

# Cloud Transformation Driving the Modern Workplace



# Microsoft Mission

Empower every person and  
every organization on the planet  
to achieve more





# The shift

## OLD



Information  
scarce



Static  
hierarchies



Compete  
to win



Individual  
productivity



Focus on  
planning ahead



Efficiency  
of process





# The shift

NEW



Information  
abundant



Dynamic  
networks



Collaborate  
to win



Collective  
value creation




Experiment, learn  
and respond



Effectiveness  
of outcomes

# Engaged employees are crucial to success

A photograph of three business professionals walking through a modern office hallway. On the left, a man in a blue suit jacket and light blue shirt walks towards the center. In the middle, a woman in a black dress walks towards the right. On the right, a man in a dark blue sweater and dark trousers walks towards the center. They are all looking at each other and appear to be in conversation. The hallway has white walls, a wooden floor, and a glass railing on the right. There are colorful abstract paintings on the wall on the left.

00%

of employees are engaged at  
best performing companies

00%

more profit in business units  
with most engaged employees

00%

of employees are  
engaged worldwide

And currently that is uncommon worldwide





## 1. CULTURE

# Growth mindset



Customer obsessed



Diverse and inclusive



One Microsoft



## 2. LEADERSHIP

# Leadership connections



Align your employees to your goals and purpose



Spark innovation and ideas



Build an ongoing, two-way connection



Enable a responsive leadership team



### 3. TECHNOLOGY

# People-centered experiences

Gaming

Microsoft 365

Dynamics 365







A world map where the landmasses are filled with a dense collection of white digital and technology-related icons on a blue background. The icons include lightbulbs, gears, speech bubbles, mail envelopes, people silhouettes, musical notes, and various electronic devices. The background is a solid blue color, and the map is centered horizontally.

>90% of all data has been created in the past 2 years






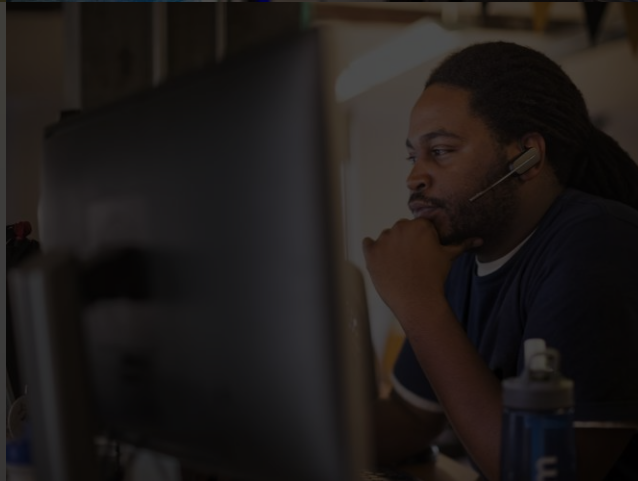
Help me keep  
safe and secure



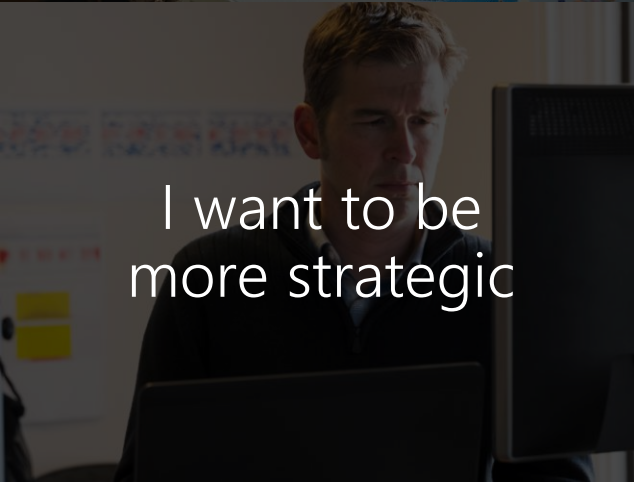
I need to do more  
with less




I'm drowning in  
complexity!



I want happier  
users



I want to be  
more strategic



Help me balance  
control and flexibility

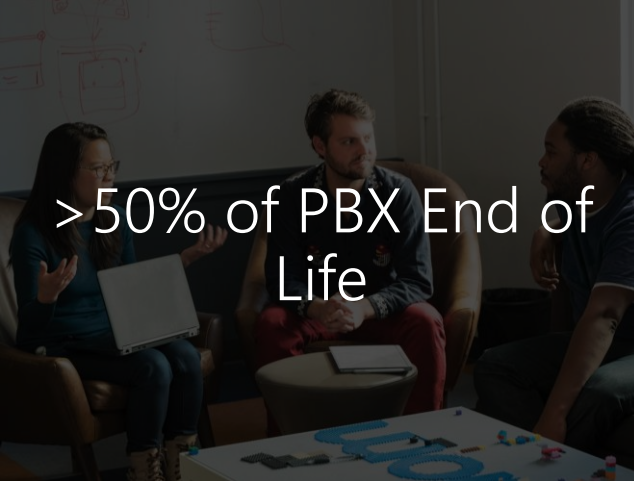




84% of users use  
non-IT sanctioned  
applications in the  
workplace



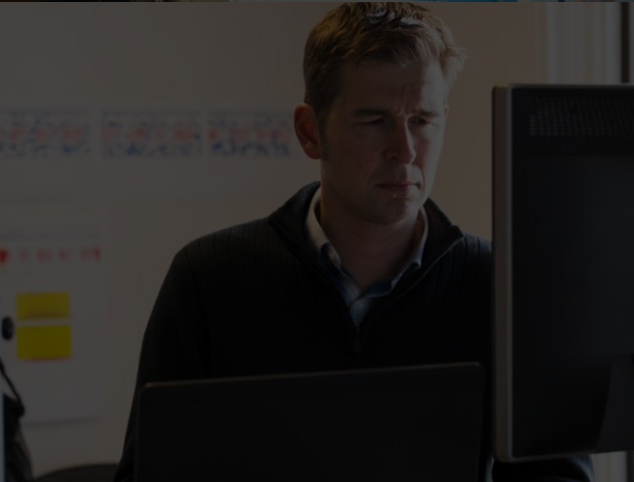
78% of First Line  
workers feel  
disconnected with  
their organization's  
digital strategy



>50% of PBX End of  
Life



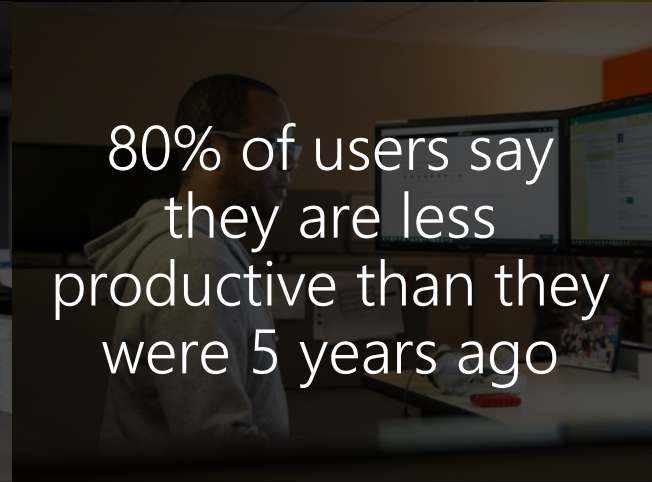
The average  
customer has 12  
security vendors



10% of SMB worker  
time is spent  
undertaking  
involuntary IT  
Management



80% of users say  
they are less  
productive than they  
were 5 years ago








87% of on-prem PBX  
customers plan to move  
to the cloud,  
40% in the next 12 months




81% of customers want to  
purchase security bundled  
with devices





48% want their security  
products integrated




# We Are Entering the Age of Simplicity



74% of customers rank  
integration with the broader  
productivity suite as *Very  
Important*



30% of customers want security  
integrated with other products









**integratedliving**

*supporting individuals  
enriching communities*



# WHERE WE HAVE COME FROM

STABILISE. CENTRALISE. SYSTEM ACCESS



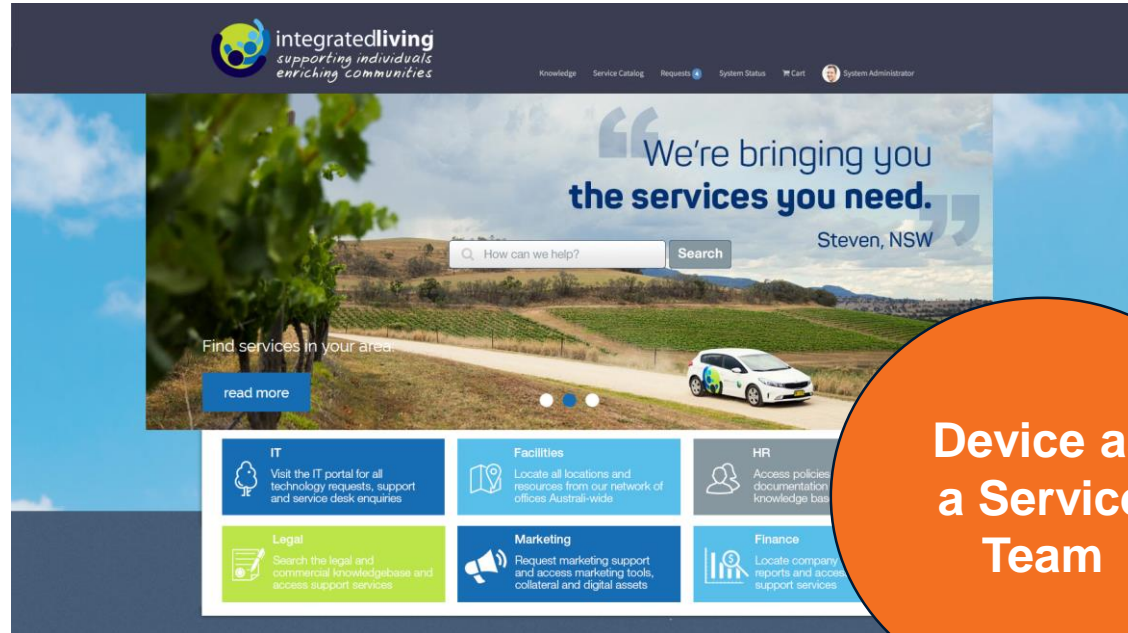
# WHERE WE ARE NOW

MODERN WORKPLACE:  
MOBILE. SECURE.  
SELF SERVICE.





# NEW USER REQUEST (FIELD BASED)



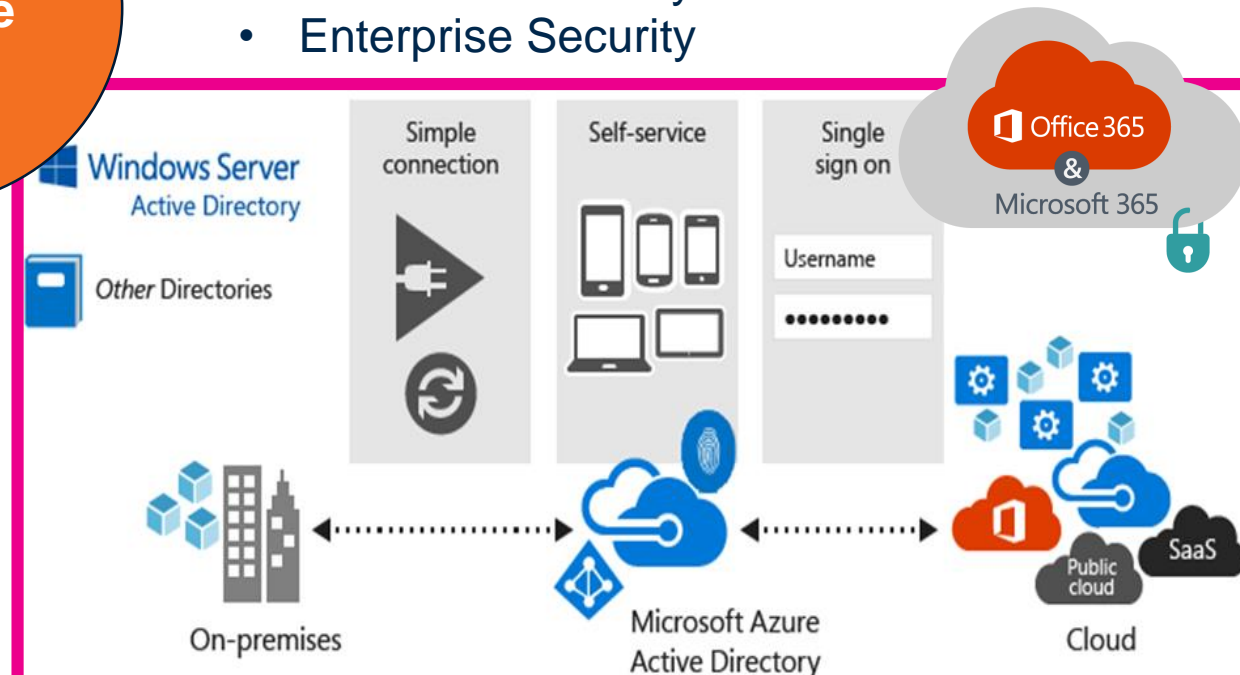
Device as  
a Service  
Team

**servicenow**

- Self Service Portal
- Automated Workflow
- Asset Lifecycle Management
- Partner Ecosystem

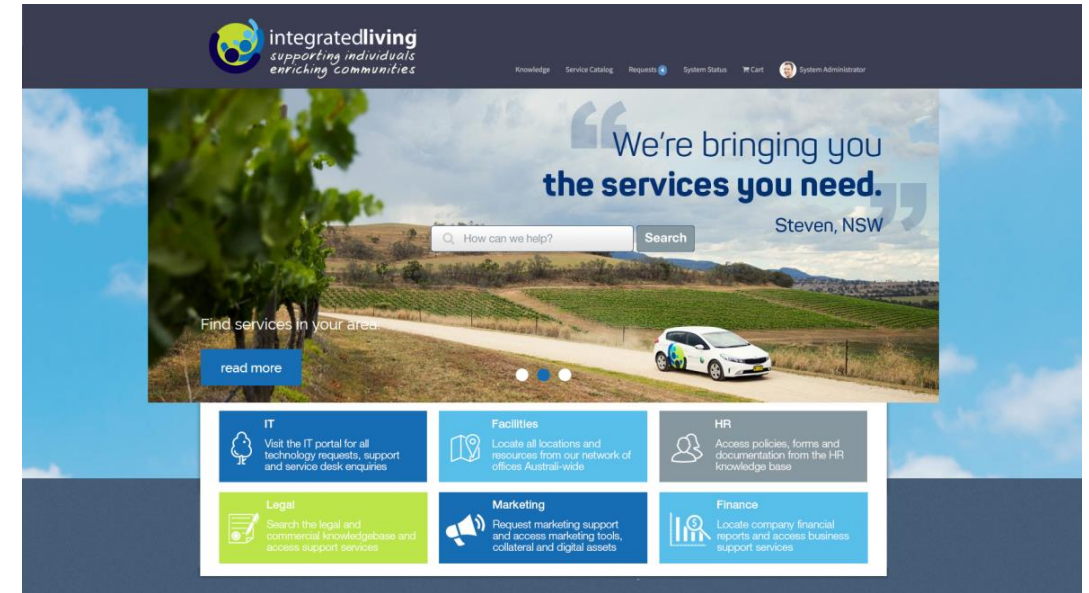


- User Experience
- Mobile Productivity
- Enterprise Security

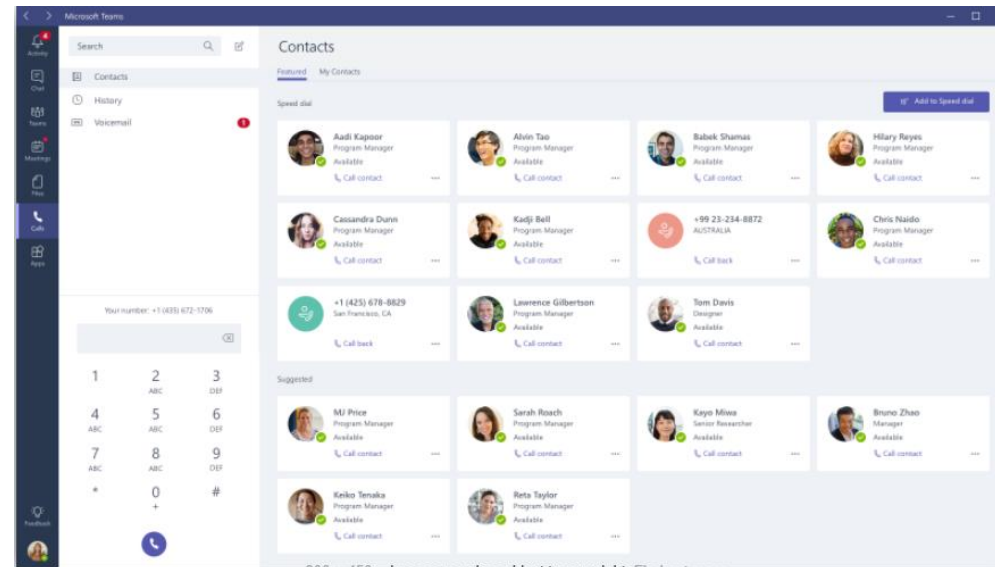


# FUTURE...

- Service Portal Expansion
  - Marketing
  - HR
  - Finance
  - Facilities
  - Other
- Microsoft Teams
- Phone Systems



## People-centered experiences







**Q&A**  
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