

## **DYNAMICS 365 – BOOSTING PRODUCTIVITY OF REMOTE EMPLOYEES DURING AND AFTER THE COVID-19 PANDEMIC**

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## Introduction

The COVID pandemic has emerged as a global health crisis and an International Economic threat. The worldwide lockdown implemented to curb the spread of the Coronavirus expects to bring about a wide array of fundamental challenges to both employees and employers across the globe.

According to a report recently released by NaviSite – Overnight Shift to a Remote Workforce: Impact on Business Operations,[1] about one-third of global companies were not prepared to handle the unexpected shift to work-from-home.

Even though the advantages and disadvantages of remote work are a debatable subject, 36 percent of respondents agreed that they were ill-prepared to face the unexpected transition to remote work. More than 50 percent of organizations responded, saying they had to deal with the IT-related struggle to accommodate the sudden shift. Nevertheless, 29 percent of organizations are still dealing with these issues in some or other capacity.

**14%** WERE OFFERING WFH TO HALF OF THEIR EMPLOYEES BEFORE COVID-19 [2].

**64%+** HAVE EMPOWERED MORE THAN HALF THEIR WORKFORCE TO WORK FROM HOME POST COVID-19 [2].

**36%** OF ORGANIZATIONS WERE NOT FULLY PREPARED TO ACCOMMODATE THE IMMEDIATE SHIFT SUPPORTING EMPLOYEES WORKING REMOTELY [3].

**51%** OF COMPANIES EXPERIENCED IT CHALLENGES IN ACCOMMODATING THE WORK FROM HOME MODEL [4].

**29%** OF ORGANIZATIONS ARE STILL COMBATING THE REMOTE WORK CHALLENGES IN ONE WAY OR THE OTHER [3].

**82%** OF ORGANIZATIONS ARE READY TO CONTINUE WITH REMOTE WORKING POLICIES POST COVID-19 [5].



# CHALLENGES IN REMOTE WORKING

2020 has been the most full-grown remote working experiment in human history. In 2021, the try-out continues, forcing us to learn some lessons.

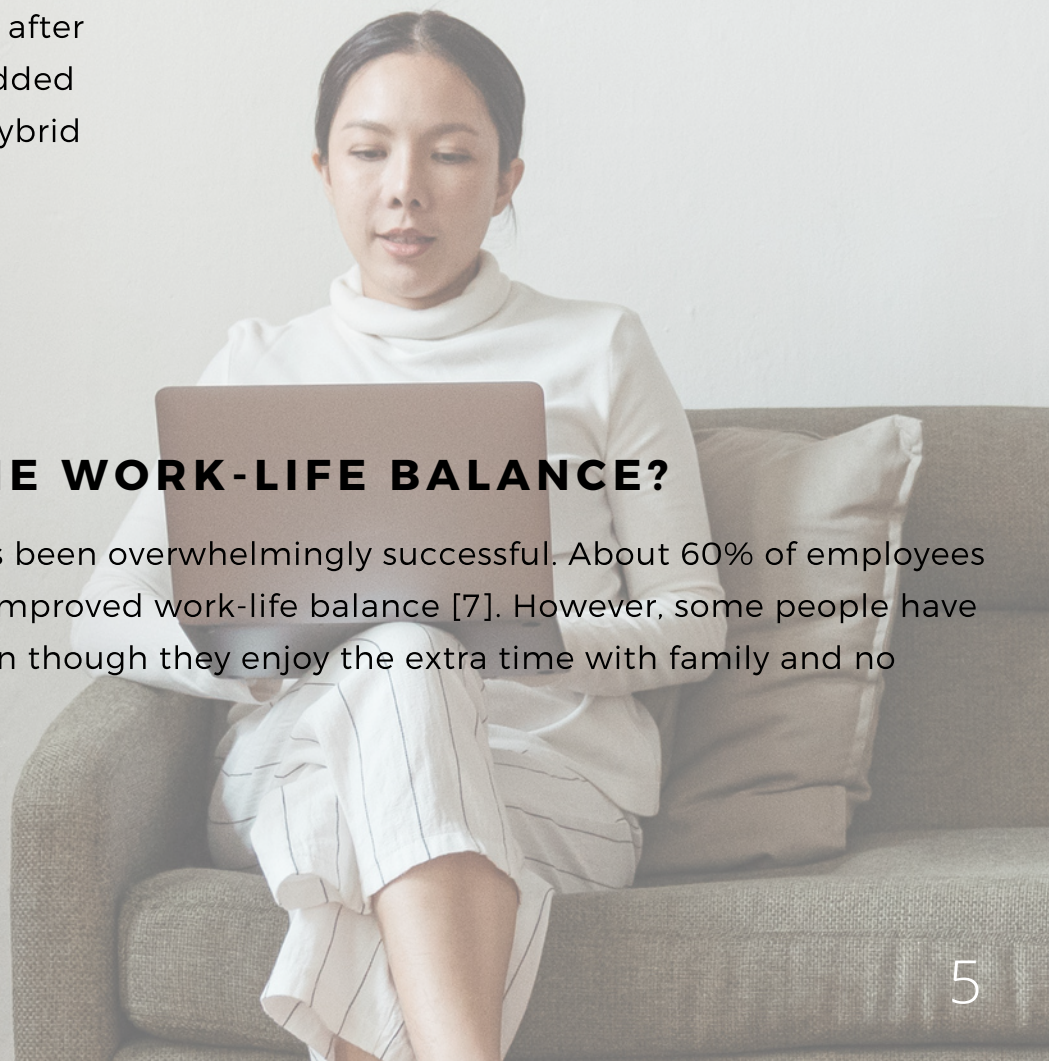
Is work from home going to be the new normal? The pandemic has brought about many technological changes.

Organizations have modernized and accepted the change for good. A survey conducted to analyze the mindset of remote working employees stated that about 77% of employees want to continue working remotely after the pandemic, and 31% nodded their interest in favor of a hybrid working format [6].

More and more employees found out it is not that hard to work from home. Eventually, with each passing day, many are losing interest to back to the traditional working environment.

## WHAT ABOUT THE WORK-LIFE BALANCE?

So far, work from home has been overwhelmingly successful. About 60% of employees assured that they have an improved work-life balance [7]. However, some people have started to feel the heat even though they enjoy the extra time with family and no longer need to commute.



Monster recently completed a survey of 7000 remote working employees. Replying to the survey, 69% of workers admitted to experiencing burnout, a 35% increase since early May (51%). When you work from home, it becomes unmanageable to keep your work life separate from the personal life. Yet, 66% of parents are confident they can work from home with their kids [8].



"Will I go to the office again? If so, how often?" An increasing number of employees feel isolated and lonely while working remotely but could not see or meet their colleagues. The pressure to work outside working hours and accommodate new tasks are sizable reasons for employee burnout, anxiety, and other mental health issues.

## **REMOTE WORK IS HERE TO STAY**

For a while. It would be better if employees adapt themselves to the new normal. Employees need to create and schedule boundaries and stick to them. Taking breaks at regular intervals and taking some time off is expected to bring about a positive change in maintaining work-life balance.

## **REMOTE WORKING HAS FORCED MANY ORGANIZATIONS**

To adapt to the new ways of working. Many leaders eloquent in managing employees face-to-face are looking to develop new skills for managing their remote workforce. Moreover, these leaders are being pushed unknowingly to make this happen quickly and without any formal training. It is time to evolve the thinking around employee productivity and means to measure it from afar.



# REMOTE WORKING AND EMPLOYEE PRODUCTIVITY



With remote working, many businesses adopted the new ways of working, yet organizations have not kept up with the new means to measure employee productivity.

A remote worker has to juggle countless responsibilities and often face additional caregiving, health, and financial concerns. It is when they expect complete trust from their leadership.

Attending virtual meetings and being available on calls during traditional business hours is a wrong metric used by organizations to measure employee productivity. In the new normal, leaders must guide and trust their employees. It is high time for them to shift their focus from monitoring to connecting and measuring. The idea of work-life balance is a fallacy, especially when work and life are infallibly connected.

**37% OF REMOTE WORKERS SAY TAKING REGULAR BREAKS IS THE SECRET OF BEING PRODUCTIVE.**

**94% OF EMPLOYERS SAY COMPANY PRODUCTIVITY WAS ACTUALLY THE SAME (67%) OR HIGHER (27%) BEFORE THE PANDEMIC.**

**49% OF WORKING MOTHERS, AND 50% OF WORKING FATHERS ADMIT THEY ARE MORE PRODUCTIVE WHILE WORKING FROM HOME**

**22% IS HOW MUCH REMOTE WORKERS ARE IN COMPARISON TO WORKERS ALWAYS ONSITE OFFICE ENVIRONMENTS**

**95% OF REMOTE WORKING EMPLOYEES FEEL THEIR PRODUCTIVITY HAS BEEN HIGHER OR THE SAME WORKING FROM HOME, AND 51% REPORT BEING MORE PRODUCTIVE WHEN WORKING REMOTELY**



**Top reasons for increased productivity include:**

- Fewer interruptions**
- More focused time**
- Quieter work environment**
- More comfortable workspace**
- Not being involved in office politics**



# WHY COMPANIES ARE WORRIED ABOUT EMPLOYEE PRODUCTIVITY DURING PANDEMIC

A few months ago, employees from global companies started working remotely. Adapting to the new work environment, these employees performed their tasks, improved their productivity, and displayed great enthusiasm without messing a bit. Everyone, including the top management, was amazed at how easily employees balanced their personal and professional life. Many organizations decided to embrace remote working as a permanent solution, and many concluded to give up their physical office spaces.

However, as the work-from-home experiment is stretching than expected, some cracks started to emerge. Projects are taking longer to finish. Training has become complicated. Hiring new talent and retaining skilled employees became tougher, etc. Employees started disconnecting as loneliness and burnout overpowered their enthusiasm to perform better. Moreover, employers felt the gap in developing younger professionals, which was possible in offices sitting next to senior colleagues watching and absorbing how the job gets done.

After months of remote working, several executives started to think - remote working is necessary for safety but not a preferred long-term choice. In comparison to the regular workplace setting, 42% of respondents feel they have not been able to maintain the same level of productivity from home [8].



The early productivity witnessed by employees and organizations in the early phases of remote work has peaked and leveled off. It happened because the global workforce left offices in March armed with enthusiasm, laptops, and a sense of doom. Initially, productivity was at its peak as people were terrified of losing their jobs. In the long-term, fear-driven productivity is not sustainable.

People are getting fatigued. This fatigue impacts their productivity. It is not rocket science - it is simple logic.

Sometimes, people need to get in a room. In a traditional office setup, employees read signals and detect body language. It is hard to do when you interact with people on screen.

Many CEOs are worried about the younger professionals who are eager to learn and absorb everything they could. The toll of extended work from home scenarios affects their career development, hampers their learning ability, and impacts their overall productivity.

Besides, the dominant challenge, training new hires who were onboarded after the onset of the pandemic and started working remotely right from the start. What shall we expect from them, and how do we calculate their productivity? Most of these employees have never worked in the traditional office setup. These employees miss the opportunities to ask one-on-one questions and notice how experienced workers get things done seamlessly.

In a virtual working environment, the 'Discover' culture will eventually subside. That is why many global organizations are worried about employee productivity.



# HOW DYNAMICS 365 IS HELPING ORGANIZATIONS TO THRIVE IN NEW NORMAL

COVID-19 pandemic has accelerated the speed of digital transformation. We are experiencing new trends in terms of how we work and live. We are adapting to this new normal by developing new habits and behavior necessary to sustain during and after the pandemic.

In 2020, we lived a year of digital transformation every month. Thanks to the scalable IT systems and tools that lead the way. Last year, when the pandemic forced us to work remotely, we adjusted to this unexpected transformation by bringing the entire organization online – some did it over the weekend. We trained employees to use new tools, we quickly deployed custom apps, and leapfrogged complex security challenges.



Now every other organization wants to build a buoyant organization for accessing newer opportunities to expand. To achieve it, organizations need sustainable solutions that will support them for eternity.

In those troubled times, Microsoft Dynamics 365 became a savior for many organizations looking for a sustainable solution. It empowered not only every remote working employee but also empowered every organization on the planet.

Here is how Dynamics 365 empowered every employee and organization in the recently transformed remote working environment.



# DIGITALLY EMPOWERED TEAMWORK, CULTURE, AND SOCIAL CAPITAL

Remote work introduced new ways of collaboration. Modern collaboration tools like Microsoft Teams are helping people to stay connected and ensure seamless communication across the entire organization.

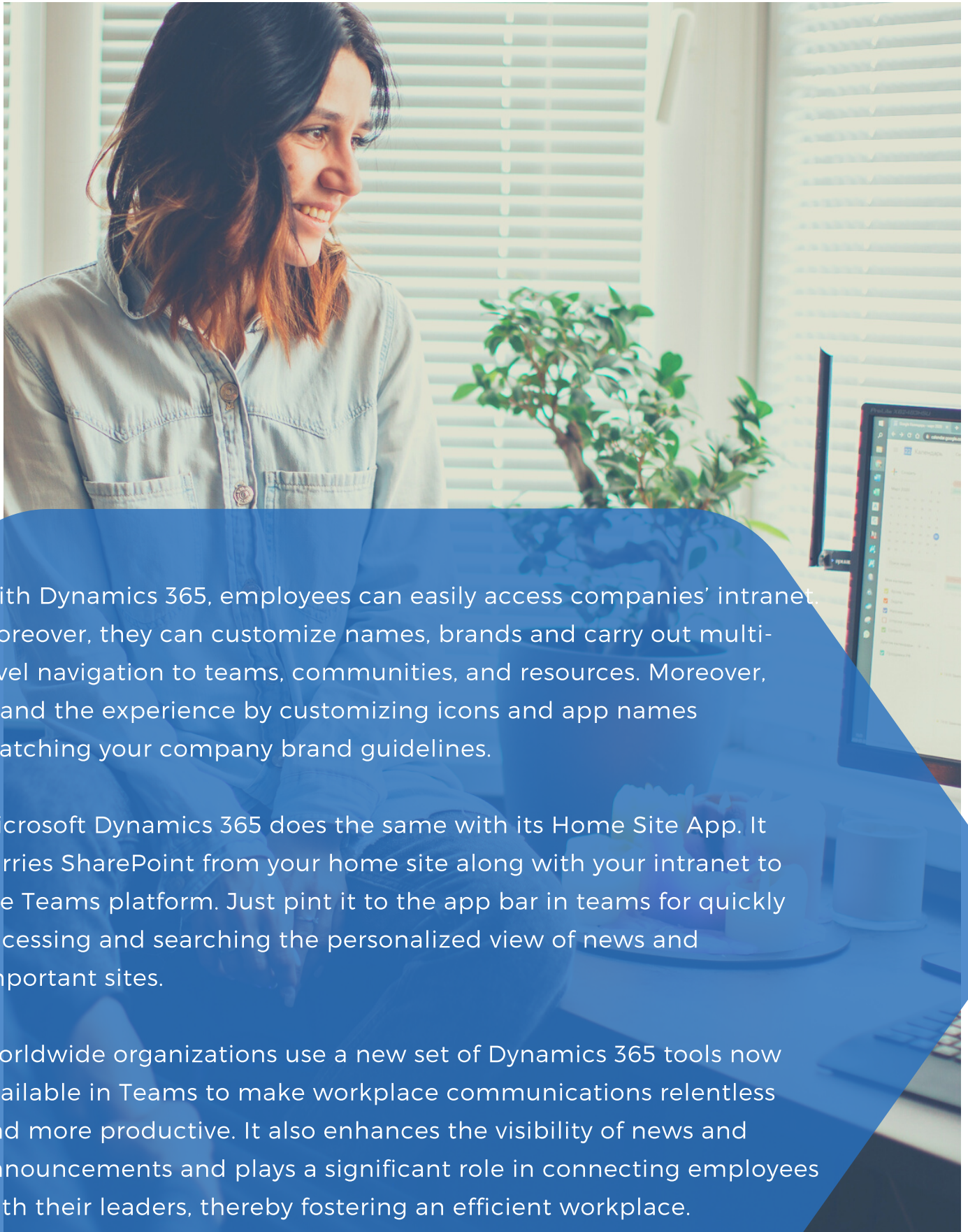
## **PRODUCTIVE MEETINGS**

The end-to-end meeting solution offered by Microsoft Teams and embedded in Dynamics 365 is capable enough to support your meetings, calls, and events at scale.

Employees engage in a true sense using the together mode scenes, even if they are meeting virtually. The auditorium, coffee shop, classroom, and many more such backdrops bring employees closer together even if they are apart in reality. Faces and body language becomes visible in MS Teams meetings. It allows remote employees to pick the non-verbal clues from their colleagues. It is something similar to what they used to while working in the office.

Microsoft Teams is working to increase the number of participants in one meeting. Soon, you will be able to add more up to 20,000 participants in a single meet. Thus, if you decide to engage global audiences in a virtual event, Microsoft Teams will make it possible.

## CONNECTED EMPLOYEE EXPERIENCE



With Dynamics 365, employees can easily access companies' intranet. Moreover, they can customize names, brands and carry out multi-level navigation to teams, communities, and resources. Moreover, brand the experience by customizing icons and app names matching your company brand guidelines.

Microsoft Dynamics 365 does the same with its Home Site App. It carries SharePoint from your home site along with your intranet to the Teams platform. Just pint it to the app bar in teams for quickly accessing and searching the personalized view of news and important sites.

Worldwide organizations use a new set of Dynamics 365 tools now available in Teams to make workplace communications relentless and more productive. It also enhances the visibility of news and announcements and plays a significant role in connecting employees with their leaders, thereby fostering an efficient workplace.

## DEVICES DESIGNED FOR FUTURE WORKSPACES

Creston and Yealink are the first Teams panel partners. These devices mounted outside the meeting space keep users updated about scheduling and attendance. Besides, devices such as cameras supporting people counting share room capacity ensure everyone follows the proper safety guidelines in shared spaces.

Companies will double their productivity with the help of Microsoft Teams Rooms Devices. It carries out touchless meetings similar to Room Remote App, Teams Casting, and Voice Assistant in Cortana.

The new Surface Hub 2S 85-inch model harnesses the full power of Microsoft that includes Dynamics 365, Teams, Windows, and more. Get ready to unlock the productivity of employees working from anywhere.



## **PRIORITIZING EMPLOYEE WELLBEING SO THEY CAN BE THEIR BEST**

Flexible work hours - a key benefit of remote working. However, remote workers spend a lot of time communicating digitally with their peers and colleagues. Often, this communication happens outside our working hours. No wonder we are stretching our usual work hours and sometimes working out of our comfort zones.

It is high time to remind remote working employees that it is necessary to take timely breaks. For preserving employee wellbeing, they need to detach from work. To help leaders prioritize employee wellbeing, Dynamics 365 introduced an 'experience' feature in Teams. It helps structure the day schedule keeping enough space for breaks, relationship nurturing, and staying on top of the tasks.

### **Extending Wellbeing Experiences**

Allow your employees to their day structure by scheduling virtual commutes right within Teams. It helps employees stay productive throughout the day and mindfully log off once the shift ends.

70% of employees think that meditation reduces work stress, decreases burnout, and enhances the ability to reacting to feedback. Recently, Microsoft has partnered with Headspace. Now let your employees access a systematized set of apprehensive experience and science-backed medications directly from the Teams platform.

Allow employees to strengthen bonds with their colleagues in a virtual environment. Now employees can praise key collaborators for their top achievements and by scheduling one-on-one meetings to catch up. Besides, it surfaces suggested tasks and emails from Outlook and @mentions in teams requiring follow-ups so that employees can stay on top of their commitments and maintain their productivity.

## Managers and Leaders Insights at One Place

Managers play a cardinal role in preserving employee dedication and loyalty in times of disruption. The workplace analytics embedded in Teams offers an informative insight into the productivity of his teams after considering different norms like focus time, meeting effectiveness, cross-company connections, and after-hour collaborations. Managers then compare these insights with the average obtained from other teams to get some actionable insights.

At this time, every organization expects greater visibility into the evolution of work and wants to understand how changes affect employee creativity and innovation. After all, these criteria are the pillars of future growth. The business continuity report displays the productivity score so that organizations could measure the effect of collaboration norms.

The Workplace Analytics offered by Dynamics 365 further endows the Teams Insights. It allows business leaders to know about internal connections status, the condition of customer relationships, employee burnout, and much more. Companies use it to track employee wellbeing and respond immediately to research-backed irregularities. Moreover, they also use it to measure the impact over time.

## CREATING SAFE, MODERN, AND TRUSTWORTHY EXPERIENCE

With every passing month, a remote and hybrid working environment is becoming a new norm. Offering secure, modern, and valuable experience to employees has become all the more important. With new features and capabilities in Dynamics 365, organizations extend this experience most uniquely and efficiently.





## Microsoft Endpoint Manager

Microsoft Endpoint Manager in Dynamics 365 is the command center allowing organizations to carry out seamless experiences for remote and hybrid working teams. Employees are using Microsoft Tunnel to connect with on-premise apps and resources using their Android and iOS devices.

Besides, by taking support of virtual endpoint management from Endpoint Manager, employees started managing their Virtual Desktop endpoints and third-party VDI - solutions. The first-class management experience Mac admins get with SSO on their Mac devices using managed app lifecycle from Apple is helping them to improve their productivity.

## Security, Compliance, and Identity

The unified solutions across Dynamics 365 and Azure security delivers the most comprehensive extended detection and responses.

Organizations can prevent, detect, and respond to threats across identities, endpoints, applications, email, infrastructure, and cloud platforms using Microsoft Defender that now includes Dynamics 365 and Azure Defender. Additionally, the Compliance Manager in Dynamics 365 bundles 150 out-of-the-box scalable assessments so global organizations can comply with the peculiar industry and regional regulations.



## **Productivity Score**

The Endpoint Analytics in Productivity Score helps organizations to understand and empower employees to do their best. The score focuses on two crucial areas, employee and technology experience. The productivity score offers herculean insights into organizational working, areas of improvement, and predictive actions necessary to enhance the skills and technologies for better productivity.

## **Outlook for Mac**

Built on Microsoft Sync technology, Outlook for Mac offers mail, search, and calendar updates to the user. It helped in enhancing employee experience with its simplistic, reliable, and customized solution.

## **Microsoft Edge for Linux**

TNow, Microsoft Edge is available to all users using Windows7, Windows 8, macOS, iOS, and Android. It frees employees from using the browser on all their devices. By making Microsoft Edge plus anti-phishing tools available to Linux users, Dynamics 365 is not leaving any stone unturned to increase the productivity of the remote employees.



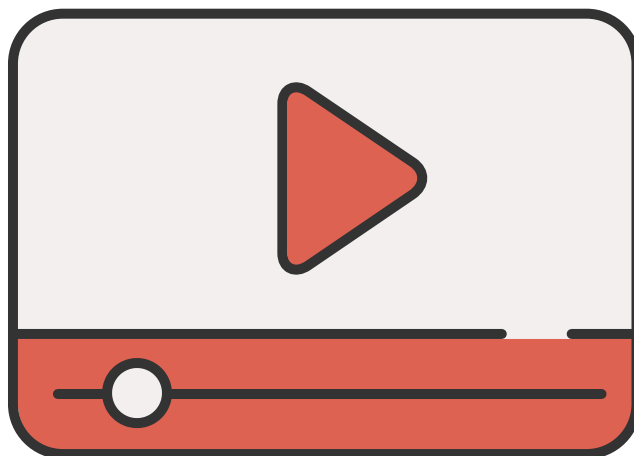
## **UNLOCKING THE DATA, KNOWLEDGE, AND EXPERTISE**

Microsoft Graph is an innovative feature in Dynamics 365. It extends knowledge experience to the organizations for capturing and redeploying all the insightful information in such a way that it would benefit remote employees.

### **Altering Content into Knowledge**

The SharePoint Syntax using Advanced AI analytics and machine teaching amplifies human expertise, automates content processing, and modifies content into knowledge. You can teach SharePoint Syntax to read documents and extract content.

It can process content, extract information, and apply metadata so that you can work seamlessly with information-rich metadata content. It allows organizations to understand sensitivity and retention labels for managing compliance and streamlining the process.



### **Microsoft Stream**

Microsoft Stream is an intelligent video app embedded in Dynamics 365. It seamlessly integrates with the applications across the suite so you can create, share, and discover videos more proficiently.

## **AUTOMATING PROCESSES AND WORKFLOWS**

Dynamics 365, with its AI and automation capabilities, streamline the workflows and automates processes that free people from doing repetitive tasks. It saves time for employees which they can use to focus on doing some creative and innovative work.

### **Teams and Power Platform**

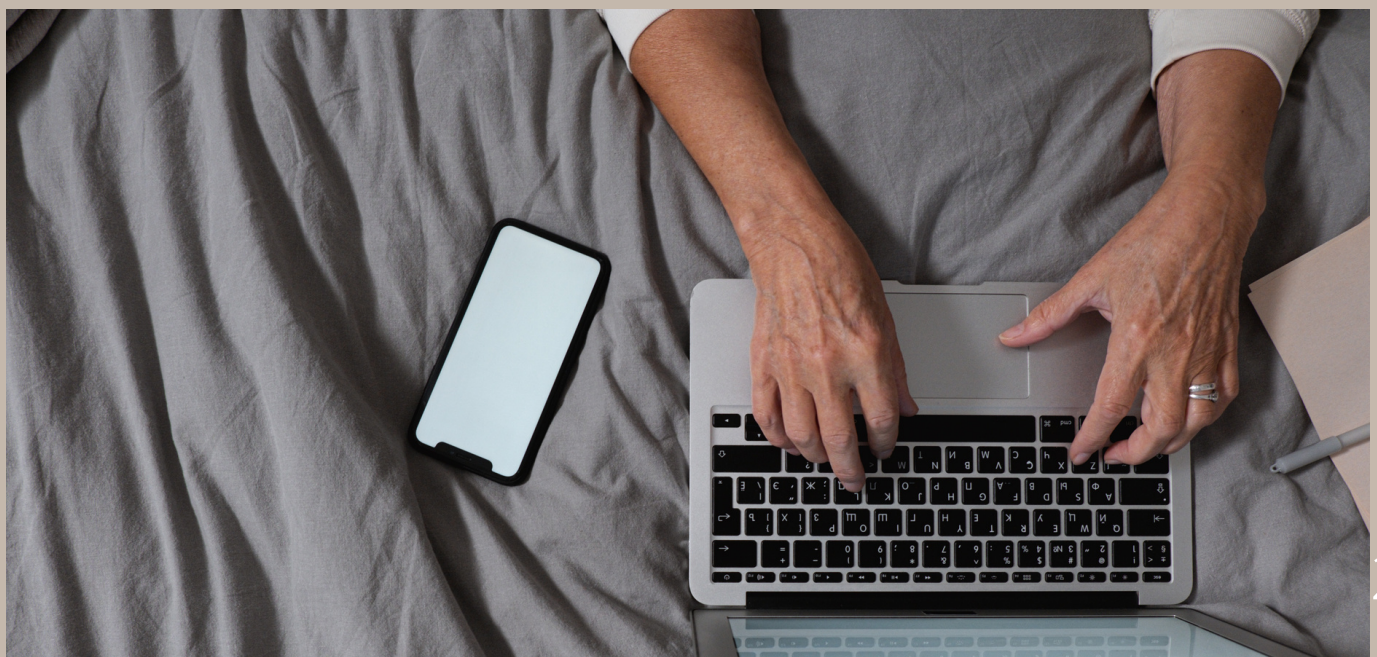
Organizations are empowered to build their own solutions using intuitive and powerful low-code platforms embedded in Teams. The Power Apps and Power Virtual Agents Studios, backed by the “Project Oakdale” authorizes employees to build, edit, and publish custom apps and chatbots right in the Teams.

Power Automate App in Teams makes it possible to automate workflows. Teams also enable approval workflows that can be customized using Power Integrate. Besides, the Power BI app ensures every organization using Dynamics 365 fosters a data-driven culture with a central hub for data reports.

## **ACHIEVING ALL-INCLUSIVE DIGITAL TRANSFORMATION**

Frontline workers are an essential asset for any organization. Dynamics 365 offers innovative industry solutions with experiences specifically designed for the frontline workers playing a crucial role in enabling digital transformation.

For every organization, it is a priority to ensure their employees have access to the right tools to do their jobs efficiently. It matters a lot, especially for people working in healthcare, government, and the financial industry.



## industry solutions

Organizations can curate Teams according to their industry needs using virtual templates, reminders for a virtual visit, joining meetings using mobile, collaborating with lists, and much more.

For example, healthcare organizations strengthened their telehealth offerings to support remote medical visits and organize telehealth providers using Microsoft Teams. The EHR Connector in Microsoft Teams empowers clinicians to initiate a virtual patient visit in a private preview. Else they can consult with other clinicians available in their EHR database, enabling high-quality healthcare to all. It is one of the many capabilities achieved 365 and the new Microsoft Cloud Healthcare.

Recently Nuance and Microsoft partnered to integrate Nuance's Dragon Ambient eXperience (DAX) with Teams. This integration reduced the administrative burden and made their jobs much easier and more productive.



## Frontline workers

Introduction of Teams Walkie-Talkie for Android devices is a revolutionary innovation. It is empowering frontline workers to use the push-to-talk feature so that they could access clear, instant, and secure communication over the cloud. The Teams App for RealWear (head-mounted device) allows frontline workers to communicate with their peers and colleagues in a hands-free manner.

If remote working is the new normal, then it will pose subsequent challenges to global organizations. However, with the precise systems, tools, applications, and support, organizations can seamlessly tackle the associated pain points.

## ACHIEVING DIGITAL TRANSFORMATION WITH DYNAMICS 365

As the ongoing COVID-19 pandemic forced global organizations to work remotely, many are going through a transitional phase, either intentionally or unintentionally. The digital transformation bus is already on the way – either you get in the bus or get underneath it.

Dynamics 365 is a Microsoft solution that combines the best of ERP and CRM offerings. Microsoft offers many industry-specific applications like Dynamic CRM for Retail/Service/Finance/Healthcare/Government, etc., to enhance the effectiveness and efficiency of the solution. The significant goal is to provide competent segregation of the industries that allows better efficiency in digital transformation.

### DIGITAL TRANSFORMATION WITH DYNAMICS 365



Engage  
Customers



Empower  
Employees



Optimize  
Operations



Transform  
Products



In the recent pandemic, Dynamic 365 underwent a massive makeover to offer a holistic solution. The motive was to make it capable of serving as a platform, rather than keeping it as an individual tool used to achieve digital transformation.

Digital transformation has four pillars, as shown in the image below. However, it is a continuous process as customer needs and business landscape both are volatile. That is why Dynamics 365 has updated its business offerings.

## New Ways to Work in New Normal

Microsoft CEO Satya Nadella says, “We have seen two years’ worth of digital transformation in two months.” However, a 2020 McKinsey survey found that 87 percent of executives say they have skills gaps in their business [11].

Organizations ready to embrace innovation will prepare themselves to face future challenges.

✔ Introducing AI in organizations transforms the way people work

✔ Using a common platform to store and share content extracts more valuable knowledge.

✔ Exploiting the latest technology makes smart meetings a reality for participants to collaborate and contribute effectively and safely.



***A recent Forrester Study [12] reveals that 86 % of remote working employees responding to the survey using Microsoft 365-powered Surface devices agreed that their supports them incredibly well, compared to the 71% of respondents using non-Surface devices.***

## How Dynamics 365 prepares organization for the new normal

We are halfway through the COVID-19 pandemic, and at this moment, organizations need to access some unique, creative, and innovative opportunities. A few statistics gathered from Microsoft Internal Data from the first half of 2020 reveals the digital transformation path headed by Dynamics 365:

- ✓ 5 billion Microsoft Teams meeting minutes in a single day
- ✓ Video used twice as much in Teams meetings
- ✓ 1 billion Windows 10 devices, up 30 percent year on year



## Productivity in a Hybrid Workplace

Employees are staying connected and productive using rapidly advancing cloud-based technology. Dynamics 365, with its Microsoft Office apps, empower remote employees to access resources, share and work together as a team. On the other hand, Microsoft Teams has become a central hub for remote employees to communicate and collaborate. Besides, Microsoft SharePoint securely stores all organizational content.

Dynamics 365 has many capabilities to ensure remote workers remain productive. For instance, the Microsoft Power platform that backs Microsoft Power BI, Microsoft Power Automate, Microsoft Power Apps, and Microsoft Virtual Agents extends power to analyze data, build solutions, and insert innovation at the core of your organizational DNA.

Dynamics 365 is an integrated cloud platform. It encourages productivity, engagement, and collaboration through many facets. It is a smart and efficient operating system embedded with an effective operating system, mission-critical enterprise-grade security tools, and seamlessly integrated workplace productivity apps as if Teams, Word Excel, and PowerPoint. [13]



## How Dynamics 365 boosts work productivity in digital workspace

Migrating to the cloud helps organizations to act speedily, innovate better, and focus on IT tasks that matter. Migrating to the cloud gives your employees constant and secure access to some authoritative productivity tools made available by Dynamics 365 such as Teams, Outlook, OneDrive, OneNote, Word, etc. It allows you in:

- ✓ Scaling workloads, applications, and networking capacity on-demand to meet business needs.
- ✓ Keeping organizations secure and resilient across hybrid work environments.
- ✓ Optimizing costs at a time of constrained IT budgets.
- ✓ Migrating data to leverage cloud analytics services and gain business insights.
- ✓ Enabling secure remote working with a desktop and application virtualization service - Windows Virtual Desktop.



# Humanizing the Employee Experience

To a greater extent, remote working and the ongoing pandemic have connected and brought people closer to each other on a personal front. Yet organizations have growing concerns about the feeling of disconnect and sense of isolation amongst their remote employees. The substantial challenge is overbridging this feeling and protecting the wellbeing of employees.

**Leadership, culture, and technology** serve as three key areas requiring immediate attention from senior leaders to humanize employee experience. It initiates good co-operation and carried out using Teams. After all, nurturing your people and culture helps in reaching your goals.

**Foster diversity and inclusion** by constituting an interchangeable approach for employee engagement. It boosts employee commitment and productivity, minimizes costs, archives growth, and yields higher profits.

**Support the wellbeing and accessibility** of your employees by supporting their mental health, promoting sharing and caring culture, and empowering them to manage their work-life balance.

Whatever the post-COVID-19 digital workspace looks like a simple mantra drives inclusion and accessibility:  
“Leave no one behind.”



## How Dynamics 365 humanize employee experience

- ✓ Dynamics 365 maintains a connected experience.
- ✓ Remote workers are using cloud-based Dynamics 365 to access features like Office, OneDrive, Outlook, Teams, etc.
- ✓ Employees stay productive and stay connected with colleagues through chats, emails, video calls.
- ✓ Easy access to emails, calendars, and files in a secure environment.



### ACHIEVING DIGITAL TRANSFORMATION WITH DYNAMICS 365

The current crisis has emphasized much importance on digital selling, making face-to-face selling absolute. Microsoft Dynamics 365 Sales is a solution that empowers organizations to offer an enticing digital buying experience. It works across every stage of the consumer journey, right from demand response to the transaction.

Microsoft Dynamics for Customer Service offers substantial help to build intelligence and mixed reality. It ensures appropriately resourced teams are offering real-time support.

Together these Technologies are strengthening organizations to provide meaningful insights and connected experiences from anywhere at any time.

To increase the productivity of remote working employees, organizations must focus on knowledge management. Adopting a multi-disciplinary approach to create, share, use, and manage organizational knowledge is the most effective way. Microsoft SharePoint is being used to build productive things and an elemental content repository for remote working employees. Many companies are using the Teams platform to share knowledge. 'Project Cortex' is another tool that uses AI to deliver just-in-time noesis within the apps used for employees in their routine work.

## **FUTURE READY WORKING ENVIRONMENT**

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## How Dynamics 365 Helps Improve the Future Work Environment.

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Along with the unified relationships, organizations also get access to data across the entire consumer life cycle. Organizations are free to utilize artificial intelligence and generate actionable insights that would help them to create more meaningful customer connections. Here is how Dynamics 365 is enabling future work environment:

- ✓ Optimizing business processes for improved efficiency, cutting costs, and generating revenue.
- ✓ Increasing employee productivity by minimizing time spent on repetitive tasks.
- ✓ Facilitating machine teaching and reinforcing learning.
- ✓ End-to-end customer to improve customer service.
- ✓ Real-time data monitoring for behavior prediction.



## **BUILDING VOLATILE TEAMS**

Creating a culture of continuous learning is an effective way to innovate, adapt, and progress for the future. To be a successful remote working organization, you need to transform both technically and culturally. Equip people with skills and knowledge and make them the best competitive asset you could have. Dynamics 365 Guides is a sassy way to create a culture that embraces continuous learning.

To build a resilient team, you need to manage your talent for success. Microsoft dynamics 365 human resources is an HR management platform. It delivers everything you need to seek out the best potential recruits, manage resources, and care for your people. It works seamlessly with dynamics 365 apps and Microsoft 365 services like Outlook and LinkedIn.

Organizations are reshaping their work culture using Microsoft workplace Analytics. Everyday work data from Dynamics 365 helps them understand how people interact. This understanding is enough for them to respond swiftly, enhance employee experience, and strengthen customer focus. Actionable insights and faster response are leading to increased productivity and protecting employee wellbeing.

The transformed digital workspaces will enhance its demand for skilled employees. A tech report estimates suggest that there will be approximately 149 million new tech jobs surfacing in the next five years. Therefore, organizations must think about what skills they require in the coming future [14].



## How Dynamics 365 Helps to Build Buoyant Teams

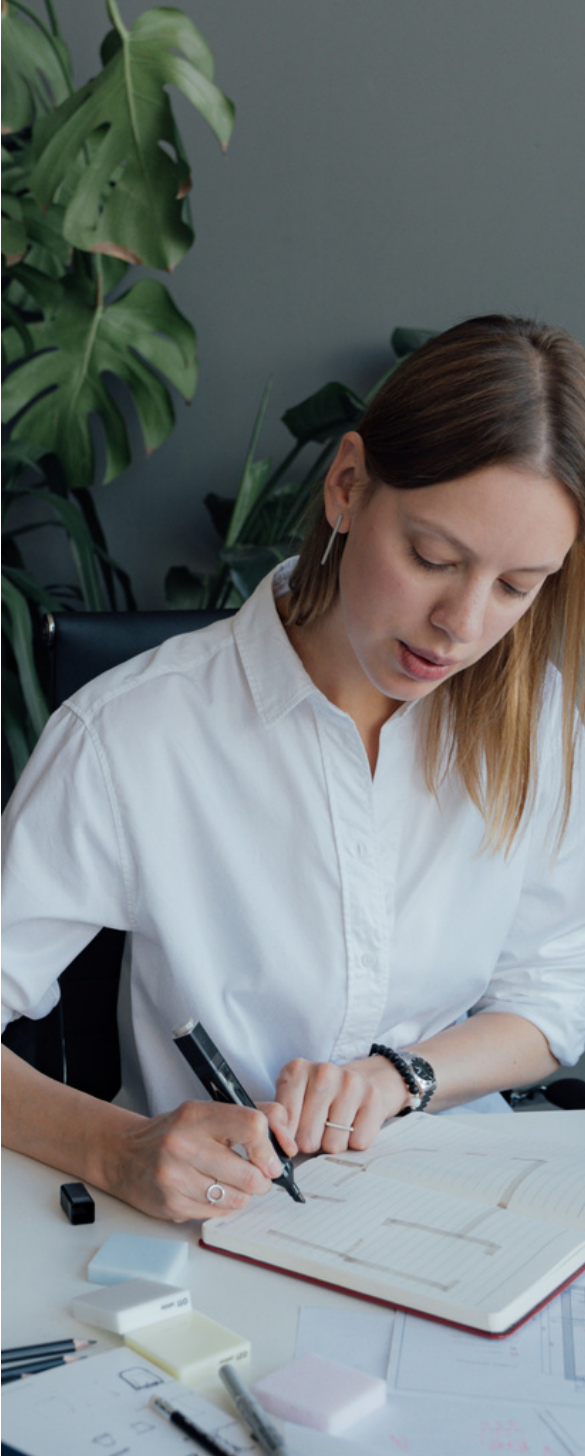
Finding enduring skills for new roles is another way to develop a volatile team. Helping people in the development of the right skills ensures everyone is moving forward together. It empowers employees to make a meaningful contribution to organizational growth. Microsoft Here is how Dynamics 365 helps in every possible way to build highly pliable teams:

- ✔ Getting insights to promote skills, nurture new leaders, or break down silos and develop herculean cross-disciplinary networks.
- ✔ Finding, interacting, hiring, and managing the best talent for the organization.
- ✔ Creating a learning environment by taking an inclusive approach for closing gaps.
- ✔ Building more resilient, adaptable, skilled, and productive teams.





## DYNAMICS 365 ACHIEVES DIGITAL TRANSFORMATION IN REALITY



It breaks your heart when you take a walk through once busy and crowded commercial centers. The joyous, smiling, bustling, and energetic workplaces are deserted now. You immediately understand that a new world of work has overtaken these spaces.

Either remote or hybrid working is going to be the new normal in the future. Therefore, organizations need to rapidly think about the best approach for managing their people and processes. A willingness to embrace the novel culture and adapting to innovative technologies is the mantra to be successful.

**Dynamics 365 is here to make your dream of digital transformation a reality.** We are with you in this epic transition. We will help you make your organization more agile, competitive, and technologically advanced.

We will help you in delivering the bottom line. Allow us to develop a continuous learning culture and build a team that is resilient and productive.

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## ABOUT THE AUTHOR



Errin O'Connor is the founder and chief architect of EPC Group. For the last 24 years, O'Connor has been assisting in managing EPC Group's corporate strategy.

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