

The work-day basics made easy

- Faster on-boarding
- Geographical check-in
- Simplified (re-)scheduling
- Better processes
- Information at arms length

Pains

1. Firstline workers are hard to reach
2. Firstline workers work outside office hours
3. Tools at hand – shadow IT
4. Ensure information targeting

Information workers in the firstline

- First to engage with your customers
- First to represent your brand
- First to see your products in action



First line workers need as much information and collaboration possibilities as office workers to perform well. Everything else is a misconception!

When firstline workers become an active part of the digitization, overall productivity and employee satisfaction will increase – a lot. At the same time, a true sharing and transparent culture will become reality.

Only when firstline workers are fully integrated in the digitization, the full potential is realized!

A simple way to collaborate & communicate

- Communication peer to peer
- Dialogue with management
- Sharing experiences and advice
- Building strong teams
- Company values and spirit

Solution

1. Digital communication & training
2. Information at anytime and anywhere
3. Provide easy and secure functions on smartphones and tablets
4. Push relevant information to defined target groups

Connecting the 1st tier

- Adoption method to reach first line workers in their environment – on their terms
- Model to calculate the cost and benefits for implementing digital tools to empower the first line workers

The Avega Method for Successful Adoption

Change Lead

- Strategic change and planning
- Co-ordination and follow-up
- Single point of contact
- All communication through O365
- What's in it for me?
- Business perspective and understanding
- Support to internal project



Training

- Online webinars for end-users
- Training and support for super users
- Leader training with focus on WHY
- Online introductions with management participation
- Best practice built on relevant scenarios

Business Pilots

- Identify real everyday pains
- Understand need
- Design and build solution
- Let relevant group test
- Evaluate results
- Identify next steps



Measure, Insight & Advice

- Survey to capture experience
- O365 statistics
- Analysis and recommendations
- O365 road map and impact of change
- Mapping new functions against needs
- Quarterly reports to drive change



Governance

- Organization – roles and responsibilities
- Lifecycle management of functions
- Processes
- Permission handling
- Security
- Technical requirements
- Points of contact



Benefits

- Higher overall adoption rate
- Full benefits of the investment – higher ROI
- Increased user productivity
- Less pressure on support & helpdesk
- More efficient collaboration and communication – internally and with customers and partners

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