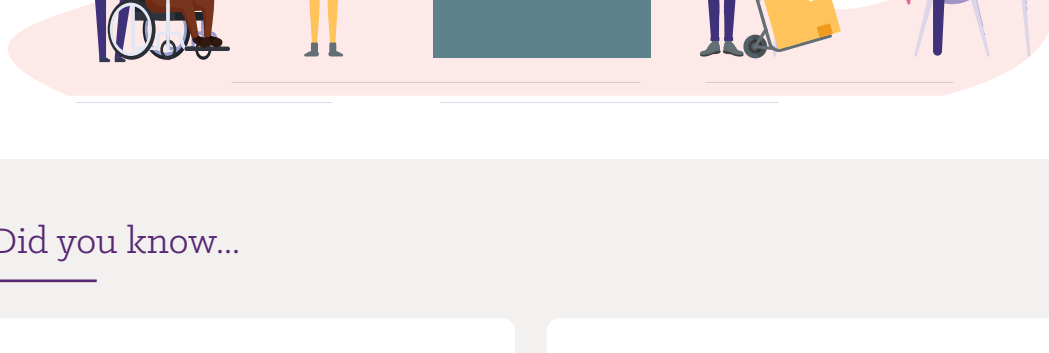


5 ways to optimise your Firstline Workforce

How Office 365 and Microsoft Teams for Firstline Workers can ensure all-important productivity, security and peace of mind



Right now, people working out in the field – nurses, aged care workers, technicians, retail staff, maintenance experts and many more – are doing vital work upon which we all depend. Yet, without the right tools at hand, they may not be operating as efficiently or as productively as they could be – which can affect the quality of their work, as well as your bottom line.



Did you know...

Firstline Workers outnumber corporate workers

4-to-1

in industries like hospitality, manufacturing, retail and healthcare¹

An inefficient Firstline Worker can cost a small business

166 hours

or \$4,000 per worker, per year.¹

How Office 365 or Microsoft Teams for Firstline Workers can deliver results:

1. Better connections and collaboration

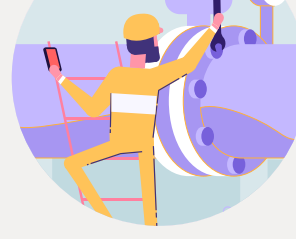
Workers can:

- Seek advice from colleagues or more experienced professionals anywhere, any time
- Share notes to drive process improvement
- Look up case or job notes remotely.



Julie (aged care worker)

Consults with medical professionals from a patient's home so as to provide fast and accurate care. Via Office 365, she shares and reviews case notes remotely, so she doesn't have to return to the office afterwards.



Darren (technician)

While performing maintenance on a piece of factory equipment, quickly reviews instructions on the job at hand, and shares notes and asks senior colleagues questions about a particular fix, without having to return to the job site again.

2. More effective scheduling and staffing

Business can:

- Manage an entire workforce and individual workloads, from a central location
- Effectively track a worker's completion of tasks
- Manage or swap schedules based on demand.

Workers can:

- Check schedules
- Swap shifts
- Complete timesheets
- 'Clock in' and 'clocks out' from a mobile device.



Kristy (supervisor)

Plans and supervises the scheduling of her pharmacy staff across multiple stores, ensuring the right mix of workers for certain peak periods.



Amy (retail worker)

Completes timesheets via her mobile device, and 'clocks in' and 'clocks out' at the start and end of a particular shift.

3. Automation of manual processes

Workers can:

- Submit case or job notes while in the field
- Automatically add photos to a job file
- Complete tasks quickly and easily without having to go into the office.



Louise (technician)

While performing routine maintenance at a remote power station, Louise can enter updates and upload photos regarding the status of certain pieces of machinery – without having to write notes in a workbook and submit them later via email.



Stephanie (care worker)

Following an in-home visit to a patient with a disability, Stefanie can upload notes via an app on her mobile device – without having to drive back to the office to write notes into a specific system.

4. Improved security

Workers can:

- Confidently share information
- Chat securely and easily with colleagues.

Business can:

- Confidently maintain security
- Meet data privacy compliance regulations.



Steve (delivery driver)

Can check scheduling information and update delivery status of certain items, regardless of where he is, or what device he's using.



Daryl (IT manager)

Has the peace of mind of knowing that there is now an extra line of defence when it comes to how remote teams share information via their devices.

In the past year, **11%** of the most serious types of security incidents involved careless employees.²

52% of small and mid-size businesses also say employees are their biggest weakness when it comes to IT security.²

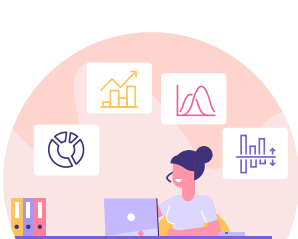
5. Enhanced training

Workers can:

- Stay up to date regarding processes, procedures and other technical details.

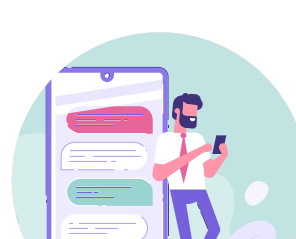
Business can:

- Avoid the expense and time associated with providing face-to-face training.



Belinda (customer service)

As a sales rep for a busy pharmaceutical company, Belinda needs to ensure her knowledge of latest products and their market status is completely current – which is made easy through the online collaboration and information she can source through Microsoft Teams.



Keith (sales manager)

Provides his team of customer service reps with continually updated information regarding products and processes, so they can offer the most up to date information to customers – even when out in the field.

Buy Microsoft Teams or Office 365 for Firstline Workers now and save

To learn more, get in touch with Insight on 1800 671 118

1. Maximising The Impact Of Firstline Workers With Microsoft 365, October 2018, a commissioned Total Economic Impact study conducted by Forrester Consulting on behalf of Microsoft

2. Kaspersky, The Human Factor in IT Security, [online]: <https://www.kaspersky.com/blog/the-human-factor-in-it-security/>