



d365.Global

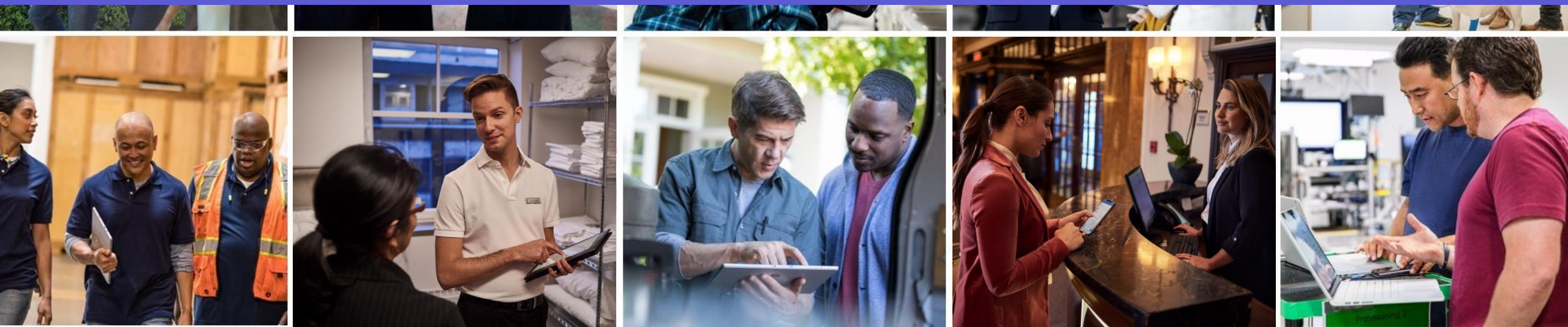
Increase operational efficiency

d365.Global, Microsoft Dynamics 365
& Microsoft Teams for frontline
workers





The foundation of an agile business is an empowered frontline



80% of employees are frontline workers¹

74%

of business leaders say that automating manual processes improved the efficiency of their workforce²

#3

Technology ranks third on the list of factors that workers say could help reduce workplace stress¹

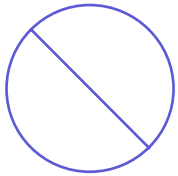
63%

of frontline workers are excited about the job opportunities technology creates¹

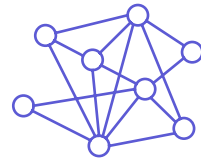
Sources: 1. [Microsoft Work Trend Index, January 2022](#) 2. [Deloitte, "IT, disrupt thyself: Automating at scale", December 2021](#)



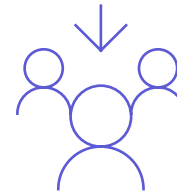
But challenges stand in the way of creating an agile and efficient frontline



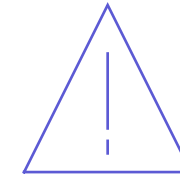
One-third of frontline workers **don't have the right technology tools** to do their job effectively.¹



Frontline workers struggle with disconnected, standalone solutions that **hinder effective management** of schedules and tasks.²



Frontline workers **lack reliable methods to pass critical information** to the next shift, burdening productivity and **preventing efficient task management**.³



52% of frontline workers feel **supply chain issues and labor shortages** make their jobs more difficult.¹

Access to the right technology with d365.Global helps frontline workers concentrate on what matters



Automate task and industry processes



Enhance schedule management



Stay in the flow of work by connecting your existing solutions into one experience



Gain operational visibility

Empowering frontline workers improves business outcomes

Significant ROI

345% ROI* when deploying Microsoft Teams for frontline workers¹

Better collaboration

USD 14.3 million saved* when frontline workers communicate and collaborate through Teams²

Happier customers

USD 2.7 million in additional revenue* based on improved customer experiences¹

More efficient use of time

USD 9.1 million worth of working time returned* to time-strapped frontline managers¹

Mistakes minimized

USD 6.1 million gained* from reduced errors and improved frontline outcomes¹

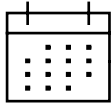
*measured over 3 years

Sources: 1. Results are for a composite organization based on interviewed customers. "[The Total Economic Impact™ Of Microsoft Teams For Frontline Workers](#), a commissioned study conducted by Forrester Consulting, July 2022" 2. Results are for a composite organization based on interviewed customers. "[The Total Economic Impact™ Of Microsoft Teams](#), a commissioned study conducted by Forrester Consulting, April 2023"

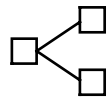
Increase operational efficiency with d365.Global



Automate task and industry processes



Enhance schedule management



Stay in the flow of work by connecting
your existing solutions into one experience



Gain operational visibility

Challenges to automating task and industry processes



Fragmented, paper-based systems hold back efficiency by creating more work



Repetitive processes prevent the frontline from focusing on higher-value activities



Legacy systems limit real-time guidance and assistance opportunities



Aging facilitation and follow-up procedures limit the quality of customer relationships

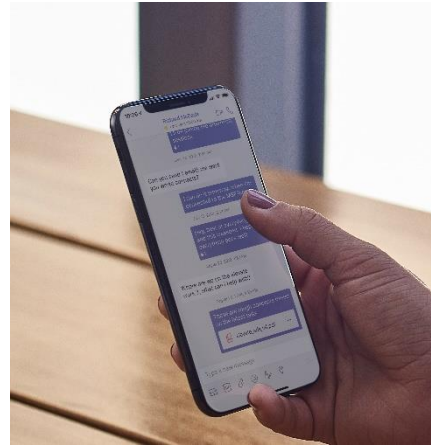
A journey to automating task and industry processes with d365.Global



Retail worker Jane uses an inventory app that helps her track new deliveries **quickly and easily** with just the tap of a few buttons.



Her inventory **updates automatically trigger** next steps no longer performed by hand.



When Jane has questions about low inventory, she engages her **virtual assistant** to quickly find the answers.



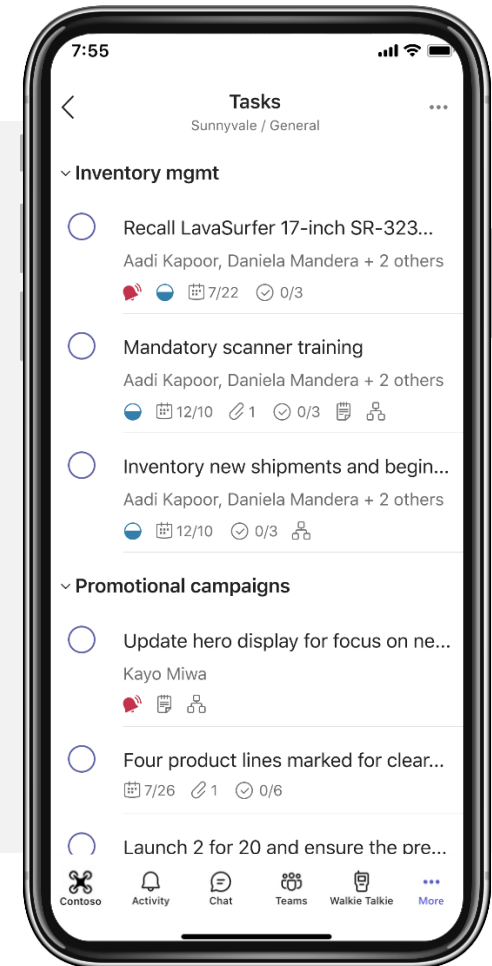
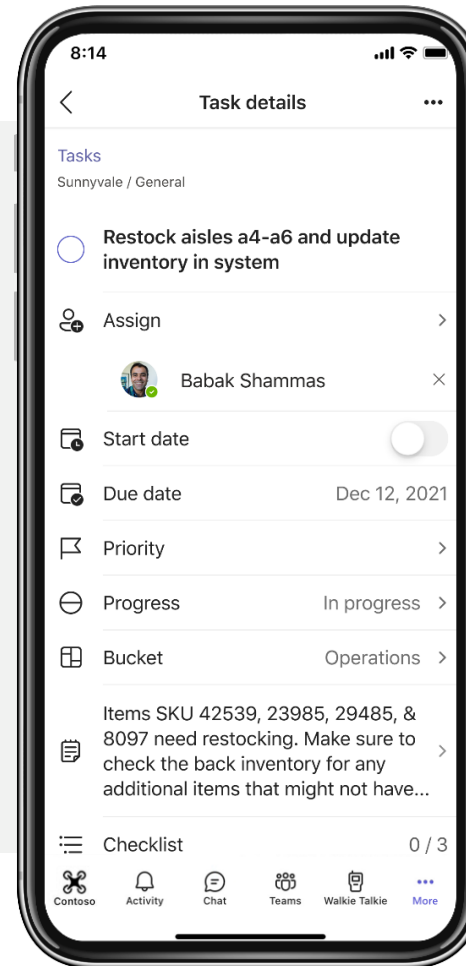
It's easier for Jane to hold **high-value engagements** with her customers, thanks to up-to-date information on what's arrived.



Jane is empowered, **working smarter** to make sure products reach her customers.

Equip your frontline workforce with simplified, digital task management

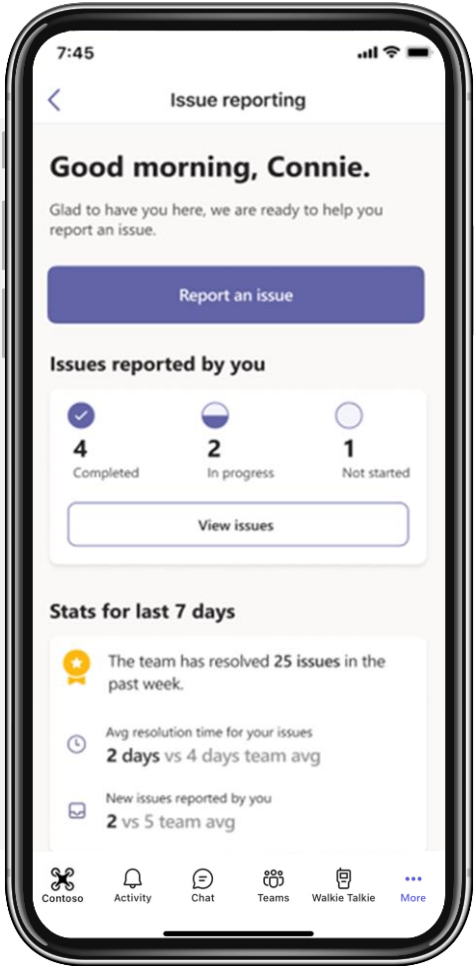
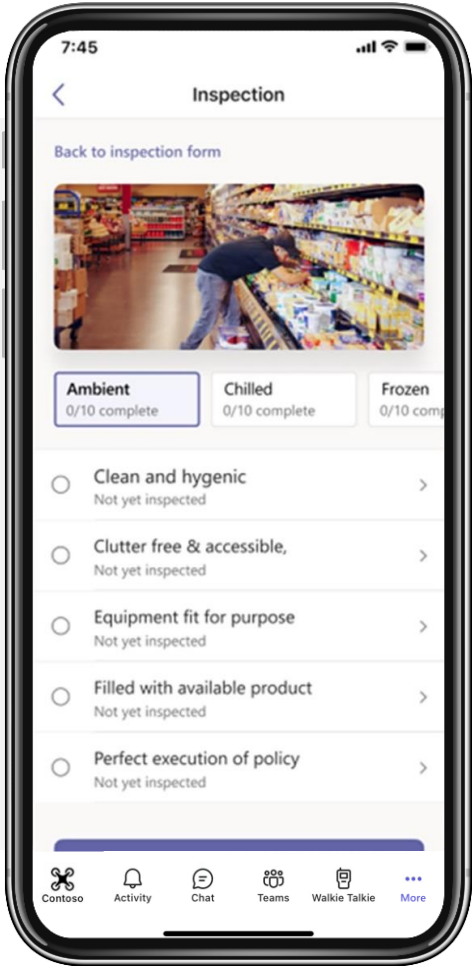
Digitize manual processes with task management that enables workers to accomplish the tasks at hand while providing precision, accuracy, and ease with out-of-the-box functionality.



Solve unique industry and line of business processes

Easily customizable, low-code apps

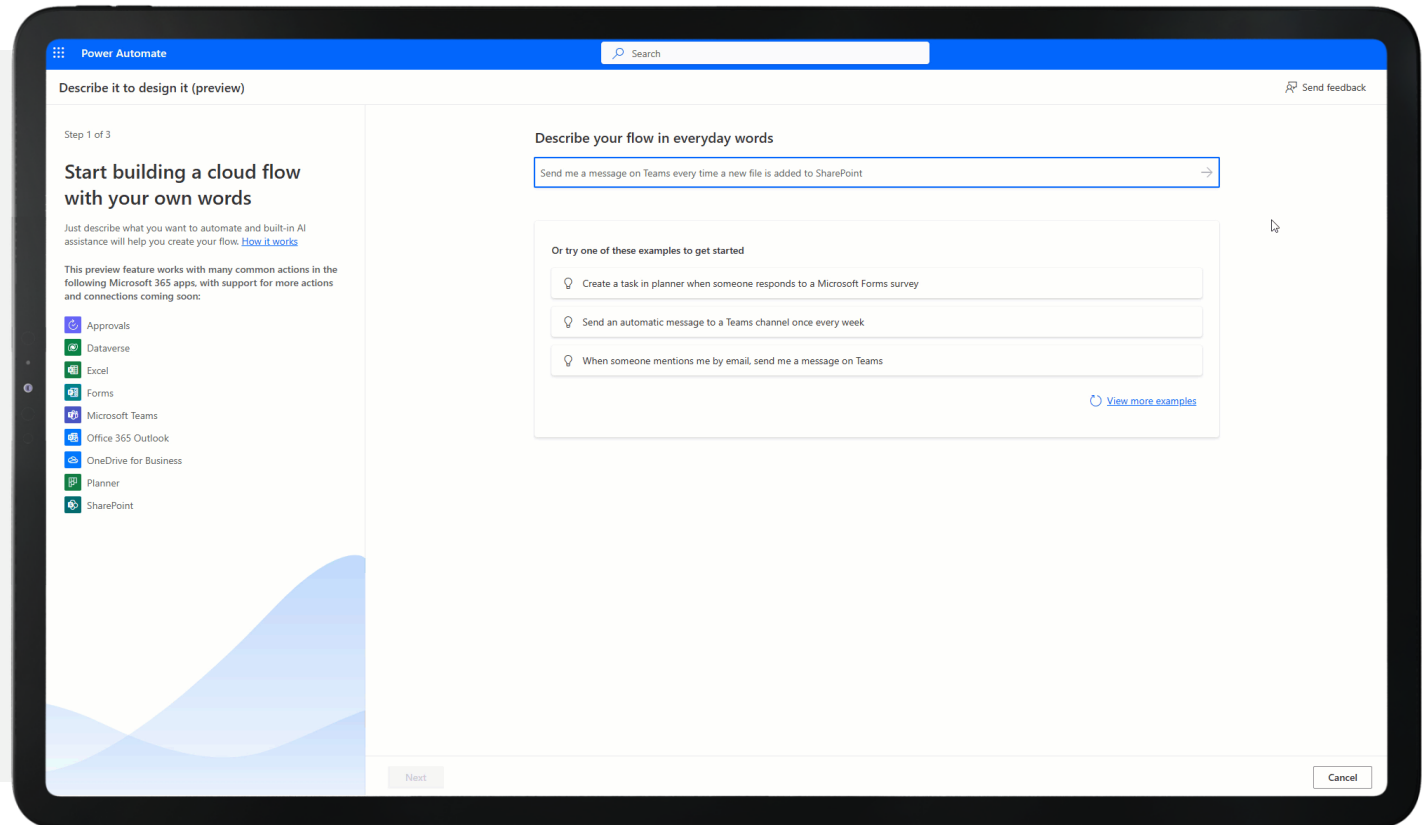
Unlock efficiency with custom apps that leverage your organizations' robust data to address your unique business needs.



Premium feature

Focus on what's important and automate the rest

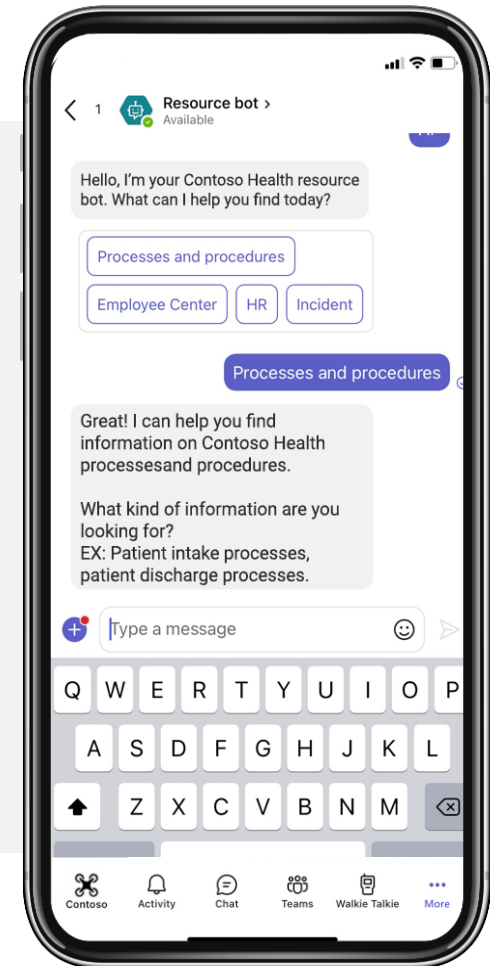
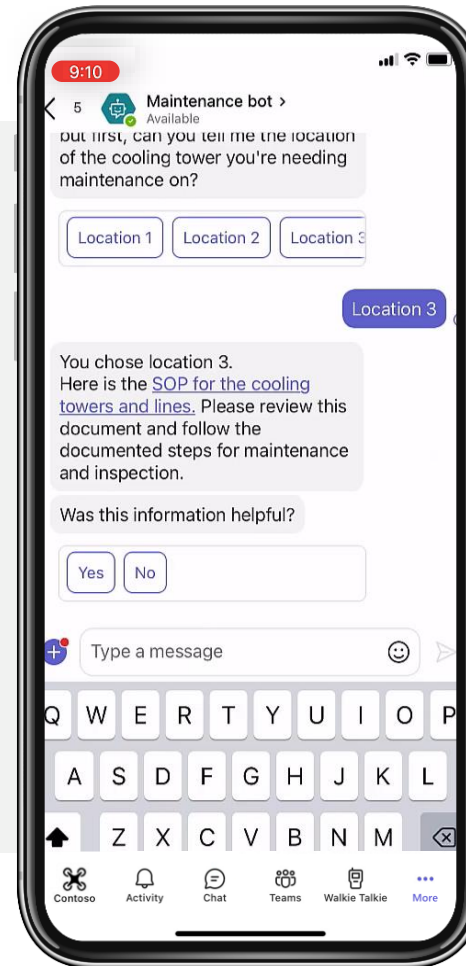
Free your frontline workers to focus on higher-value activities by automating repetitive tasks and processes using low code and intelligent workflows.



Premium feature

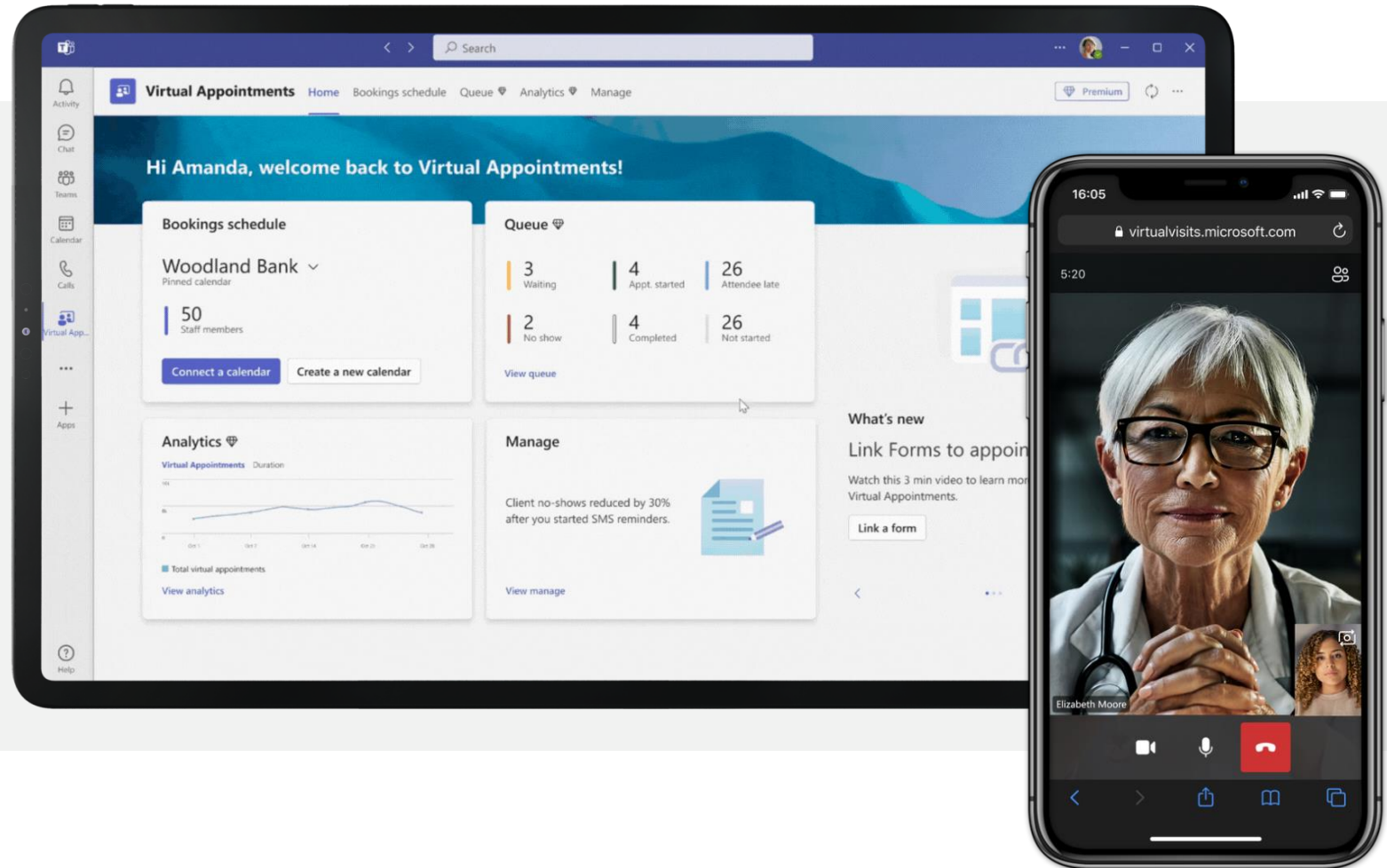
Provide your frontline workforce with timely guidance

Empower your frontline workforce with guidance on key topics, such as organizational processes, through conversational chatbots powered by generative AI.



Enhance business-to-customer engagements

Enable end-to-end workflows that help organizations build deeper customer relationships through simplified scheduling, meeting facilitation, and post meeting follow-up.



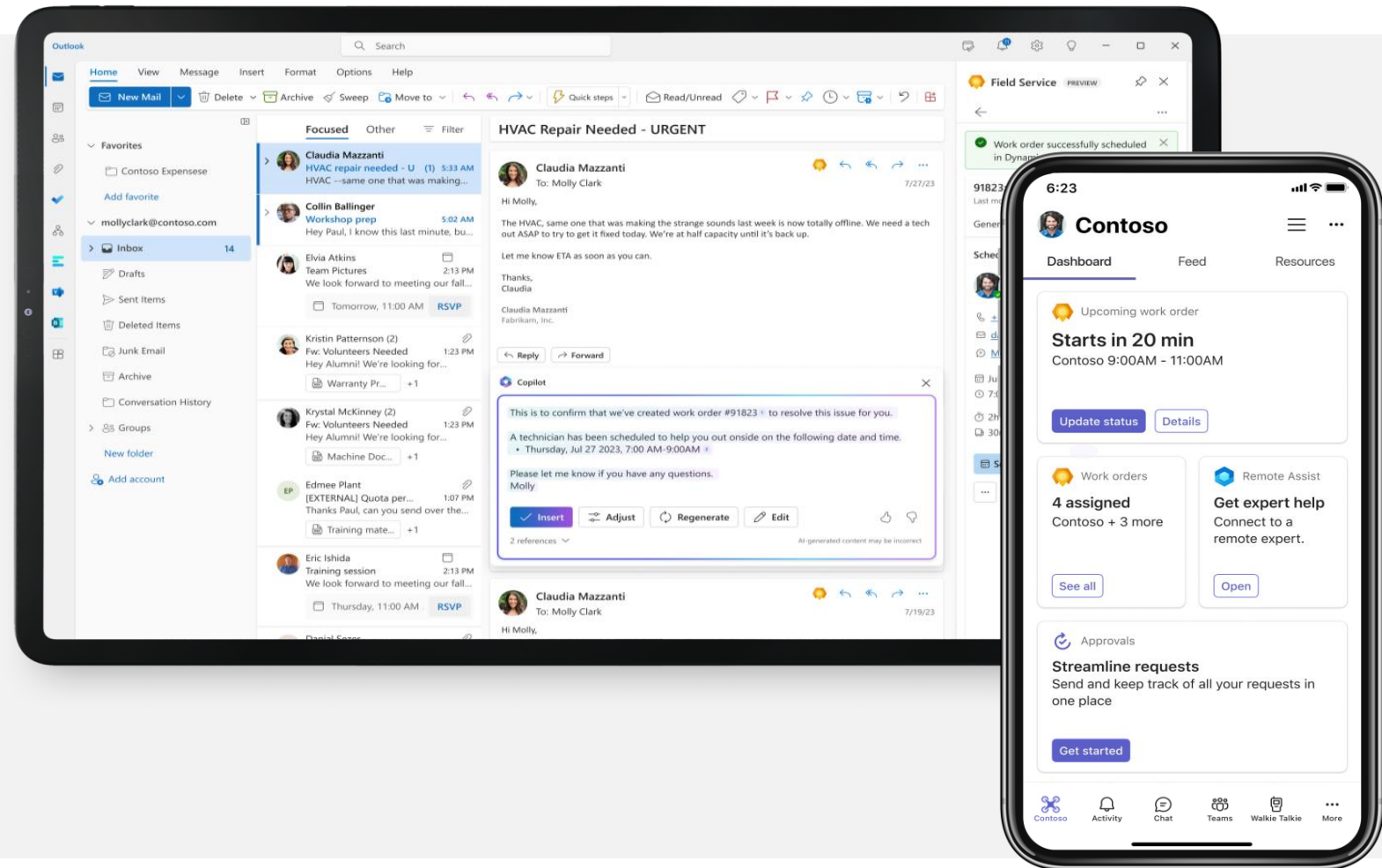
Premium feature

Optimize service operations with AI-powered experiences

Streamline work order management and resource scheduling with Dynamics 365 Copilot in the flow of work in Outlook.

Boost service worker productivity with Dynamics 365 Field Service and Microsoft Teams integrations.

Increase first-time fix rates by offering step-by-step instructions with Guides and reimagining collaboration with Remote Assist.



Premium feature



d365.Global brings these scenarios to life with the power of...

Microsoft Power Apps, Power Automate, Power Virtual Agents*

Microsoft Power Platform Premium with Copilot**

Tasks in Microsoft Teams

Microsoft Dynamics 365 Field Service and Remote Assist*

Advanced Virtual Appointments in Microsoft Teams*

*May include premium features

**Coming soon

Automating task and industry processes

Challenge

Jaguar Land Rover was seeking a digital solution to help simplify task management, streamline service operations, and better manage workspace bookings during the pandemic.

Solution

Senior Digital Engineer, Gareth Crompton designed and developed My Workspace, a mobile-based Power Apps solution embedded in Microsoft Teams. It allowed employees to reserve a workspace in advance, monitor capacity, and facilitate contact tracing. He also created the AIR2 app using Power Apps to improve the company's incident reporting system.

Benefits

In less than a year, the My Workspace App has been used to create more than 700,000 bookings requests. Employees find it extremely intuitive and easy to use. In addition, the AIR2 app helped Jaguar streamline manual processes, reduce costs, and increase employee compliance with reporting issues.



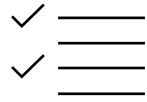
“The feedback I get most often is that [the My Workspace app] is extremely easy and intuitive to use. And because it's hosted within Teams, everything's together. Users don't have to navigate away from the tool they're already using.”



– Gareth Crompton
Senior Digital Engineer, Human Resources

[Read the story here](#)

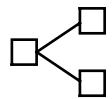
Increase operational efficiency with d365.Global



Automate task and industry processes



Enhance schedule management



Stay in the flow of work by connecting your existing solutions into one experience



Gain operational visibility

Challenges to enhancing schedule management



Paper-based processes
make updating shift schedules
time consuming



Analog time tracking systems
reduce time and attendance
accounting accuracy



Difficult-to-manage systems make
it harder for workers to swap shifts
and experience flexible scheduling

A journey to enhancing schedule management with d365.Global



Tamara's daughter has an after-school play during her normal shift, so Tamara wants to **trade her shift with a co-worker**.



She checks real-time schedules and requests to swap shifts using a **self-service app** — something she used to do verbally with her manager and co-workers.



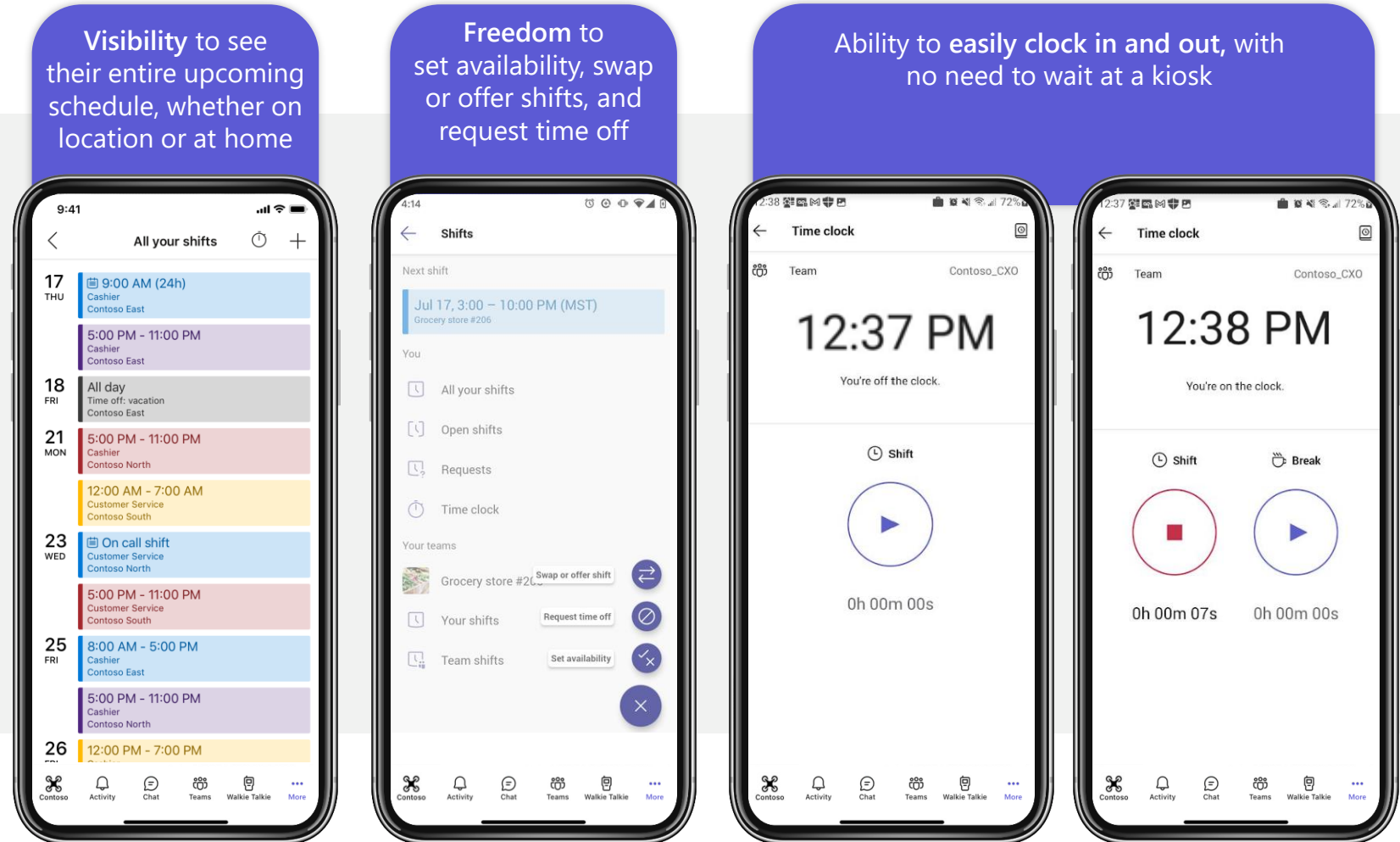
Rather than try to catch her colleagues at various points throughout the day, Tamara's **request was approved within an hour**.



Tamara feels empowered, owns her schedule, and is ready for each shift to **provide the best care**.

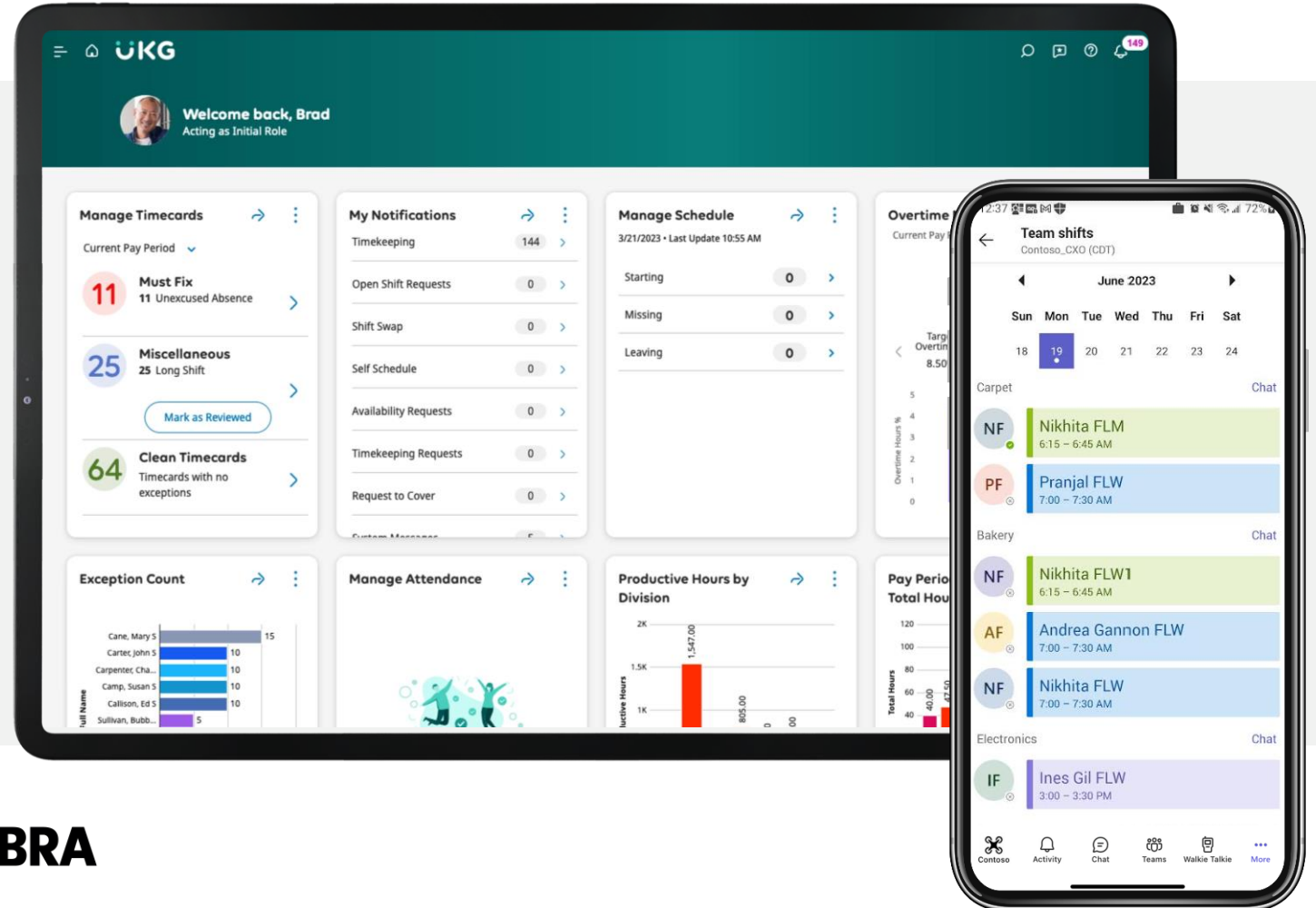
Empower workers with flexible scheduling

Enable frontline workers to **self-serve with a shifts marketplace that allows them to manage their schedules** like swapping shifts, requesting time off, and clocking in and out.



Connect and customize shift scheduling your way

Extend and **customize** schedule management with **low code capabilities**, **extensible connections**, and **out-of-the-box integrations** with leading workforce management systems.





d365.Global brings these scenarios to life with the power of...

Microsoft Dynamics 365

Microsoft Shifts

Microsoft Time Clock

Shifts connectors

Microsoft Shifts APIs

Microsoft Power Platform*

*Premium feature

Enhance schedule management

Challenge

Boots Opticians offers glasses, contacts, and clinical services for over 500 stores across the UK. Boots needed a fast, simple, and integrated solution to improve frontline workforce communication around shift management for nearly 6,000 team members.

Solution

Boots Opticians turned to Microsoft 365 and Microsoft Teams to digitize vital workflows. They used Shifts in Teams to help managers plan work schedules and help retail staff manage time off.

Benefits

With Shifts, frontline staff can view their team members' schedules and request to swap shifts within the app. Once managers approve, all parties receive an automated notification.



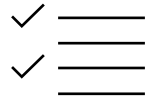
"My colleagues love Shifts because they know their real-time schedule, and they do not have to react to inefficient, paper-driven processes."



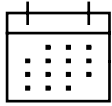
– John Peterson,
Store Manager

Read the story [here](#)

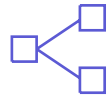
Increase operational efficiency with d365.Global



Automate task and industry processes



Enhance schedule management



Stay in the flow of work by connecting
your existing solutions into one
experience



Gain operational visibility

Challenges to connecting your existing solutions into one experience



Lack of one central platform complicates deskless workers' access to tools and communications



Navigating third-party apps outside of Microsoft Teams disrupts the frontline flow of work

A journey to connecting and extending existing solutions in one experience with d365.Global



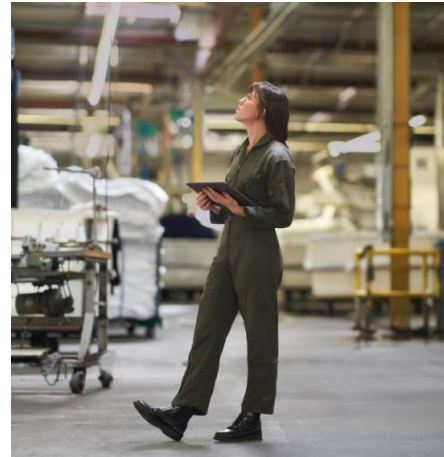
At any given time, line operator Ali works with **multiple tools and systems** to do her job.



She **quickly accesses her tools through one platform**, saving her time to focus on part assembly.



She uses the same platform to check quality control using **data flowing between systems** on the factory floor, allowing her to stay in the flow of work.



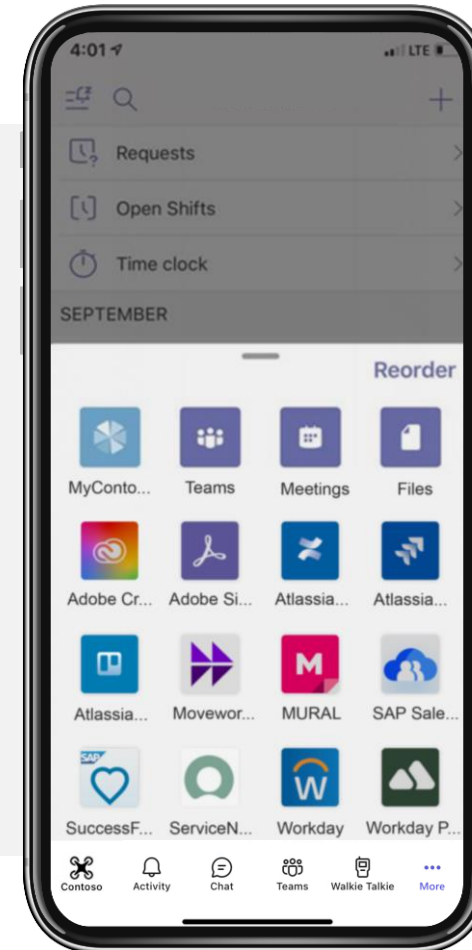
Ali can communicate with the teammates she needs and access necessary third-party apps **through the same digital platform** she uses for her workflows all day.



Ali feels **empowered**, able to focus on producing high-quality products her team can be proud of.

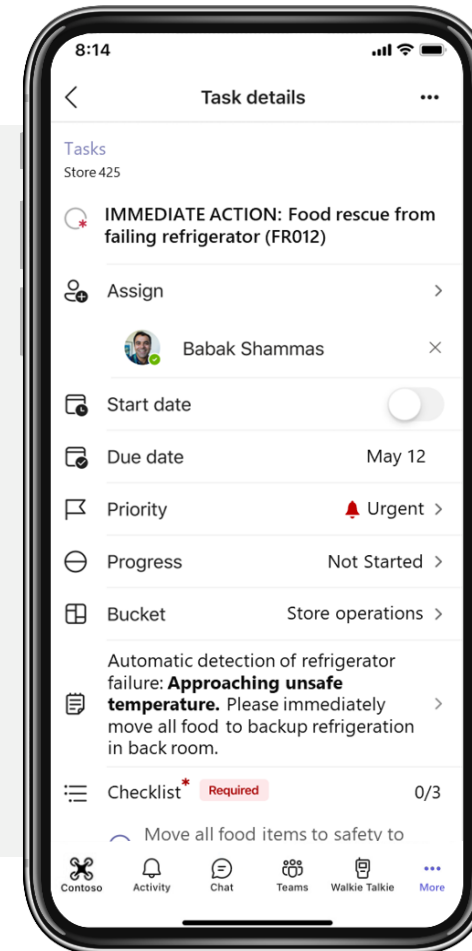
Utilize all your apps in a single pane of glass

Save frontline workers time by **unifying the apps and tools they need** to get work done in the same place.



Extend your frontline solution to provide an intuitive interface for robust data

Enable bi-directional flow of data from existing systems that **provide access to rich data without requiring frontline workers to sign-in or switch applications.**





d365.Global brings these scenarios to life with the power of...

Microsoft Dynamics 365

Line of Business Apps

Microsoft Power Platform*

Adaptive Cards in Microsoft Viva Connections

Microsoft Graph API

*Some features may be Premium

Connecting existing solutions into one experience

Challenge

Alfa Beta recognized the need for a unified communication and collaboration solution in order to keep employees in the flow of work and maximize productivity.

Solution

Alfa Beta created a custom integration of a SharePoint-based app that employees can access via Teams. The shift to Teams simplified communications between Alfa Beta's numerous locations and their retail support office. Streamlining workflows on a unified platform helped eliminate delays in information sharing and boosted productivity at the company.

Benefits

Utilizing modernized communication tools is part of Alfa Beta's strategy for staying at the forefront of its industry. The use of Teams has allowed employees to work more effectively, and the time saved enables Alfa Beta to keep their customers at the front and center.



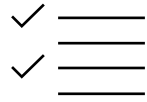
“We decided that Teams was the best fit for our Optimized Communication with Stores project because it was part of the Microsoft 365 modern workplace and collaboration suite. It immediately fit from a technology platform point of view, was easy to implement, and accelerated user adoption as well.”



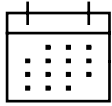
– Oliver Gensterblum
Regional IT Manager, BECSE Modern Workplace

Read the story [here](#)

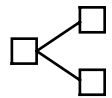
Increase operational efficiency with d365.Global



Automate task and industry processes



Enhance schedule management



Stay in the flow of work by connecting
your existing solutions into one experience



Gain operational visibility

Challenges to gaining operational visibility



Legacy systems limit informed decision making and a holistic view of performance



Lack of organization-wide structures prevents central operations and management from tracking task execution in real time



Distributed workforces make it difficult for the frontline to quickly share information

A journey to gaining operational visibility with d365.Global



Frontline manager Ali reviews **real-time sales data for her store**, accessed in the flow of work so she can be well informed and spend more time on value-add activities.



And the central operations team can track **aggregated sales data across frontline locations** to better inform their inventory strategy across geographies.



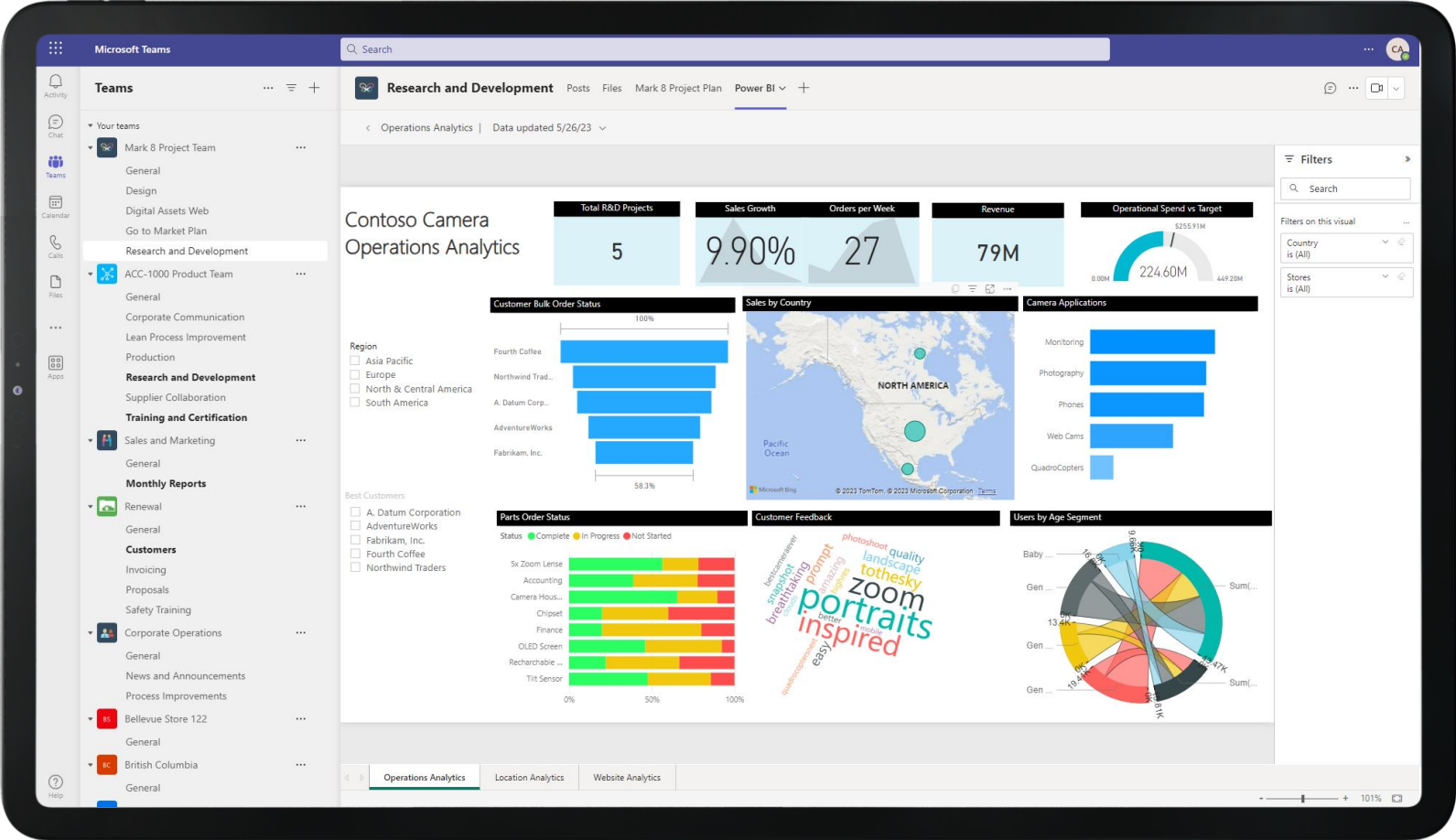
Throughout the day, Ali **tracks her team's tasks** to make sure the day's work is on track.



Ali feels empowered to **make informed decisions for her team** that help them stay on track, boost efficiency, and increase sales.

Share critical insights

Make your frontline data actionable throughout your organization, using meaningful, self-service analytics, including hundreds of visualizations and built-in AI.

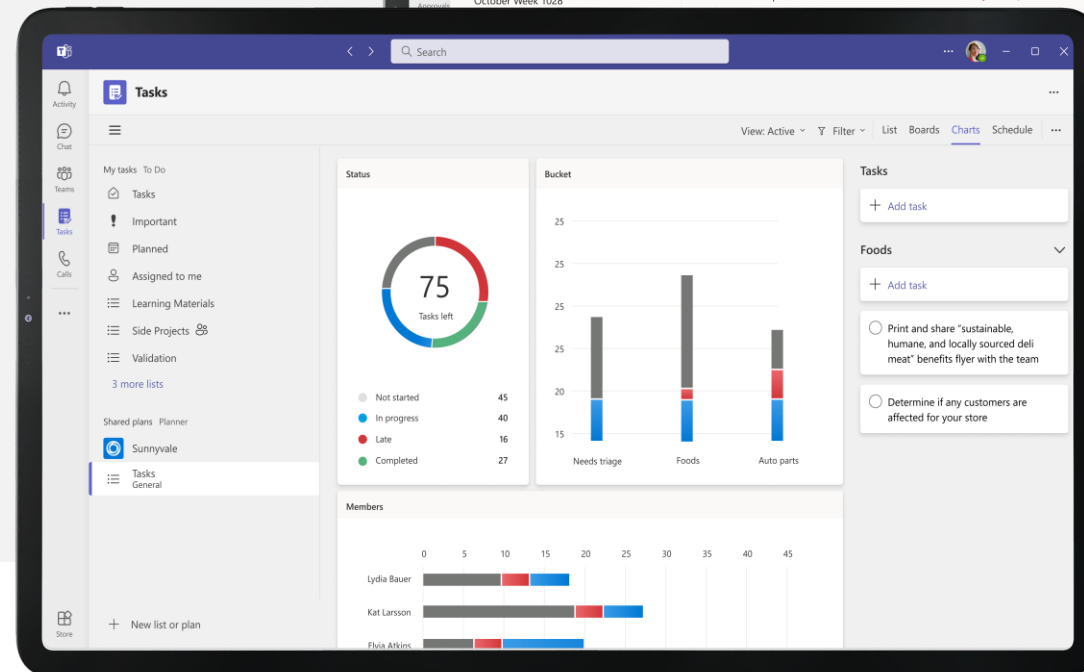
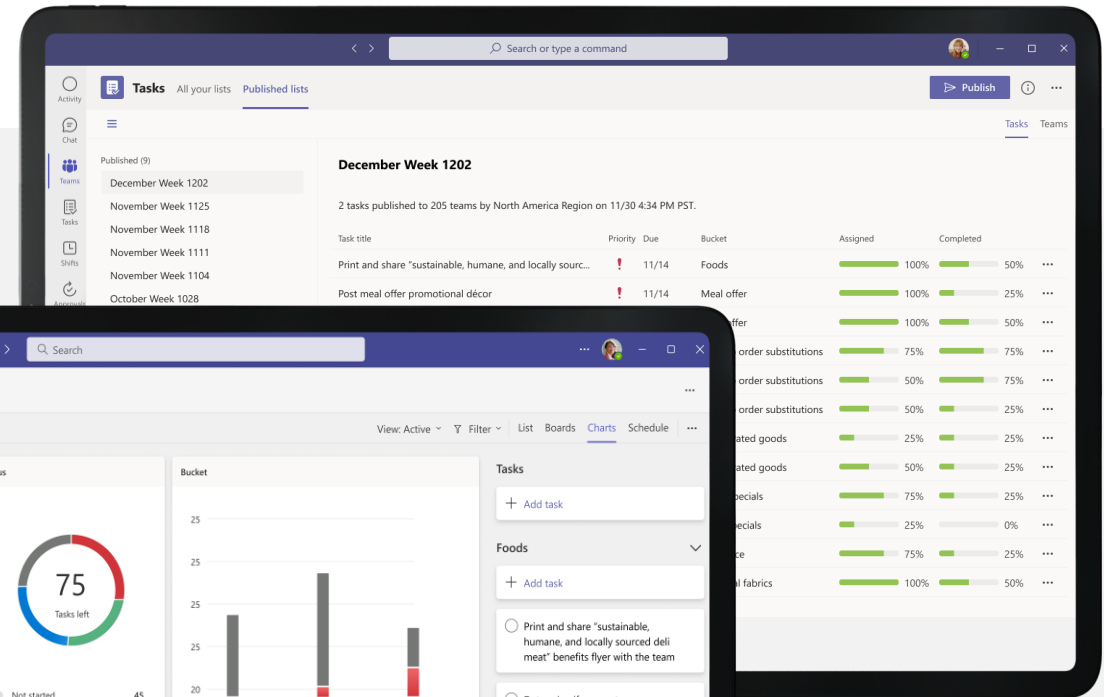


Track and analyze task execution

Unlock a 360 view of tasks for HQ and frontline managers with the ability to **gain real-time insights and monitor task execution progress on the ground.**

With improved line-of-sight, effectively track performance, promptly address issues, and make agile decisions.

Central operations view



Manager view



d365.Global brings these scenarios to life with the power of....

Microsoft Dynamics 365

Microsoft Power BI Premium*

Microsoft Tasks

*Premium feature

Gain operational visibility and real-time insights

Challenge

Conagra Brands encountered several challenges in their operations and supply chain management. Complex data management, limited visibility into their supply chain, and inefficient processes required a comprehensive solution to enhance overall performance.

Solution

Utilizing Azure and Power BI has greatly improved their data collection and analysis, providing richer insights into activity on the shop floor.

Benefits

By improving visibility, Conagra increased its production capacity by 20 percent while minimizing disruptions. In addition, Conagra's digital transformation has led to improved inventory management, reduced waste, and significant cost savings.



“The collaboration with Microsoft has been tremendous. The Microsoft team brings great solutions to the table and, equally importantly, shares with us how it uses its products to run its supply chain.”



– Vincent Shorter,
Vice President of IT for Supply Chain, Finance,
and Global Business Services

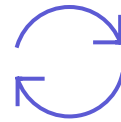
[Read the story here](#)

With d365.Global there are more possibilities on the horizon



Enhance communications and collaboration

Connect deskless workers with the right people, tools, and knowledge to get their job done.



Increase operational efficiency

Automate tasks, industry processes, and schedule management with digital workflows and create a simple, easy-to-use unified platform for your workforce.



Transform employee experience

Empower frontline workers to engage in company culture, acquire new skills, and feel valued within your organization to increase employee retention and a sense of belonging.



Secure and manage your business

Streamline experiences for deployment and identity management while protecting your business with built-in security and compliance across identities, emails, apps, and endpoints.

Empower your frontline workforce today



Learn more about frontline workers:

- [The Microsoft Work Trend Index](#)
- [The Total Economic Impact™ Of Microsoft Teams For Frontline Workers](#)



Schedule your Enable Frontline Workers Workshop: a demonstration of how you can transform the frontline experience, build intent for solutions that improve engagement, efficiency, and security, and develop an actionable deployment plan with d365.Global, Email David@d365.Global or call +61 409 245 354





d365.Global

Thank you

Appendix

Microsoft Power Apps

The world's most complete low-code platform...



Core to the most capable cloud

Reaching 250M+ users natively in Microsoft Teams and Office 365, built atop the full depth of Microsoft Dataverse and the Azure cloud connected to 600+ services. Leverage the full depth of your data.

With no limits



Incredible breadth for fusion teams

Scaling gracefully from simple no-code to mission critical sophistication, Power Apps allows citizen developers to work directly with pros for advanced solutions.

For all your data



Massive enterprise scale

Built on a world-class secure identity platform, with deep analytics and market-leading governance controls, with solutions presenting governance, security and quality standards.



Accelerate with advanced innovation

Shift your low-code apps into high gear with advanced AI, analytics, bots, interactive maps, external portals, mixed reality, IoT, hyper automation, and more.

For innovation

Premium feature

Increase operational efficiency

Improve frontline efficiency and agility by automating task and service processes with custom apps and digital workflows.

Common challenges

Unsanctioned shadow IT fills current communication gaps while **cultural barriers** limit new technology rollout and adoption



Fragmentated systems, tools, and business processes that are often manual and redundant



Constant need to have **visibility** into on-the-ground operations



Microsoft Teams can help you

Improve workforce efficiency with solutions that improve workflow coordination between business functions and easily-adoptable tools designed for everyone.

Optimize your resources with solutions that bring the solutions your frontline needs into one place to help improve margins and operational efficiency.

Gain timely, data-driven insights that allow you to optimize business processes and automate routine tasks to increase productivity.



“Through Teams and task publishing, we ensure that our 300 stores are well stocked, our service is outstanding, and that displays, seating, and selection is consistent.”

– Ernesto Davila: Area Manager, Chedraui

Enhance communication & collaboration

Communicate effectively at scale with company-wide announcements and virtual town halls and create a feedback loop so your workers become your competitive advantage.

Common challenges

Changing technologies and customer, client, and patient demands



Microsoft Teams can help you

Increase customer, client, and patient satisfaction with data-driven insights that help your frontline workers deliver better experiences.

Keeping hard-to-reach frontline workers as informed as their customers, clients, and patients



Support more informed conversations by transforming your frontline workers into ambassadors for your organization, helping them become experts equipped to meet customer, client, and patient demands.

Transforming the customer, client, and patient experience



Drive revenue growth with frictionless omnichannel journeys supported by seamless integration to third party applications.



"Beauty advisors are the people in the organization who know our consumers best. The fact that they can use Teams to exchange their insights among their colleagues and with headquarters is a big win."

– Cyril Chapuy: President, L'Oréal Luxe, a division of L'Oréal

Transform employee experience

Share corporate-wide news with Live Events, strengthen learning experiences, and create a single destination for frontline workers to access resources and company info.

Common challenges

High frontline worker **turnover**



Help improve employee retention and satisfaction with a central location for frontline workers to engage in company culture, acquire new skills, and feel a greater sense of belonging.

High seasonality makes it expensive and hard for new hires to get up and running quickly



Accelerate onboarding from day one by bringing learning into one, seamless location that empowers frontline workers to acquire team or role-specific skills quickly.

Frontline workers have a diverse set of **accessibility** and technical needs



Deliver accessibility features designed to promote inclusivity with multi-lingual support, recorded playback, and more.



"To compete better, we need to improve the work experience for every one of our 104,000 employees. We're using Microsoft 365 to create a workplace where everyone feels valued, driving allegiance to attain our market strategies."

– Marie-Louise Bergh Converse:
Director, HR Business Partner, Group
IT, Volvo Group

Secure and manage your business

Empower your employees with best-in-class productivity apps and intelligent security solutions to optimize operational activities and deliver superior customer experiences.

Common challenges

Lack of visibility and manageability across entire device landscape for dispersed workforce

Difficult to ensure the right policies are applied to all apps

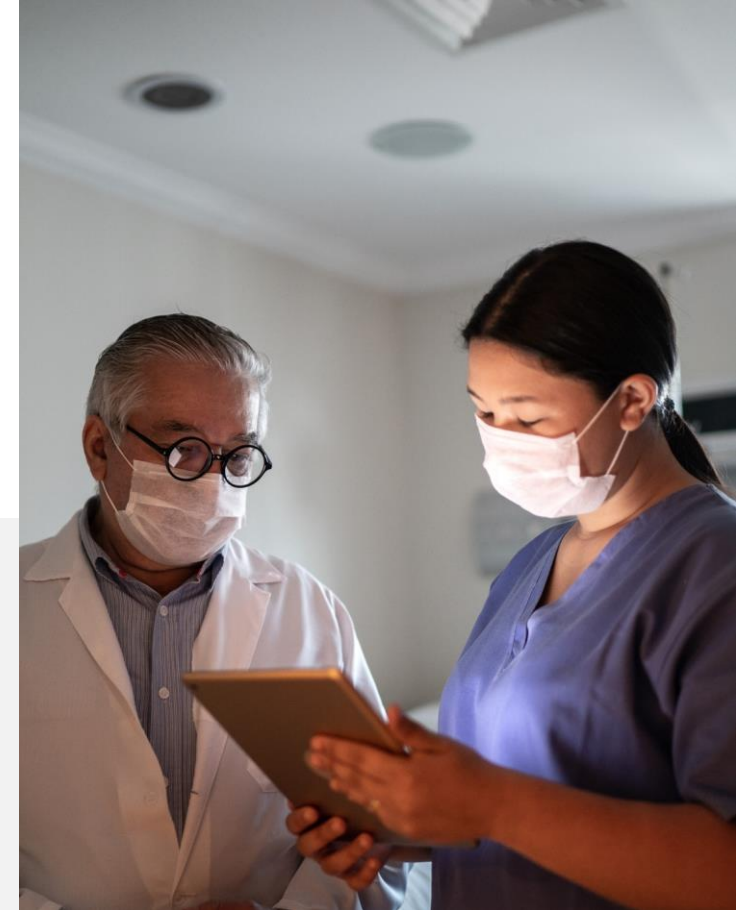
Enabling user productivity without sacrificing security

Microsoft can help you

▶ Easily manage your devices with the ability to centrally secure, manage, and troubleshoot your organization's endpoints and delegate user identities.

▶ Help ensure the right apps and policies are applied by restricting frontline worker's access to apps while off-shift and ensuring the right policies are applied at scale.

▶ Help protect against reputational and compliance risks with an integrated solution that enables you to gain visibility into threats and fortify compliance in the event of a compromised device loss.



"Security played an essential role in our decision to deploy Teams. The fact that we can authenticate every user within the organization and ensure the data remains encrypted in transit and at rest gives us peace of mind that our information is secure."

– Pilar Rojas Suárez: CIO and Director of Systems, Chedraui