



Redefine to evolve

Do What Matters to Create Workplace Value

Use digital to make work better



Recent times have proven there is no known future of work – no template or absolutes to help shape it.

Organizations depend on their people more than they ever realized, and the proven capacity of top performers in [Workplace Experience \(WX\)](#) to thrive through disruption has flipped the script.

Looking ahead, those organizations that put their people first will grow faster. However, being people first is more than just flexible working. It's a commitment across the organization: the workplace, the workforce, and the nature of work.

Physical spaces are becoming smarter. Experiences are increasingly inter-connected across employees, customers and partners. Work is evolving at unprecedented speed as untapped digital capability is realized, ecosystem services play a greater role, and people take inspiration from emerging technologies.

In a world of continual change, organizations need to create and evolve their own people-first future of work.

There are multiple paths to choose from, so knowing where to start and how to plan the journey is key.

As the company that defined the holistic vision that is WX, Avanade's Workplace Advisory team helps leaders cut through the noise and achieve clarity on how to move forward. We partner with you to create practical WX strategies aligned to business realities and designed to deliver value in weeks, not years. Additionally, we'll help you orchestrate your people, technology and business to create a WX that evolves with your employees and enables your organization to repeatedly evolve through continual change.

1. Organizational Agility: Enable your business to flex to changing dynamics

Long underinvested in most organizations, WX is now widely recognized as business-critical and high on the priority lists of CEOs. Why? Because organizational agility and profitability depends on the agility and effectiveness of your workforce. To enable your people to embrace continual change, more value from WX technologies needs be realized – and faster.

This requires a deeper understanding of the capabilities of your digital platforms, the experience of your workforce and the needs of your organization. An [agile approach to transformation](#) is also needed to deliver rapid results and enable your workforce to flex and respond to changing market dynamics.

In a recent [IDC survey](#), 62% of respondents said that the impact of WX on customer experience was "large" or "significant" and measurable.

How can organizations maximize business value from technology investments and use analytics to enhance workplace agility?

Avanade's Workplace Advisory team bring insights from across industries and deep Microsoft expertise to help you develop pragmatic WX strategies, realizing value from your existing investments and using analytics and insights to understand what's really happening with your workforce.

Read how Avanade Advisory helped [Marsh & McLennan](#) develop a people-first WX vision and roadmap incorporating technology, experience and business processes.

Do What Matters

2. People-First Experiences: Differentiate with employees, customers, partners

Workplace experience can no longer be an afterthought for organizations. More than ever in a hybrid world, people-first experiences will differentiate your organization against competitors. Emerging technologies will continue to evolve the experience expectations of employees, customers and partners, as will future environments like the [metaverse](#). Ethical, data-driven insights will be key to effective leadership decision-making and the creation of people-first experiences that better connect your employees with customers and partners.

[Gartner](#) expects organizations with a total experience (TX) strategy to outperform competitors across key satisfaction metrics over the next three years.

How can organizations create ethical, human-centered experiences to differentiate their people, processes and partnerships?

Avanade's workplace analytics capabilities will help you surface the insights required to evolve your WX strategies and meet the evolving experience expectations of employees, customers and partners.

Avanade Advisory helped a **multinational pipeline company** create a workplace insights capability and develop a data-driven approach to evolving their workplace experience.

3. Resilient Platform: Maintain an inclusive, responsible, and sustainable WX

To remain resilient and help their people embrace continual change, organizations will require an inclusive, responsible and sustainable WX. New ways of working will blend physical and digital environments, as well as humans and machines. To help your organization repeatedly Do What Matters it will be critical to use digital to change ways of working and maximize the capabilities and emotions that uniquely make us human, such as creativity and innovation.

According to [MIT Sloan CISR](#), top performers in creating employee choice rank 18 percentage points higher in customer satisfaction than their competitors.

How can organizations evolve the workplace experience to repeatedly Do What Matters through continual change?

Avanade's Workplace Advisory team will help you redefine the future of work and relentlessly evolve workplace experiences, so your people and organization thrive through whatever comes next.

Avanade Advisory helped a **multinational construction company** use mixed reality to enable engineers in Italy to provide remote expertise to engineers in Norway.

Evolve your organization with Avanade

Our Workplace Advisory practitioners help organizations use digital to make work better. We are passionate about bringing together people, business and technology to create amazing employee experiences and innovate new ways of working that will enable organizations to repeatedly Do What Matters. Our privileged access to Microsoft and insights across industries enable you to redefine the future of work and relentlessly evolve workplace experiences, so your people and organization thrive through whatever comes next.

As the world and technology evolves rapidly, our Workplace Advisory team will help you balance priorities and deal with whatever comes next. We'll partner with you to optimize your investments in Microsoft ecosystem technologies and redefine the future of work to keep your people, processes and partners resilient through continual change.

For a complimentary two-hour assessment of your WX maturity, [contact us](#).

Visit www.avanade.com/AvanadeAdvisory.



About Avanade

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 56,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com.

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