inspired employees are 125% more Productive.[1]

ratio of high performers does not change among companies, so leveraging the whole team is critical to competitiveness.[2]




acknowledge that improving the workforce is important to their success.[3]




organizations who say they are equipped to address workforce improvement Strategies.[3]

1) Great Companies Obsess Over Productivity, Not Efficiency (hbr.org)
2) 1 in 7 Employees Are Stars. The Best Companies Cluster Them Together. (hbr.org)
3) Workforce metrics | Deloitte Insights



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# Measuring workforce intelligence requires visibility

Complex architecture drives up cost, limits agility, and contributes to administrative burden and risk

**Inability to orchestrate collaboration** anywhere, on any channel, due to disconnected systems and processes.

Business has **limited visibility** to understand how workers are spending their time, and what habits or distractions are impacting their ability to focus.

Difficult to assess what factors are impacting worker **engagement, burnout, or are detrimental to work-life balance.**

Can't clearly assess the origin of **reduced quality/"bugs" and can't adjust** processes to fix them.

Departments **operating in silos** with restricted visibility makes it hard to know which factors are impacting efficiency.

**Change management processes** are difficult to implement and measure .



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# Working smarter is critical to driving positive outcomes

When behavioral data is given context, you can assess and implement transformative organizational changes with speed and agility.

## Workplace transformation

Fluid, flexible, data-driven – better every day and able to embrace transformational change.

## New insights

Quantify the impact of employee actions on business outcomes.

## Change management

Establish cadence of measuring impact and optimizations on operations.

## Smart goals

Promote better work habits and norms anchored on predicted outcomes.

## Potential Use Cases

- Bugs created
- Release velocity
- Top/bottom performers
- Engagement level
- Churn risk
- Look-alike comparison
- Attrition
- Roadmap planning
- Project estimation accuracy

Workplace Analytics (WPA) | Azure DevOps | WPA & Azure DevOps



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# Accelerate performance with Workplace Intelligence

The Workplace Intelligence Solution Accelerator leverages Microsoft Workplace Analytics and Azure DevOps to generate rich data on capacity and productivity. Visualize your data quickly in a production-ready dashboard.

**Native Office 365 data**

Start with aggregated behavioral data from everyday work in collaboration tools.

**Business context (DevOps)**

Overlay of org descriptors and business outcomes reveals patterns of success.

**Control and governance**

Flexible privacy and compliance controls help you protect your data.

**Insights and change**

Use powerful insights to make better business decisions and transform your organization.



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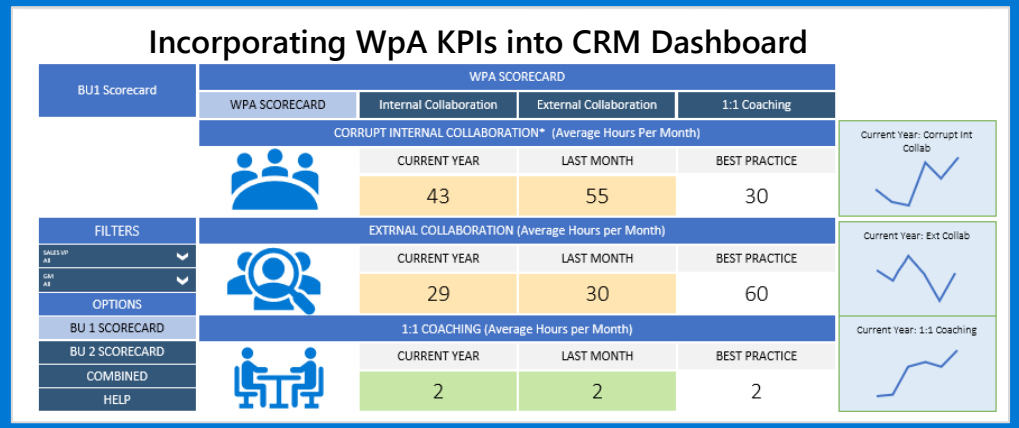
# Learning by doing – Microsoft insights pilot




*Testing the application of the technology at Microsoft gave us great insights into our own data, enabling us to visualize and assess performance, measure capacity, and allocate resource accordingly.*

| | |
|---|---|
| **SITUATION** | Microsoft wanted to identify best practices from top sellers to scale across the organization to drive higher revenue per seller. |
| **APPROACH** | Microsoft used Workplace Analytics and Azure DevOps to model behaviors of the best sellers, creating a dashboard that would provide leadership visibility into seller activities and empower employees to self-manage. |
| **IMPACT** | The data gave Microsoft insight into which metrics were most important to success; teams that adopted a new selling model contributed to a $237 million sales lift. |

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# Dashboard provides deeper workforce insights

The Workplace Intelligence Solution Accelerator dashboard is a web-based application that provides visibility into a team's work practices.

## Metrics reveal anomalies and trends that can signal:

- Quality issues or "bugs"
- Healthy team collaboration styles.
- How planned/ unplanned events impact productivity.
- The state of employee work/life balance.

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# Next steps: Accelerate your journey

| Kick-off | Proof of value | MVP & deployment |
| --- | --- | --- |
| Learn more about the Workplace Intelligence Solution Accelerator and see a demo. | Solution code walk-through and prototype creation for customer testing. | Minimum Viable Product (MVP) is built and deployed for the customer with support of the technical specialists (CSA) and Partners. |
| 30 minutes | 3 Hours or less | 2-5 weeks |

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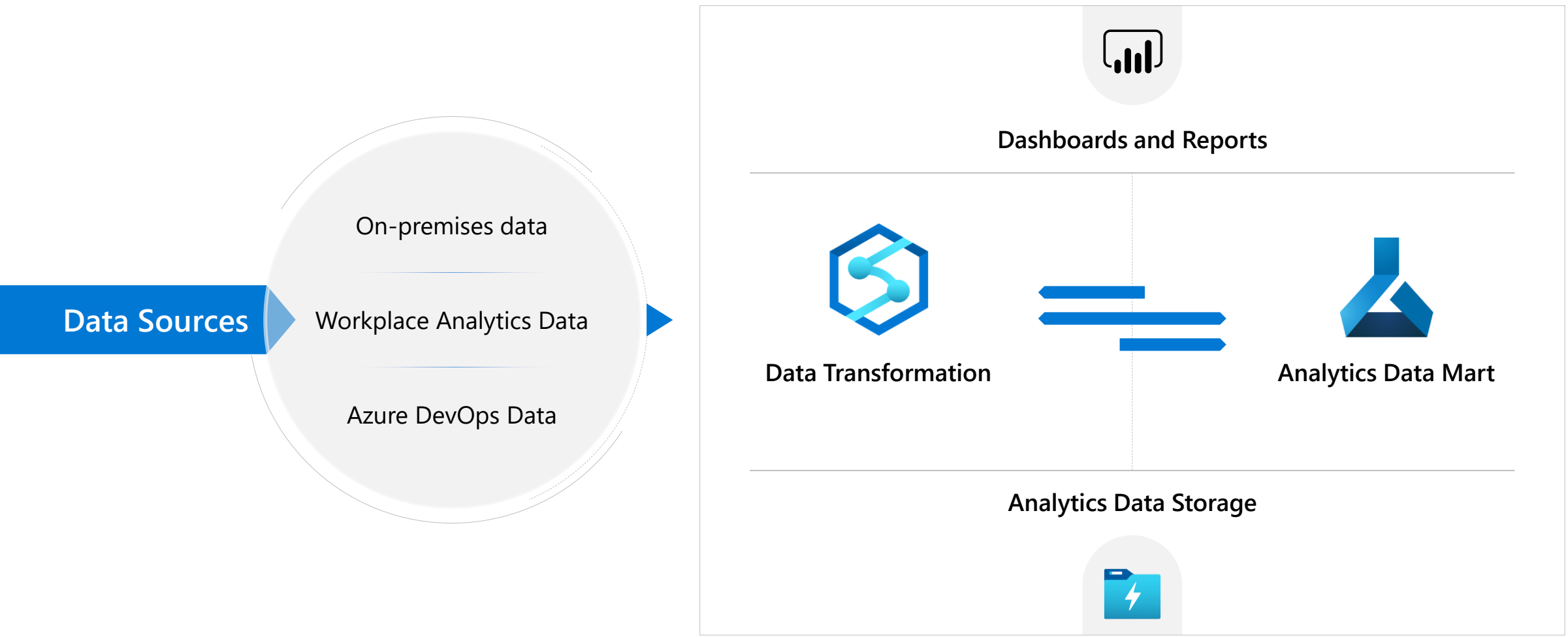
# Thank you

# Leverage multiple data streams to fuel the dashboard





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# Resource Insights

## PILOT PHASE
*190 Users (IT Focus) – 45 days*

## PRODUCTION
*800 Users (Enterprise)*

### WORK

**Build Resource Insights Solution Azure DevOps to Synapse Connector**
- WPA to Synapse Connector
- Synapse Warehouse and Queries
- Sample Power BI Reports

**Deploy Resource Insights solution**
- Provision Azure resources
- Configure connectors and Power BI
- Resource mapping exercise

**Configure for partner**
- Work with partner to determine queries and reports
- Develop queries and Power BI reports (up to 3)
- Training of team

### ESTIMATED COSTS

**Solution Development**
- Funded though partner and Microsoft joint partnership

**WPA (Viva) Licensing**
- Offset with Microsoft – Customer Innovation Funds

**Azure Hosting**
- Offset with Microsoft – Customer Innovation Funds

**Deployment Services**
- Offset with Microsoft – DPi30 Funds

**Post Pilot Costs**
- ~$3 to 4k/month or $18/user/month

### BREAKDOWN

**Ongoing Enablement Additional data sources**
- New/Update Queries
- Additional Power BI reports/dashboards

**Estimated Costs:**
- $6 to 7k/Month or $8 /user/month


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# Prospective Use Cases

- Top/Bottom Performers
- Look-alike Comparison
- Churn Risk
- Engagement Level
- Attrition
- Bugs Created
- Release Velocity
- Roadmap Planning
- Project Estimation Accuracy

= Workplace Analytics (WPA)

= Azure DevOps

= WPA + Azure DevOps



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