Microsoft

Digital Strategy

Remote Work and the Digital Transformation Journey

Mike Harris – General Manager
Modern Work, Enterprise Segment

Agenda

- How is Microsoft Adapting During Covid-19?
- Customer Trends
- Helping our Customers
- The Case for Tech Intensity
- Igniting Digital Transformation

How is Microsoft adapting during COVID-19?

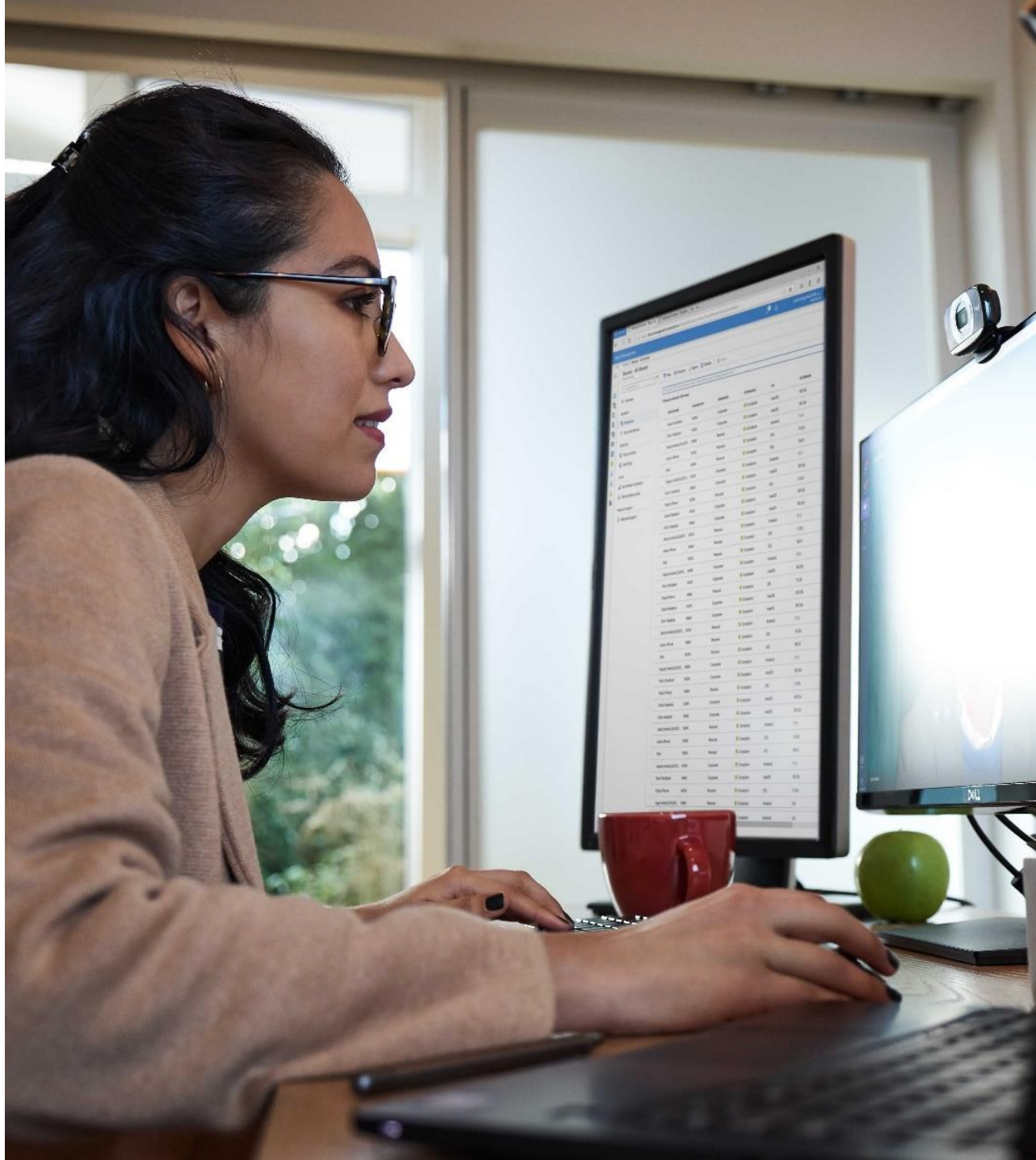
COVID-19 has transformed the workplace

In the shadow of COVID-19, corporate campuses resemble ghost towns, but leadership and real estate and facilities teams have been hard at work. From adjusting HVAC systems to keep costs low, to sanitizing workspaces and supporting the needs of remote workers. Now, in many places, organizations look to reopen and return to the workplace.

As a result, organizations can benefit from technology that helps them address both the familiar and emerging challenges they face so that they can **be more responsive to the rapidly changing needs of the workplace.**

Unchartered Waters

1. General fatigue of “always on”
2. Work from home has shifted to work from vacation…another part of U.S. or different country
3. Hiring has changed significantly
4. More frequent check-ins from managers to employees
5. Split between those that can’t wait for reopening and those that don’t want to come back to office



Microsoft’s key principles for returning to the Workplace

Adopting a hybrid model that supports working from home and the workplace

Health and safety first

Physical, mental and emotional wellbeing are our top priority

Support employee needs

Offer flexibility in working from home and offer voluntary return to the workplace

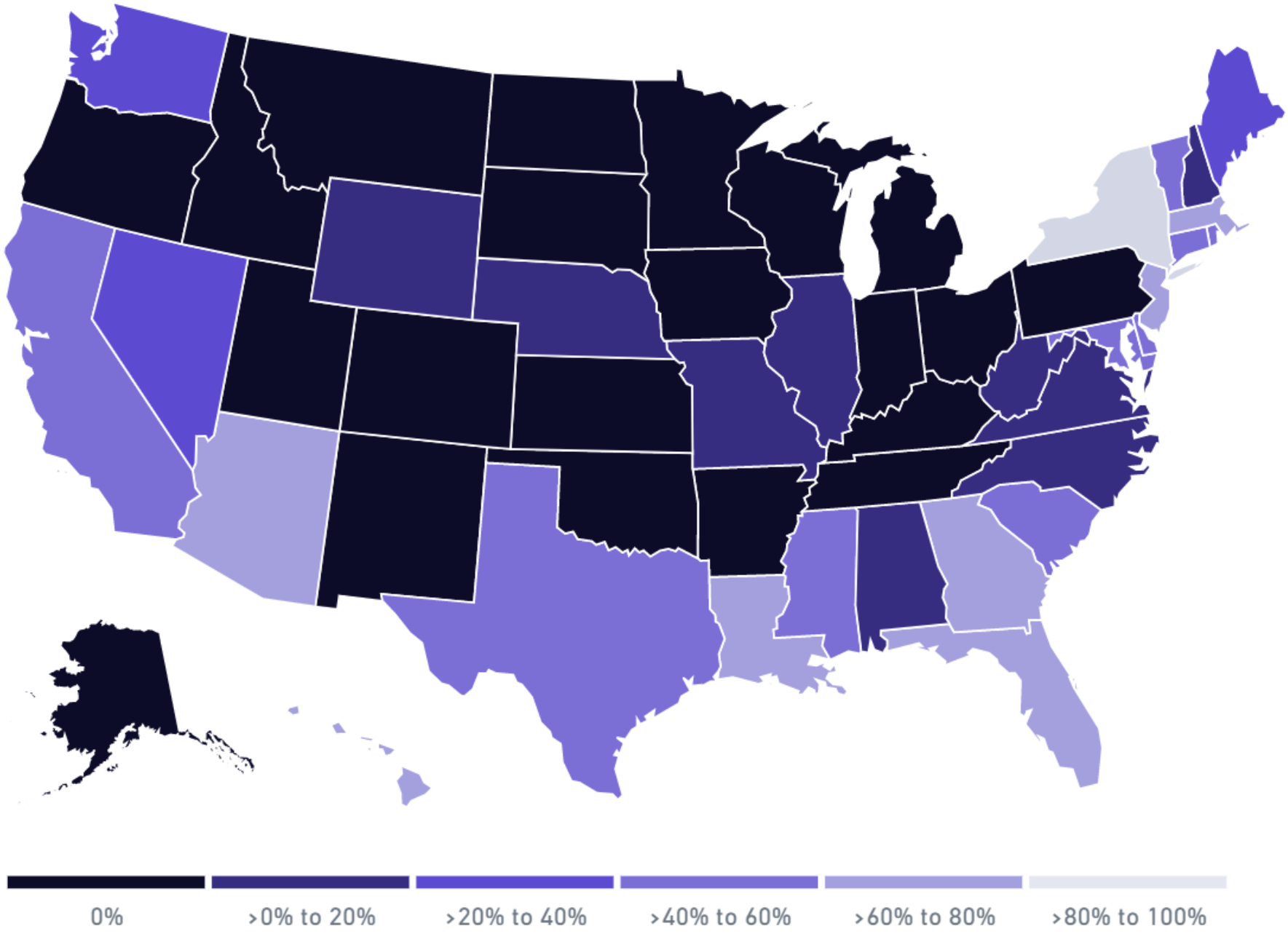
Serve our customers

Serve our customers and continue critical business operations

Meet or exceed regulations

Equal to or higher than local, government and/or public health guidance

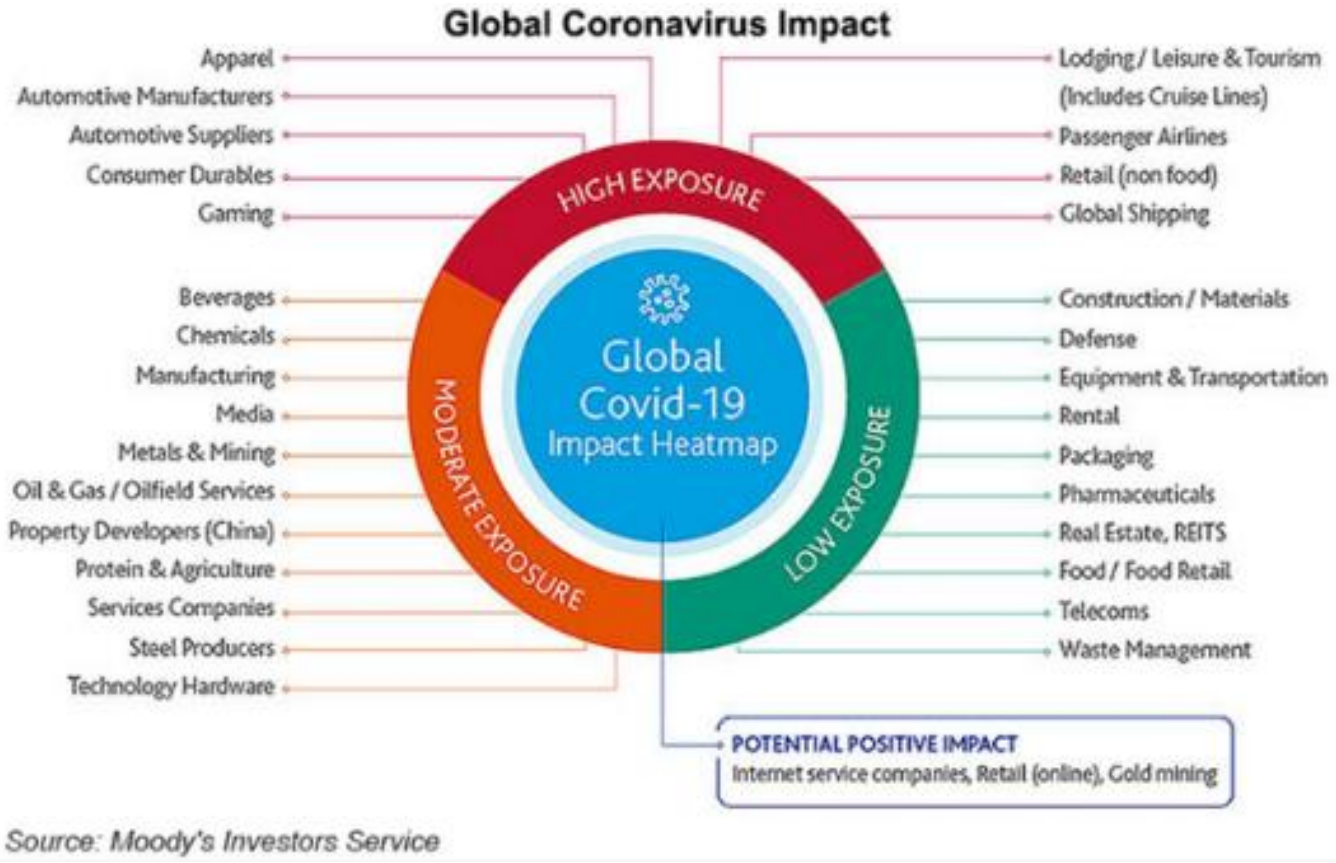
Progress to Zero by State



Customer Trends

Macroeconomic trends post-COVID-19

Many industries are on the decline

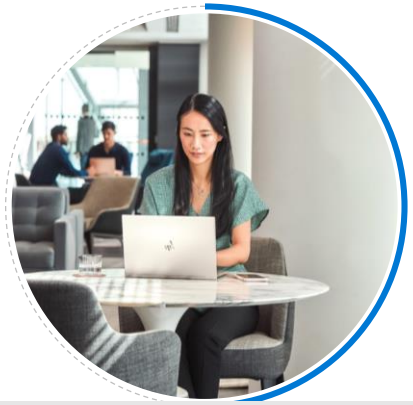


Source: Moody's Investors Service

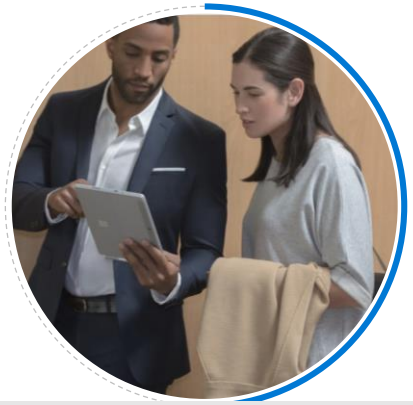
What our customers need today

Saving costs on remote work

Cut out non-essential business expenses



Deliver new methods of secure workforce efficiency

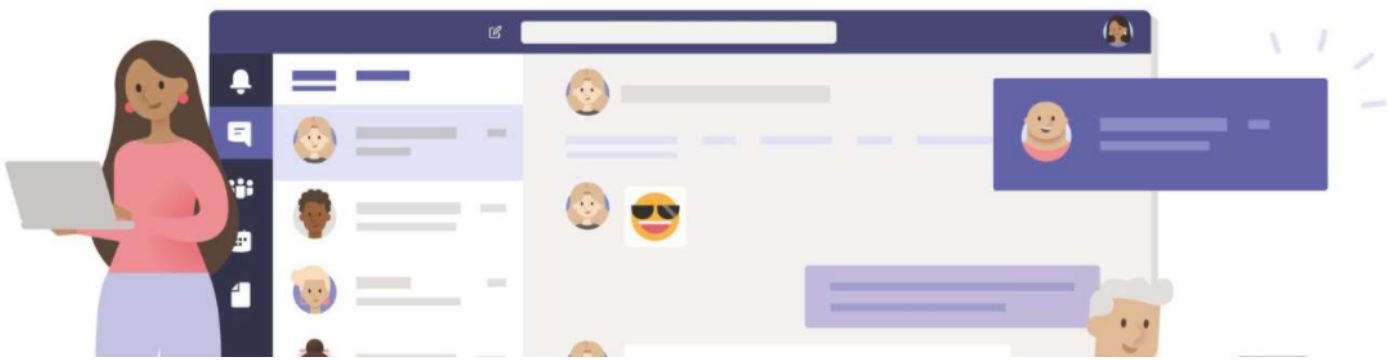


THE VERGE

Microsoft Teams usage jumps 50 percent to 115 million daily active users

Tom Warren · 1 day ago

Microsoft saw some big growth in Microsoft Teams at the beginning of the pandemic, and it has kept accelerating over the past six months. During an earnings call with investors today, Microsoft CEO Satya Nadella reveled Microsoft Teams now has 115 million daily active users. That's a more than 50 percent rise from the 75 million that Microsoft reported almost six months ago.



How Microsoft helps Customers Adapt

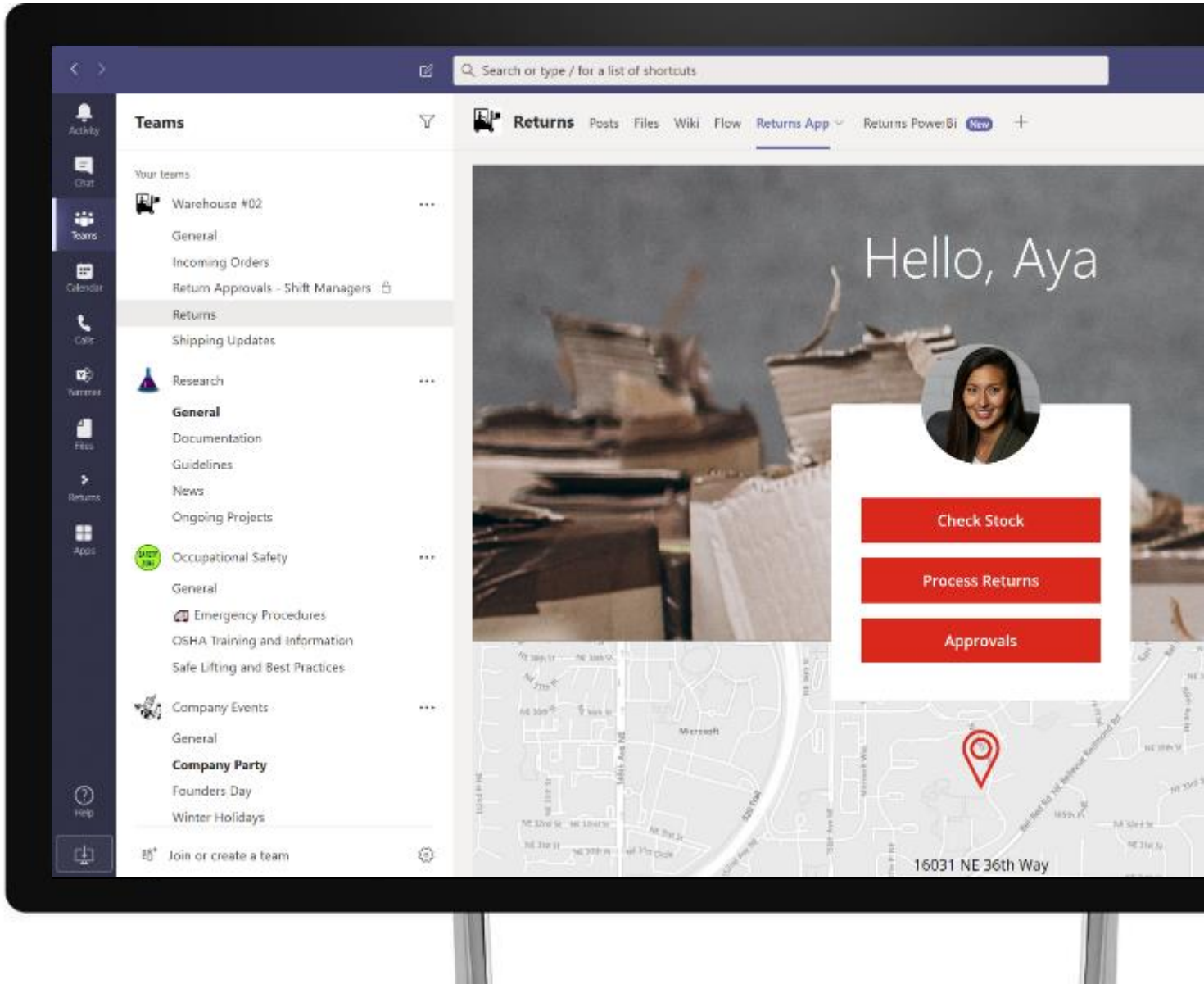
Microsoft Teams

is the hub for teamwork in Microsoft 365

Meetings & calling

Chat & collaboration

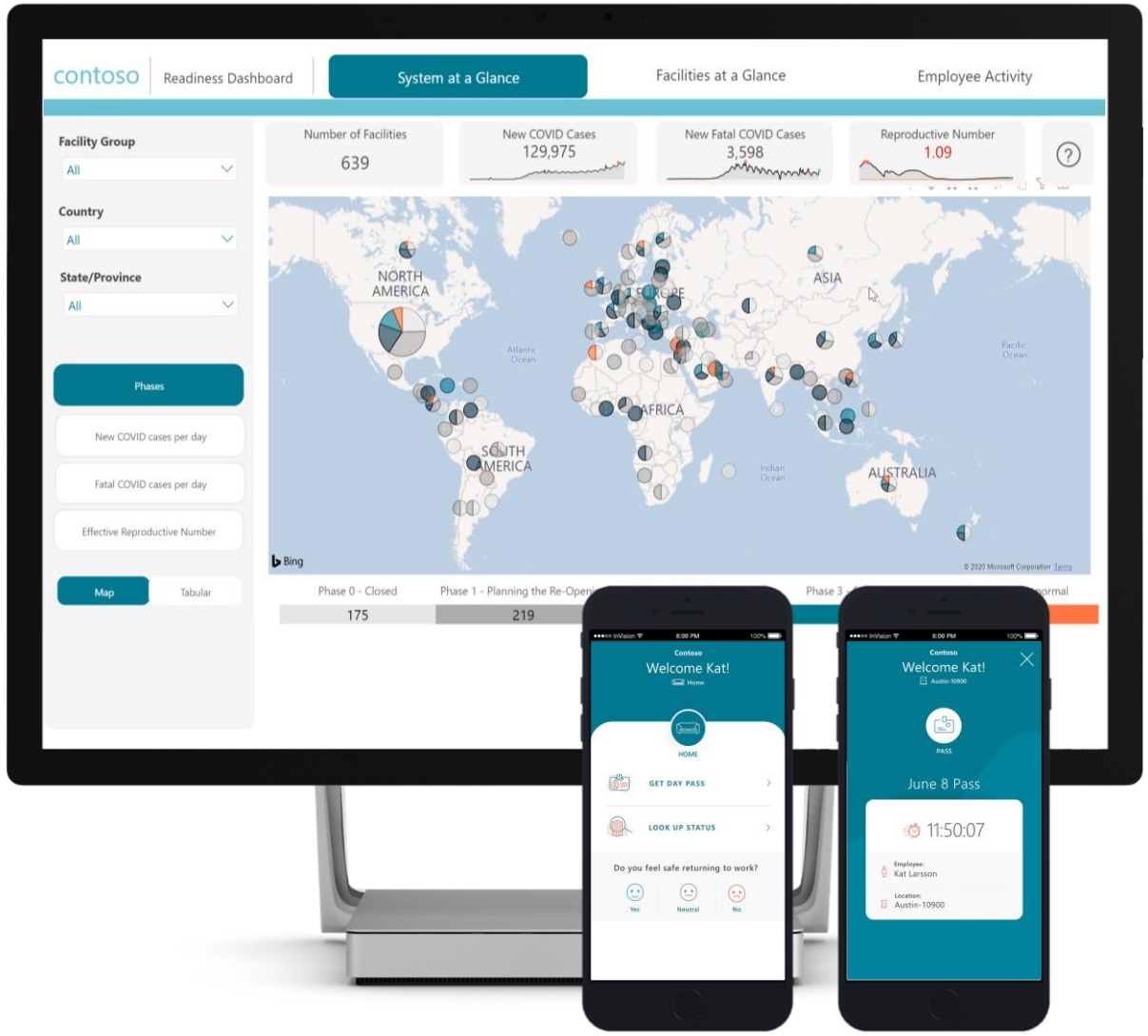
Apps & workflow



Return to the Workplace Solution

Manage and maximize your resources to return to the workplace

- Return to the workplace with a turnkey solution allowing for business continuity, to safely reopen workplaces, and support your employees and customers health
- The solution is built for everyone inside and outside your organization and offers quick value in every area of your business.
- From decision makers and facility managers tasked with reopening facilities, to health leaders charged with responsible care and safety of everyone, to employees returning to work through quick self-attestation and monitoring, the solution has you covered.



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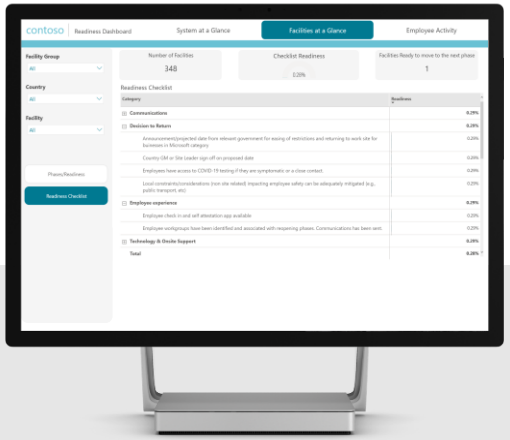
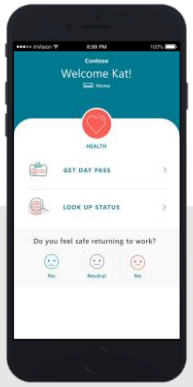
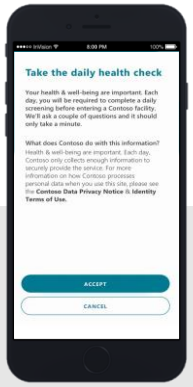
Microsoft Power Platform Return to the Workplace Solution



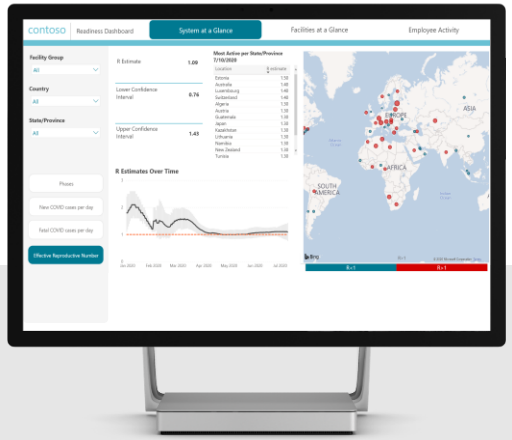
Location Readiness



Employee Health and Safety Management



Workplace Care Management



Location Management

The case for Tech Intensity

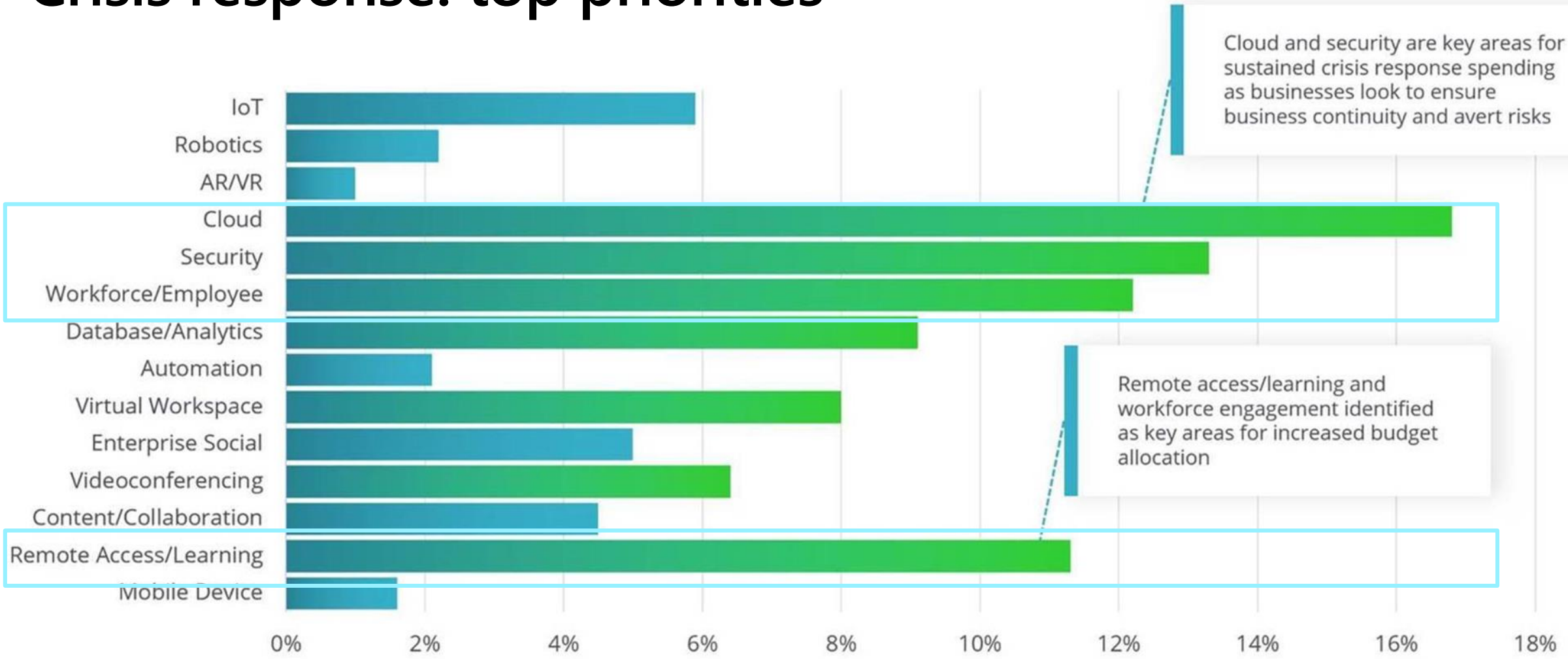
The call to action is clear

Every organization will need to have what I describe as **tech intensity** … every organization will need to be a **fast adopter of digital technology** … every organization will need to **build their own proprietary digital capability**.

The next decade of economic performance for every business will be defined by the speed of their digital transformation.

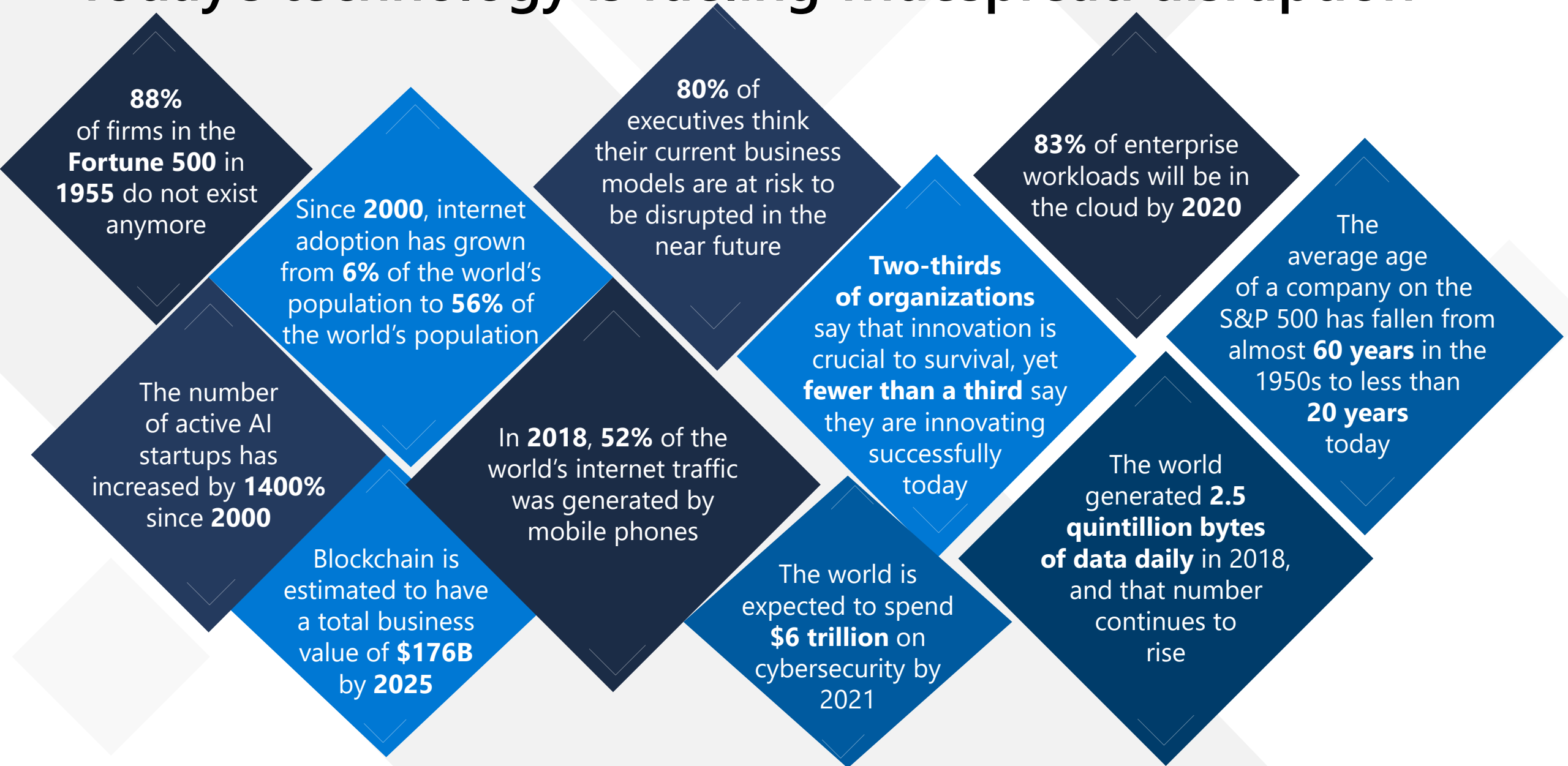
(October 27th 2020 earnings call)

Crisis response: top priorities



Source: IDC COVID Tech Index Survey April 2020 (US and Asia Pacific survey responses, weighted)

Today's technology is fueling widespread disruption



Driving *and powering* digital transformation

DATA

175 zettabytes annually by 2025

ANALYTICS

$274 billion global market by 2023

CLOUD

Cloud shift will affect more than **$1.3 trillion** in IT spending by 2022

Sources: Statista, IDC, Gartner

Transformative technologies democratized

Igniting Digital Transformation

Digital transformation

Empower employees

Engage customers

Optimize operations

Transform products

[Technology point of view]

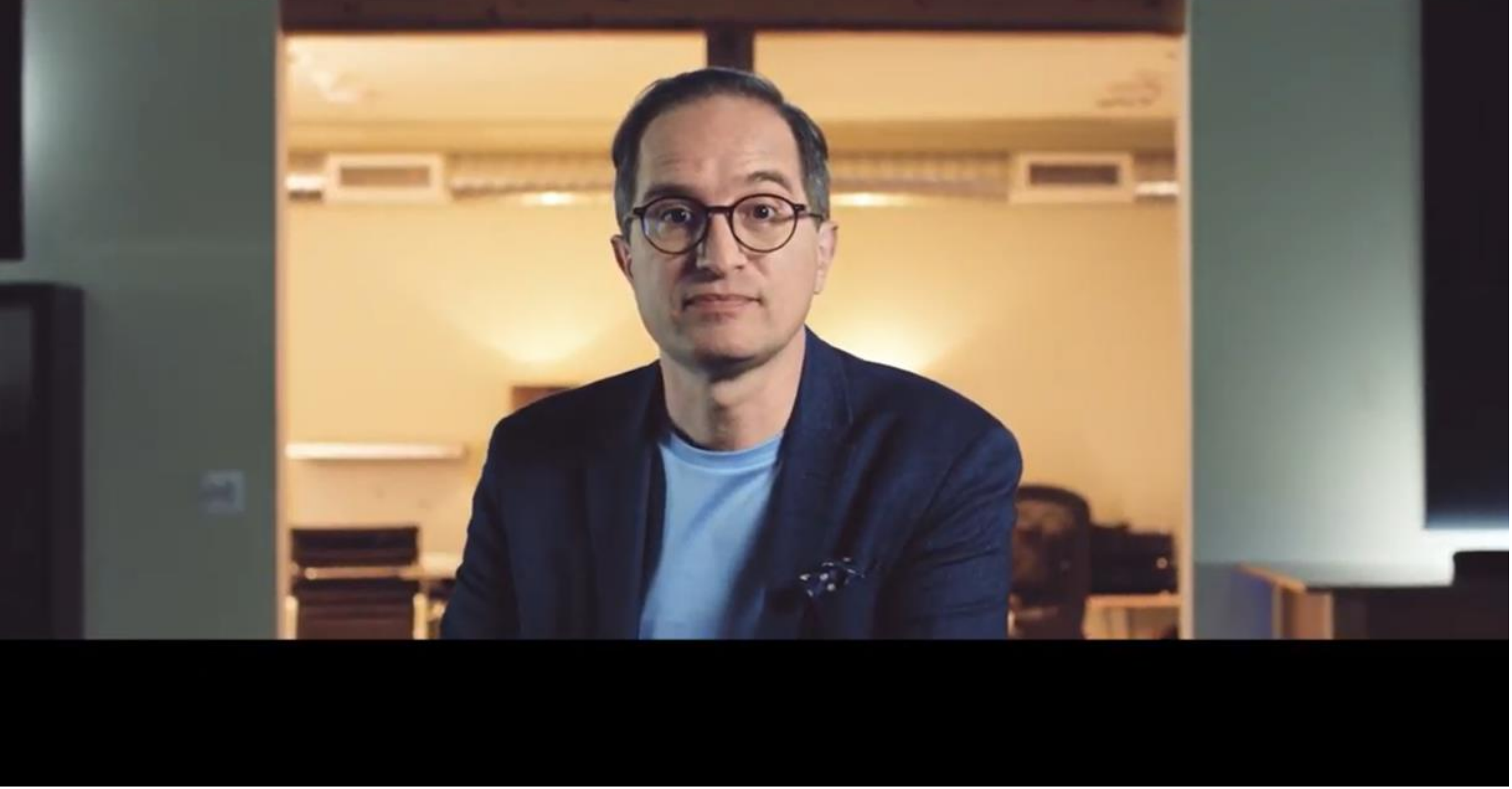
[Business scenarios]

"We have seen two years' worth of digital transformation **in two months.**"

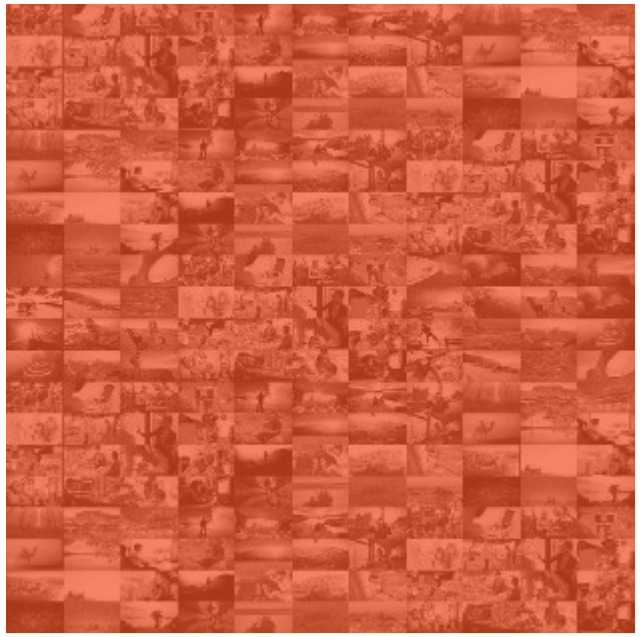
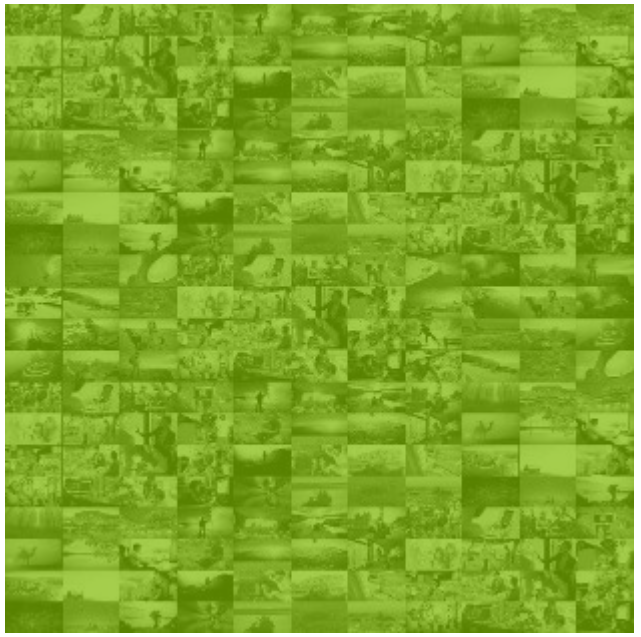
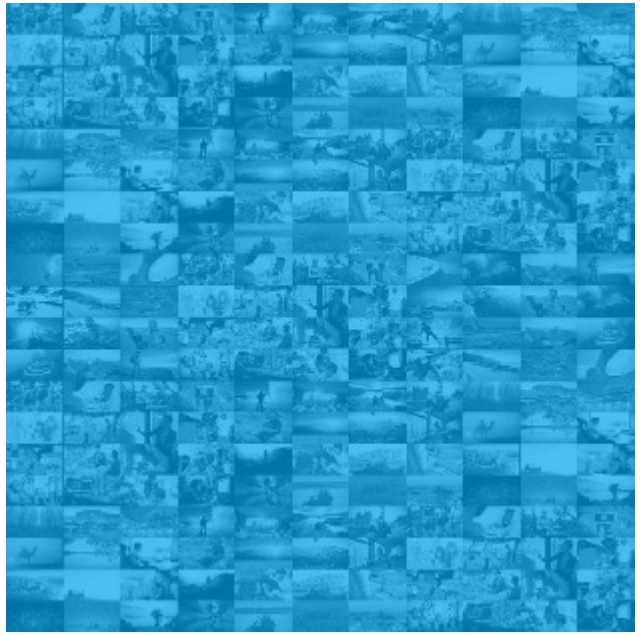
Satya Nadella
Microsoft CEO

Contactless shopping / Remote selling / Curbside pickup / Virtual Visits

Remote learning / Telehealth / Secure remote teamwork / Remote development



Peter Hinssen quotes:

- “Data is the new oil.”
- The fourth industrial revolution.
- “We are living in a VUCA world: volatile, uncertain, complex, and ambiguous.”
- “This is a time for risk-taking.”
- “Avoiding risk isn’t safe.”
- “Culture not structure.”

Thank you!