

Announcing Microsoft Viva Employee Experience Platform

Satya Nadella

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SATYA NADELLA: Good morning, and welcome to our event today. There is no question that over the last year we've seen lasting structural change across every aspect of our society and economy. No area has undergone more rapid transformation than the way we work.

For those of us with the privilege of working from home, digital technology has made this possible. And for those who need to be at the workplace, including the many frontline workers who have been critical to keeping our society and economy functioning in the midst of this pandemic, technology has made it easier to connect, collaborate and get work done.

We have participated in the largest at-scale remote work experiment the world has seen, and it has had a dramatic impact on the employee experience. As the world recovers, there is no going back. Flexibility in when, where and how we work will be key.

Today, we want to talk about what this means and how we are ensuring every organization will have the technology required to support their employees, and to help them thrive in this new era of flexible work. From the advent of word processing and desktop publishing, to email and team collaboration, Microsoft has always been at the forefront of the future of work, building technology to help people and teams achieve more together.

Today, we think about the next evolution of work, across three vectors: collaboration, learning and wellbeing.

First on collaboration. The reality is work doesn't begin and end inside a meeting. Anything people work on is accomplished in the context of a holistic process. Think of a finance manager doing a budget forecast, or a retail worker doing inventory. They create a spreadsheet or a list, share it with their coworkers, have conversations around it, and presented at a meeting.

With Microsoft Teams, we're providing that organizing layer for the entire process, the modes of communication, content creation and importantly, the ability to extend it with other applications and services, whether it's an analytics dashboard in Power BI, a line of business application written using Power Apps, or a SaaS-based HR system.

And it's not just about knowledge work collaboration. We're seeing fundamental changes in how frontline workers collaborate, too, and are part of your business. I recently experienced this firsthand during a virtual visit to Imperial College Healthcare NHS Trust, one of London's busiest COVID-19 wards. Dr. James Kinross showed me how

he's using HoloLens, Dynamics 365 Remote Assistant and Teams, to reduce exposure to the virus and conserve PPE.

He can interact with a colleague at home, while treating a patient in the hospital. He can review medical notes and X-rays, directly in his field of view. It was incredible to experience and see how they are pioneering the use of technology to improve patient outcomes while maintaining the safety of their staff.

The second area is learning. Going forward, learning in the flow of work will be increasingly important, as how we work and what we work on changes. Organizations are ultimately about knowledge turns. How are employees learning from each other? How are they identifying the knowledge and expertise that already exists inside the organization? And how are they learning from customers?

People are turning to LinkedIn Learning, more than ever, to build their knowledge capital and acquire new skills. And they are using new tools like Dynamic 365 Guides to access step-by-step instructions on the job.

Take Chelsea Potts in Chillicothe, Ohio, who used Guides to speed up her onboarding at a local PACCAR factory. She was proud to land a job outfitting the interiors of truck cabs. It was a dream job. It paid well. It required high skill. But picking up new skills on a job was stressful, especially learning those intricate sequences of tasks and steps. By using mixed reality to guide her through each step, right where the work is done, she was able to learn more quickly, and more importantly feel confident in her new job.

And finally, wellbeing. Productivity can no longer just be about short-term employee output. Employees are working longer hours, often feeling disconnected from colleagues. Sometimes I myself don't know whether I'm working from home or sleeping at work. We know that employee wellbeing can be an indicator of overall health of an organization. Companies can address this by equipping people with tools to rebuild social capital, focus and stay healthy.

It's one reason why we introduced new capabilities like Virtual Commute, this year, to provide the much-needed structure for a remote workday. At Unilever, for example, senior leaders are using our tools to identify teams whose work habits put their wellbeing at risk, so managers can proactively implement solutions to protect them, like No Meeting Fridays. You'll hear more about this later from Steve McCrystal at Unilever.

Today, we are bringing together collaboration, learning and wellbeing in order to create a complete new product category, Employee Experience Platform, or EXP. Thirty years ago, ERP systems were able to connect accounting and finance to the core business operations of the organization, redefining business processes, managerial doctrine and ultimately firm performance. We believe the same paradigm shift that happened with ERP, then, will happen with EXP today.

People operations will no longer be limited to HR but will be integrated across every aspect of the business, in order to improve the overall health and resilience of the organization. Every organization will require a unified employee experience from onboarding and collaboration to continuous learning and growth. These can no longer be siloed functions.

A world of flexible work creates new challenges. How do you keep everyone connected to your mission and sense of purpose? How do you create and sustain culture digitally? How do you on board new talent? How do you help them learn and grow? How do you ensure they always are collaborating with the right people?

Addressing these challenges and incorporating solutions into everyday workflow tools is more critical than ever. That's why today we are announcing Microsoft Viva. Viva brings together everything an employee needs to be successful, from day one, in a single integrated experience directly in Teams. Viva will bring learning into the flow of people's work, servicing required, training and learning opportunities, so growth and development is always top of mind.

It will provide personalized insights and reminders, so people work smarter, not longer. It will make it simpler to find content and experts related to projects someone is working on. And it will make it easier for leaders to communicate with employees and to foster community with personalized company communications, news forums and resources.

And that's just the start. To tell you more, I'll turn it over to Jared Spataro, but first, let's take a look at how Viva empowers people to be their best, no matter when, where or how they work. Thank you all very much.